

## Overdrive Mobile Troubleshooting

Compatible Mobile Operating Systems	Compatible Formats
Android™ v1.5 (or newer) BlackBerry® v4.5 (or newer) iPhone iOS v4.0 (or newer) Windows Phone 7	EPUB eBooks  MP3 Audiobooks

- **Do you live in Iowa City, Hills, Coralville, University Heights, or rural Johnson County?**

1.) If no, please contact your local library to see if they offer eBooks. Full access to this service is available to Library cardholders who live in Iowa City, Hills, University Heights, or rural Johnson County. Residents of Coralville may access the OverDrive service using their valid Coralville Public Library card.

- **Do you have a valid Iowa City Public Library card with password?**

1.) If no, please come to the Library to get a card or update your existing card.

- **Have you authorized OverDrive Media Console with an Adobe ID?**

1.) Before you download EPUB eBooks you need to authorize OverDrive Media Console with an Adobe ID. If you have not, here are the instructions for each operating system:

**On Android**—1.) Get an Adobe ID. Go to <http://goo.gl/5yFKT> to create an Adobe ID. If you already have an Adobe ID, skip to step 2.  
 2.) Open OverDrive Media Console.  
 3.) On the main screen, select "Menu" then "App Settings."  
 4.) Scroll to "eBook Options." Enter your Adobe ID and password.  
 5.) Select the "Authorize" button. OverDrive Media Console is authorized.

**On BlackBerry**—1.) Get an Adobe ID. Go to <http://goo.gl/5yFKT> to create an Adobe ID. If you already have an Adobe ID, skip to step 2.  
 2.) Open OverDrive Media Console.  
 3.) Select "Menu" then "Options."  
 4.) In the Adobe Account section, enter your Adobe ID and password.  
 5.) Select "Authorize." OverDrive Media Console is authorized.

**On iPhone/iPad**—1.) Get an Adobe ID. Go to <http://goo.gl/5yFKT> to create an Adobe ID. If you already have an Adobe ID, skip to step 2.  
 2.) Open OverDrive Media Console.  
 3.) From the main screen, select "Get Books +" then "Settings."  
 4.) Scroll to "eBook Settings."  
 5.) Select "Authorize with Adobe ID." Enter your Adobe ID and password.  
 6.) Touch "Authorize." OverDrive Media Console is authorized.

**On Windows Phone 7**—1.) Get an Adobe ID. Go to <http://goo.gl/5yFKT> to create an Adobe ID. If you already have an Adobe ID, skip to step 2.  
 2.) Swipe left-to-right from the "recent" screen to show the "menu" screen.

- 3.) Select "settings."
- 4.) Swipe to the "eBook" panel. Select "authorize."
- 5.) Enter your Adobe ID in the "Adobe ID" box.
- 6.) Enter your Adobe ID password.
- 7.) Select "OK." OverDrive Media Console is authorized.

- **Do you want to return and delete an eBook early?**

- On Android**—1.) Open OverDrive Media Console. On the main screen, tap and hold the eBook you want to return. The title menu is displayed.
- 2.) Tap "Delete" to display the return options.
  - 3.) Tap "Return and Delete." The eBook is returned and deleted.

- On BlackBerry**—1.) Open OverDrive Media Console.
- 2.) Select the eBook you want to delete.
  - 3.) Select "Menu" then "Delete" to display the return options.
  - 4.) Select "Return and Delete." The title is returned and deleted.

- On iPhone/iPad**—1.) Open OverDrive Media Console.
- 2.) On the main screen, press and swipe across the eBook you want to delete. A "Delete" button is displayed next to the title.
  - 3.) Tap "Delete" to display the return options.
  - 4.) Tap "Return and Delete." The eBook is returned and deleted.

- On Windows Phone 7**—1.) Open OverDrive Media Console.
- 2.) Tap and hold a title to show the context menu.
  - 3.) Select "delete" to display the return options if the selected title is not expired.
  - 4.) Select "return and delete." The title is returned and deleted.

- **Do you receive this error message when trying to download a title: "E\_ADEPT\_REQUEST\_EXPIRED (error code 2004)?"**

The error you are receiving can be caused by one of, or some combination of, the following three system settings: Incorrect clock time, incorrect date, or incorrect time zone.

- 1.) Check the device's system time, date, and time zone to verify that they are correct in relation to where you are located.
- 2.) Once you have updated this information, completely turn off the device and restart it and then try to download the title again.

- **Only for iPad/iTouch/iPhone: Do you receive a message that you need to sync with a computer when you try to download the OverDrive app?**

You are receiving this message because your device does not have iOS v4.0 or newer:

- 1.) Connect your device to the original computer that it synced with and open iTunes.
- 2.) Select your device from the "Devices" list in iTunes (left side of the screen).
- 3.) Click the "Summary" tab.
- 4.) Under "Version," click the "Check for Updates" button.
- 5.) Click the "Update" button.
- 6.) Once updated, follow the OverDrive mobile instructions for installing the OverDrive app.

- **Only for Motorola Xoom: Do you receive this error message when trying to download a title: "Expired ACSM file. Please refresh the web page you downloaded this title from and try again. (error code 1069)?"**

The error you are receiving can be caused by one of, or some combination of, the following three system settings: Incorrect clock time, incorrect date, or incorrect time zone.

- 1.)** Check the device's system time, date, and time zone to verify that they are correct in relation to where you are located.
- 2.)** Once you have updated this information, completely turn off the device and restart it and then try to download the title again.