



eBooks user guide

- 1. Introduction: what, why and how?**
- 2. Making your purchase.**
- 3. Common issues and queries.**

Welcome to the wonderful (and occasionally confusing) world of eBooks! We've created this document to help guide you as you investigate making an eBook purchase. We recommend that you read through this before diving in and making a purchase, as this should ensure that your purchase goes smoothly and you can avoid any common pitfalls.

We hope we've covered any queries here but if we have missed something please get in touch at ebooks@bookdepository.co.uk.

Introduction

What is an eBook?

An eBook (short for electronic book or digital book), is an e-text that forms the digital media equivalent of a conventional printed book.

Why do I need an eBook?

Good question – and you may not...but lots of customers prefer eBooks to their traditional counterparts, they do not take up shelf space, can be downloaded straight away, and you can fit thousands of titles onto an e-reading device which you can carry around, take on holiday, bring to meetings, and generally have on hand whenever and wherever you need it.

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- Blackberry smartphones
- The Kobo e-reader

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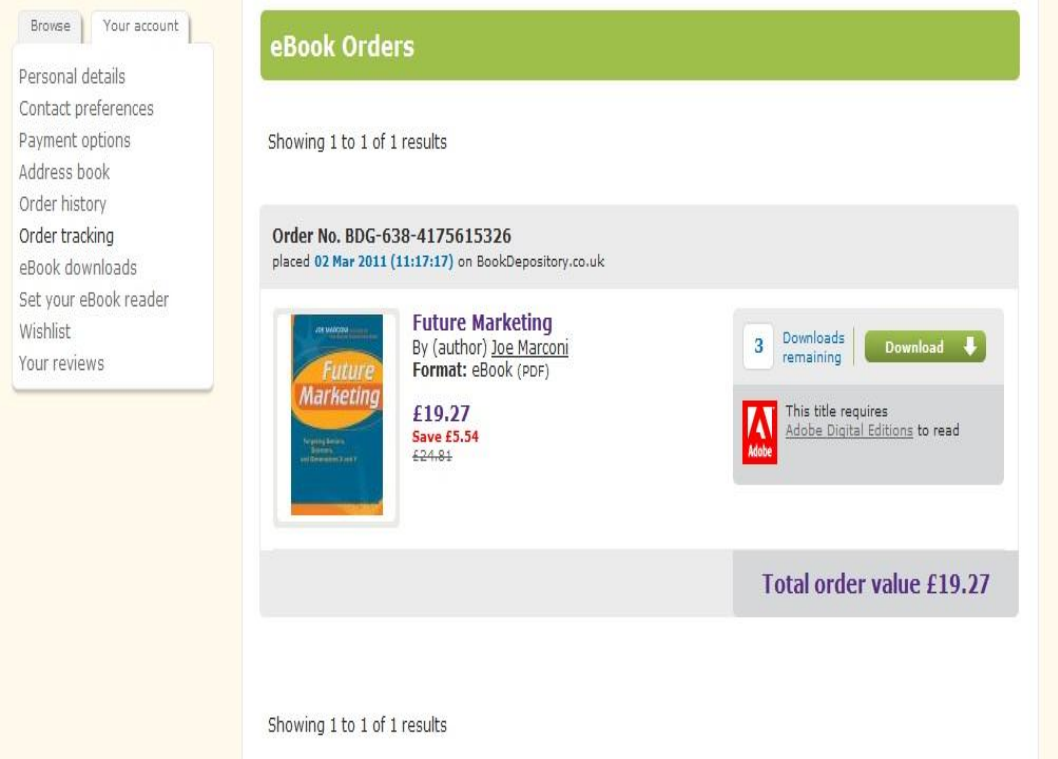
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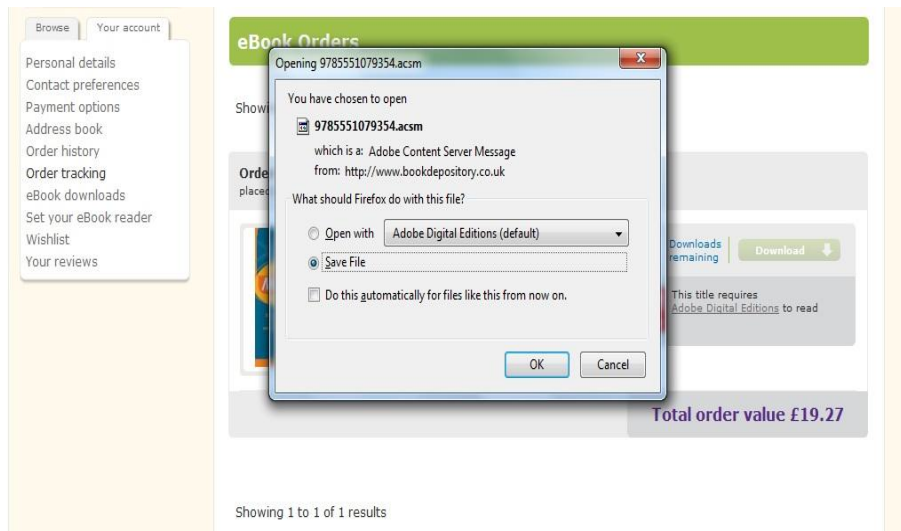
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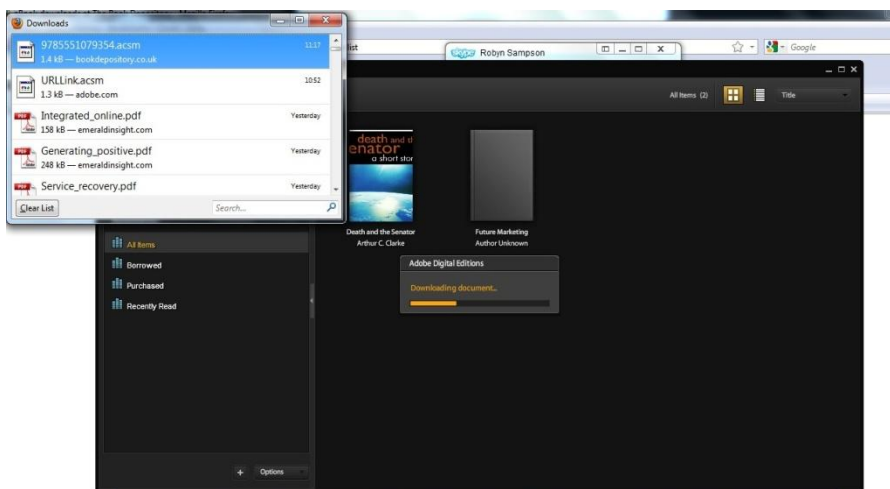
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Happy Reading!

Common issues and queries.

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Common eBook Issues

Below are a few issues we see fairly regularly.

Issue	Solution
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I would like to give an eBook as a gift?	eBooks are unlikely to make suitable gifts, as the restrictions on file sharing are likely to prevent the receiver from opening the file.
I can open and view the file in Adobe Digital Editions, but not on my e-reader device?	This is likely to be due to compatibility issues between the DRM used on the eBook, and your e-reader. Sadly we can't change this.

Adobe Digital Editions Troubleshooting

Below are some common error message experienced by ADE users.

ERROR MESSAGE	ISSUE / SOLUTION
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Document is licensed for a different user account	<p>1) User has installed an Adobe ID on more than one machine 2) User has modified the clocks on their computer 3) User has modified their account from a “Do Not Authorize” to an “Adobe Activated ID” 4) User has “De-installed” and “Re-installed” adobe digital editions – but the installation is not being removed from the machine completely.</p> <p>The best solution here appears to be to completely de-install ADE from your computer, and reinstall, ensuring that you authorise the software once this has been reinstalled.</p>
Adobe reader could not open xxx acsm because it is either not a supported file type or because the file has been damaged.	This error message is usually generated because an antivirus/firewall is preventing communication with the adobe activation server, Please create an exception in the firewall for port 8080. Many workplace networks operate a strict firewall and it will prevent any communication via port 8080
IO Error on Network Request.	Flash Player (which is part of Digital Editions) ran into a problem when contacting the server. The most common causes of this problem is a proxy or firewall.