

# **ActEd eBooks using Adobe Digital Editions (or compatible eReaders)**

**– FAQs**

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## EBOOKS – DEVICES AND SOFTWARE

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### Checking you have a compatible computer and device

Most PCs or Macs with a reasonably up-to-date operating system, browser and version of Adobe Flash should enable you to download and use ActEd eBooks.

As well as on a PC or Mac, ActEd's eBooks can be used on a wide range of iOS and Android devices including eReaders, smartphones, tablets and netbooks.

To be compatible your device needs to support the free Adobe Digital Editions software. To see the list of supported devices, see:

<http://blogs.adobe.com/aemmobile/supported-devices>

Note, this list does NOT include the Amazon Kindle. However, it is possible to read eBooks on Kindle Fire HD devices currently on sale on Amazon (and some of the previous generation Fire models) by installing a suitable reader app (see below). You cannot use Amazon's dedicated eReader devices (*eg* Touch / Paperwhite / Voyage) as these are not Android-based and do not run apps.

If you are in any doubt about whether an eBook can be used on your device or about how it will appear on the screen (*eg* font size), then we strongly recommend that you first download a free eBook using Adobe Digital Editions to check that it works correctly on your computer or other device. We are unable to offer refunds in the event that you order an ActEd eBook and then find that it is not compatible with your device.

### Installing the applications

ActEd eBooks are read using Adobe Digital Editions. There are versions of the software for Mac and PC, and apps for Apple iOS and Android. The latest version of ADE will automatically sync eBooks across devices authorised with the same Adobe ID.

This software is free and can be downloaded here:

<http://www.adobe.com/solutions/ebook/digital-editions.html>

Other free and paid-for eReader applications are available if you prefer not to use Adobe or **if you are using a Kindle**. These are available from Apple App store, Google Play or Kindle App store. These eReaders may have more and better features than Adobe Digital Editions but it may be less easy to transfer the eBooks between devices. Please refer to the software provider's instructions for details on how to install, authorise and sync eBooks using these products. You must select an eReader that supports Adobe DRM, for example, Overdrive, Bluefire, Aldiko or Copia.

## **Registering with Adobe**

If you do not already have one, you need to register an Adobe ID. This is free and can be done here by visiting <https://www.adobe.com/uk/> and clicking on “Sign In” and registering using “Get an Adobe ID”.

When using Adobe Digital Editions (or the any other compatible eReader) for the first time on any device, you will need to authorise the application. This requires you to enter your Adobe ID and password so that your copy of Adobe is able to read the Adobe eBooks and sync across your devices.

## **Downloading a test eBook**

To be sure that you’re all set to go before placing your first eBook order with ActEd, we recommend that you download a free eBook using Adobe Digital Editions first to check that it will work correctly on your computer or other device.

There is a library of sample free eBooks at:

<http://www.adobe.com/uk/solutions/ebook/digital-editions/sample-ebook-library.html>

Choose a title that is in “PDF eBook” format (rather than EPUB format) as this is the format used by all ActEd eBooks. Select “Download Item” next to your chosen eBook.

As part of the default installation, a folder will be created called “My Digital Editions”. (This may sit alongside folders such as “My Pictures” and “My Albums” or it may be within the “My Documents” folder). Your eBook should appear here.

## **ACTED EBOOKS**

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### **Downloading an Acted eBook**

Important: Before attempting to download an ActEd eBook, you must have completed all the above steps first.

After ordering an eBook from ActEd you will receive two emails, containing:

1. A confirmation of your order
2. The ActEd eBook “token” that you need to download your ActEd eBook.

The “token” is a URL link that you need to click on (or cut and paste into your browser) to initiate the eBook download. If you are given the option to “Open” or

“Save” the file, choose “Open”. Digital Editions will then download and register the eBook to your computer. Ensure you have cut and paste the entire token.

If you intend to print the eBook, you will only be able to print from the computer on which you first download the token, so please choose your initial computer carefully.

### **Accessing an ActEd eBook on multiple computers/devices**

ActEd eBooks can be accessed on a total of up to 6 computers/devices. Your Adobe ID manages the digital rights to your eBooks and enables you to do this. Each device needs to be authorised with the same Adobe ID. If you are using the latest version of Adobe Digital Editions on all your devices, eBooks will automatically sync across your devices authorised with the same ID.

### **Printing an ActEd eBook**

You can print your ActEd eBook, however, be aware that there are **two** restrictions on printing.

1. *Printing must be done from the original computer/device*

Printing has to take place on the first device that the eBook is downloaded to. Even though it can be read from other devices, it will not print from them.

2. *You may only print 100% of the pages.*

This means that for a 100 page eBook, you can print up to 100 pages in total. This may be as a single print, or in increments, or by printing any 10 pages 10 times. You cannot, for example, print the whole course twice.

We advise you to check that you have enough paper and toner to complete any printing, to avoid the risk of exceeding the print limit by having to make a second print attempt! Print gradually. Do not send the entire eBook to the printer in one job. You may find it more practical and economic to order a printed copy of the CMP from ActEd.

Note that if you’ve ordered just a CMP eBook (*ie* as a standalone, rather than in addition to a paper CMP) then you will probably want to print off the X Assignments. If you’re submitting the X Assignments for marking then you will at least need to print the cover sheets.

## **USING EBOOKS**

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### **Navigating within the eBook**

If you are looking for a particular word or phrase, you can search for it by entering it in the Find box.

In most of the CMP eBooks there are links to other chapters or questions and solutions that appear as blue links, which you can click on to jump to the reference mentioned. Do be aware though that there isn't always quick way to jump back!  
*NB: Internal links do not currently work within some versions of the ADE mobile device app.*

We have found the best way to navigate in either the CMPs or the Flashcards is to use the Table of Contents.

### **Annotating an eBook**

Depending on the software and device you are using, you can highlight text within the eBook and make notes.

### **Accessing eBooks offline**

As eBooks are downloaded and saved to your Digital Editions library on your PC or laptop, after downloading, you do not need a live internet connection to access them. You will need an internet connection to download eBooks and sync between devices.

## **TECHNICAL SUPPORT**

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### **ActEd support**

ActEd will make sure that the download token that we send you to access your ActEd eBooks is valid. We will try and help with any other queries, possibly by directing you to technical information and instructions pages from Adobe and others.

However, we can't offer support for all the potential computers, eReaders, devices *etc* which students may be using to download and use the eBooks.

### **Troubleshooting**

If you have problems installing the software or downloading eBooks, you should first check the following:

- **network connection** – check you have a connection to the Internet that is not being blocked by a firewall (particular problems are known to exist with Kaspersky). You may need to temporarily suspend your firewall or talk to your company's IT support to check that the network is not blocking the connections.

- **up to date software** – check you have latest operating system updates and version of Adobe Flash.
- **administrator rights** – if using a company computer, check you have permission to install the required software.
- **tokens** – check you have cut and paste the whole token. It may be very long and extend over several lines in the email.

Often a simple Google search for any unusual error codes or messages will yield helpful tips for solving the problem.

### **Upgrading or changing computers**

You will to de-authorise the original PC, then start authorisation from the beginning with your new PC. To de-authorise a PC, load Adobe Digital Editions on your old PC while connected to the internet, then press CTL + SHIFT + D if you are using a Windows PC, or APPLE + SHIFT + D if you are on a Mac. Then following the instructions on the Adobe Digital Editions website to de-authorise the PC.

### **Computer crashes**

So long as you have your Adobe ID information you will always be able to start a new version of Adobe Digital Editions on a new PC and download a fresh copy of ActEd's eBooks onto the new PC.

### **Other sources of help**

Adobe Digital Editions help here:

<https://helpx.adobe.com/support/digital-editions.html>

Adobe Digital Editions system requirements here:

<http://www.adobe.com/uk/solutions/ebook/digital-editions/tech-specs.html>