OverDrive Support Common Questions and Answers

The information below will help Wisconsin libraries answer common support questions from patrons using OverDrive. The questions below are answered, explained, and most include a sample response that libraries can customize and send to patrons.

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Library Card / Log In Issues

I can't log in / It says my library card is invalid / It says there is something wrong with my card.

This is one of the most common questions you'll probably receive. The good news? You'll be able to easily answer them by checking the card in your ILS.   If there are cases where the patron's card does not appear to be the issue, it could be a couple of other things:

a. An issue with your ILS: Check to see if your ILS is up-and-running!
b. An issue with the connection between your ILS and OverDrive: Can you log in with any card numbers? If not, alert your system. You can also submit a support form to OverDrive if your system is not available. They can set up temporary measures to allow your patrons to continue to access OverDrive if the ILS is unavailable for any reason.

I have a new library card. How do I move my holds/checkouts?

Currently when a patron received a new library card, you will need to use the support form in OverDrive Marketplace to request the old and new library cards be merged and holds from the old card be transferred to the new card. You will need both card numbers to complete this.

Select Support form and fill out information. For Issue Category select Account: Replaced Card. Make sure to indicate in the description which is the old library card and which is the new library card to ensure the cards are merged correctly.

OverDrive will let you know when the process is complete and then email the patron and let them know they can access all holds and information using their new card number going forward.

Facts to know: The old and new barcode numbers from the patron.

Sample reply, when sent to OverDrive

I'm very sorry for the inconvenience. We can certainly help you with that. I've sent the request to OverDrive to merge the two accounts and all your holds and checkouts and lists from your previous account will be available on your new account shortly. We'll let you know as soon as it's complete.

Sample reply, once merge is complete

Your library card merge has been completed. You should now find all of your holds, checkouts, etc. under the new number. If you have any additional questions, please let us know.

I forgot my pin or password / I want to change my pin or password

This is one of the most common support questions, but is also among the easiest to answer.

Overdrive authenticates patrons by connecting to your library's ILS or other authentication system. It does not store or manage any usernames or PINs. For that reason, if a patron forgets or wishes to change their PIN, it must be done at the local library or system. If the patron belongs to your library or library system and you can help them with their PIN issue, then just

resolve the issue yourself in accordance with your library's policies. Otherwise, simply refer the patron to someone who can help.

Sample reply

I'm sorry that you're having trouble with your PIN. As a reminder, all patron PINs are set to the last four digits of the phone number they used when obtaining their library card. If that still doesn't help, you'll need to stop into the library and we can help you to reset your PIN. The library is open Monday through Friday from 9:30 AM until 10:00 PM.

I'm getting Error 10060. What does this mean?

The full error message is this:

> We are unable to connect to the library authentication server at this time. Please contact your library to report the issue. Error code: 10060

Typically, this means that there is an issue between OverDrive and your library's authentication system for getting patrons into OverDrive. We recommend the following steps:

1. Check to see if you have the same problem with a different card. If so, proceed to Step 2. If not, respond to the patron and ask them to try again.
2. If you are currently able to talk with the person who manages your library's authentication system, contact them and report this error. They can work with OverDrive as needed to get things up-and-running.
3. If you are not currently able to talk with the person who manages your library's authentication system, report the issue to OverDrive using the Support Form found in Marketplace. If you are really, really sure that this is an issue impacting all of your patrons, check the box at the bottom of the form. Someone from OverDrive will be in touch with you quickly to resolve the issue.   OverDrive can't fix your library's authentication system, but they can temporarily set up a system so that your patrons will be able to access the service.

Facts to know: Is this impacting all of your patrons?

Sample reply

I'm sorry that you're having trouble logging in. Unfortunately, we are having a temporary problem with our patrons accessing OverDrive. We're working to resolve the issue, and we'll be back in touch as soon as you can log in again.

Email Address Changes

I want to change my email address for hold notifications

The patron needs to change their email address on each existing hold and then use the email address they prefer for all holds they place in the future.

Here are instructions to change an email address on an existing hold:

http://help.overdrive.com/customer/portal/articles/1481146-how-to-change-your-email-address-for-hold-notifications-

Additionally, the user's OverDrive account contains email information and that can be changed by following the instructions here:

http://help.overdrive.com/customer/portal/articles/1527351-how-to-adjust-your-overdrive-account-settings

Sample reply

I'm sorry for this frustration! An email address is associated with each hold in your account.

Here are some instructions on how to change the email address on your existing holds:

http://help.overdrive.com/customer/portal/articles/1481146-how-to-change-your-email-address-for-hold-notifications-.

And be sure to use your preferred email address on future holds as well! You may also want to make sure your OverDrive account has your preferred email address. Here are instructions for making that change:

http://help.overdrive.com/customer/portal/articles/1527351-how-to-adjust-your-overdrive-account-settings

Please let me know if you are still having any difficulty receiving emails from OverDrive after following these instructions. Thanks!

I want to change my email address in my OverDrive Account

Users' OverDrive account contains email information and that can be changed by following the instructions here:

http://help.overdrive.com/customer/portal/articles/1527351-how-to-adjust-your-overdrive-account-settings

Sample reply

Thanks for contacting us! I'm sorry for the inconvenience. Here are instructions for changing your email address in your OverDrive account:

http://help.overdrive.com/customer/portal/articles/1527351-how-to-adjust-your-overdrive-account-settings

Please let me know if you are still having any difficulty receiving emails from OverDrive after following these instructions. Thanks!

Circulation: Renewing, Returning, Checkout History, etc.

Can I renew?

Patrons can renew some titles as permitted by OverDrive and based on rights determined by publishers.

The option to renew a title becomes available three days before the title is set to expire, appearing next to the title on the patron's bookshelf in his/her account.

The renew option works two different ways, depending on if there are holds on the title:

   a. *If there are no holds on the title*, the renew option will be green and the patron will be able to borrow the title immediately.
   b. *If there are holds on the title,* the renew option will be gray and renew will put the patron back on the wait list.

Each checkout can only be renewed once.

Detailed instructions can be found here: http://help.overdrive.com/customer/portal/articles/1481523-how-to-renew-digital-titles

Facts to know:

- Title the patron wants to renew
- If the title has holds or not
- If the patron has renewed the checkout previously

Sample reply

Thanks for contacting us! Some titles can be renewed, depending on publisher restrictions. If your title can be renewed, a button to renew will appear three days before it expires. If there are no holds on the title, the button will be green and you can renew. If there are holds, the button will be gray and selecting it will put you in the hold queue for the title.

More information about renewals: http://help.overdrive.com/customer/portal/articles/1481523-how-to-renew-digital-titles

Please let us know if you have any further questions.

How do I return my book early?

One great thing with OverDrive is that there are no overdue titles: Titles will always be returned automatically on the due date and the patron doesn't have to do anything.

However, many patrons want to return books before the lending period ends.   Whether or not a title can be returned depends on format and what software the patron is using.

In general, EPUB eBooks and MP3 audiobooks can almost always be returned.

Exceptions to early returns:

- You can't return downloaded Open PDF eBooks, music, WMA audiobooks, or WMV videos before the end of the lending period.
- Once you start playing a streaming video in your browser, you can only return it if you add it to OverDrive's app for Android or iOS.
- You can only return downloaded Open EPUBs from OverDrive's app for Android, Chromebook, iOS, or Windows 8.
- You can't return any titles using OverDrive's desktop app for Mac.

For more specific information about what can be returned early and how, see http://help.overdrive.com/customer/portal/articles/1481263-how-to-return-titles-before-the-end-of-your-lending-period-

Keep in mind, you can always return a title early through Marketplace.   If a patron really needs a title returned for some reason, you can take care of it for them!

Facts to know: Format of the title, software/device patron is using.

Sample reply

Thanks for contacting us! I'm sorry you're having problems returning your book early. Whether or not you can return titles before they expire depends on the format and device you are using. For this title, you can return it early on your iPad by finding the book on your bookshelf in OverDrive Media Console and pressing and holding the book image. Then, select the "Return" button. If you need more information on what can and cannot be returned early, see this page: http://help.overdrive.com/customer/portal/articles/1481263-how-to-return-titles-before-the-end-of-your-lending-period-

Note: You can't return downloaded Open PDF eBooks, music, WMA audiobooks, or WMV videos before the end of the lending period. Once you start playing a streaming video in your browser, you can only return it if you add it to OverDrive's app for Android or iOS. You can only return downloaded Open EPUBs from OverDrive's app for Android, Chromebook, iOS, or Windows 8. You can't return any titles using OverDrive's desktop app for Mac.

Why is there a limit on the number of books I can have checked out?

The checkout (and hold) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds in the library in general and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so we have these policy decisions to try and get everyone what they need in a timely manner.

Can I see my checkout history?

Yes and no. How's that for an answer? The ability to see checkout history depends on what software the patron is using. The OverDrive app has the function that saves checkout history for the patrons to view, for Android, iOS, and Windows 8 (app version ONLY).

Note: devices that run on legacy versions of the app (that is, that cannot be upgraded to the current version) do not have the reading history feature.

A patron can turn this function on and off. From the main menu in the application, swipe from left to right on the screen. "History" is one of the menu items and is where a patron can see what he or she has checked out.

If the app needs to re-installed, reading history information will be erased.

If a patron has privacy concern about whether OverDrive has their reading history stored somewhere, here is a link to OverDrive help that covers this subject.

http://help.overdrive.com/customer/portal/articles/1481583-does-overdrive-track-a-user-s-checkout-history-

Facts to know: What software is the patron using to access OverDrive?

Sample reply

I'm sorry it's not apparent how to find your reading history. The ability to see your reading history depends on whether you are using the OverDrive app. Only the app has the function that saves the history of what you've checked out. OverDrive does not keep any records of what you check out.

If you are using the OverDrive app, you can go to the main menu in the application to find your history.

If you have an older version of the app or if you are logged into the digital library website via your browser, you will not be able to see your history.

I want to change how long I can check out books.

The bad news? Once a title is checked out, the length of the lending period cannot be changed.

The good news? Patrons can change the default lending period in their account settings, so they will have longer default lending periods in the future. See http://help.overdrive.com/customer/portal/articles/1481587-how-to-change-lending-period-options for more information.

Sample reply

I'm afraid that once you've checked out a title, you cannot change the lending period (but you can renew: http://help.overdrive.com/article/0260/How-to-renew-digital-titles). If you'd like to change your default lending periods, see the instructions here: http://help.overdrive.com/customer/portal/articles/1481587-how-to-change-lending-period-options

Why can some titles only be checked out for 14 days, instead of 21?

In order to reduce the holds and wait time for high-demand titles, there is a cap on the maximum amount of days those titles can be checked out. This helps the books circulate more quickly and fulfill holds more efficiently with the number of copies the library has.

Sample reply

I'm sorry for this inconvenience. Some of the very high-demand titles in the collection have been capped at a 14 day checkout period, so even though you may have selected your default to be 21 days for ebooks, these titles will expire after 14. This helps to reduce the wait time for very popular titles, so they can be read by more readers who want them.

Searching

How do I find books only in a certain format?

To find books in a certain format, i.e. Kindle or MP3, use the 'Advanced Search' feature under the search box on the top right. In the "All Formats" pull-down list, choose the desired format.

For more information on advanced search, see:
http://help.overdrive.com/customer/portal/articles/1481152-how-to-use-the-advanced-search-feature-on-a-library-website-

How do I find books that are available and don't have holds on them?

To find available titles, use the 'Advanced Search' feature under the search box on the top right. Enter the desired search and select "Only titles with copies available."

For more information on advanced search, see
http://help.overdrive.com/customer/portal/articles/1481152-how-to-use-the-advanced-search-feature-on-a-library-website-

Content

There are obscene pictures on the homepage!

OverDrive has implemented maturity level settings to allow users to configure what they see on their homepage and limit the scope of the collection to titles that they want to see. These are configured in the Settings section of the user's account. There are two components:

1) Maturity Level – Here the user can select from Juvenile to Adult titles, and in this case, "Mature Adult" is used to denote erotica and similar content. For patrons who do not want to see "bodice-rippers," direct them to select Juvenile to General Adult. (Or they can opt not to see children's and YA titles by selecting General Adult to General Adult.)

2) Cover Images – If patrons select No to this option, it will disguise Mature Adult covers with a generic cover image.

For a patron concerned about children viewing certain titles, you can also direct them to the children's (http://dbooks.wplc.info/kids) or teens (http://dbooks.wplc.info/teens) e-reading rooms.

Note: The Maturity Level settings can be used to help adult users filter children's titles from the collection they search and browse.

For more information, see the WPLC Collection Policy:
http://wplc.info/sites/wplc.info/files/WPLC-Collection-Development-Policy-Final_1.pdf

Sample reply

Thank you very much for your feedback. This is a common request! You can adjust this display in your Account Settings, by eliminating "Mature Adult" titles from your view in the Maturity Levels settings or by turning off the Mature Adult cover images. To eliminate those titles from appearing when you are logged in, go to your Settings, Maturity Levels, and select Juvenile to General Adult (you can also exclude Juvenile and Young Adult titles here if you wish). Or, go to the Cover Images option and select No to turn the Mature Adult cover images into generic book images.

I want you to order this book, please.

OverDrive allows patrons the option to recommend titles for purchase directly through the website. We encourage patrons to make recommendations this way as they will be the first to receive the titles if and when they are added to the collection.

To recommend a title, search for what you are looking for and when results are displayed, select "Additional titles to recommend." After choosing a title from the list, and clicking the "Recommend" button, the patron will then be directed to enter a library card and be given the option to be informed via email when the title becomes available, and/or opt to be placed on a holds list when the title is purchased.

Patrons are limited to three recommendations in 30 days using the above process.

If a title or author does not show up, it is not available for purchase most likely due to restrictions from the publisher.

If a patron is requesting more books in a particular genre or by a certain author, you can refer these requests to the WPLC Selection Representatives in your system. A list of selectors can be found here: http://www.wplc.info/committees/selection-committee/

Sample reply

Thank you for your suggestion! To recommend a title, do a title or author search on the site, and when results are displayed, select "Additional titles to recommend." If the title you want is on the list, click the "Recommend" button, enter your library card number, and choose to be informed via email when the title is purchased and available and/or be placed on the holds list when the title is purchased.   There is a limit of three recommendations every 30 days.

If you do this search and the title does not show up to recommend, it is not available for us to purchase, most likely due to restrictions from the publisher.

Thanks for your continuing support of the digital library!

Why am I only allowed to recommend three titles a month?

The WPLC Selection Committee makes every effort they can to order recommend titles within their budget, but that budget is limited. In order to get the widest array of suggestions, there is a limit to the number that can be recommended within a 30 day window. This helps ensure that

a few people aren't disproportionately skewing the collection to their own tastes by recommending many, many books a month.

Sample reply

Thank you for your input and I'm sorry for the inconvenience. We try to order all the books recommended within our budget and by limited the number of titles that patrons can recommend, we are able to get a broad representation of books requested by users of all types. It helps the collection grow in a way that represents more users' needs.

Why are there so many books in [insert genre here]?

The collection of Wisconsin's Digital Library is meant to be popular, that is, full of high-circulating materials. The development of the collection is determined by what titles and genres are popular with its users – specifically in bestselling fiction and nonfiction, mystery, and romance, to name a few.

Sample reply

Thank you for your feedback and I'm sorry for the frustration.

The collection is focused on popular titles, and [insert genre here] is a very popular genre for readers in Wisconsin! If you would like to narrow your searches so that your results are not interfered with by books you aren't interested in, you can do one of two things:

1. Use the advanced search to search for a specific topic or genre you are interested in, or
2. If it's Children's, Young Adult, or Erotica titles that are interfering, you can set your Maturity Level settings in your account to filter them from your searching or browsing of the site.

Holds

I got a notification that my hold was available, but it isn't in my holds in my account.

This is almost always an issue of card number confusion: the hold was placed with one card number while the patron is now trying to check out the title with a different card number. Sometimes, this is because the patron has a new card. Sometimes, it's because the patron is using multiple cards (a spouse's card, for example).

Start troubleshooting by using the Marketplace tools to look up the hold by email address. Find the card number associated with the hold. Most of the time, it won't be the same, and then you can let the patron know that.

Facts to Know: The patron card and email address to find what card number was used to place the hold.

Another option for this patron is to turn on the Auto Checkout feature, which automatically checks out the title to the patron. A notification is still sent that the title has been checked out.

Sample reply

I'm sorry that you're having trouble retrieving your hold. It looks as if the hold was placed on a different card number than the one indicated here. Is it possible that you were logged in with a different account when the hold was placed, or that you recently got a new card from the library?

If you did get a new card recently, please let me know and we can ask OverDrive to merge the two accounts so that all the information from the old card is available on the new one.

If the hold was placed on the wrong card number, place the hold again with the correct card and let me know. Then I can move you up in line so you get the title quickly.

I've been number {fill in the blank} for this title forever. Why am I not moving up the list?

This issue can be caused by a couple of different situations:

If the title is a Harper Collins title, it is possible that we have run out of licenses and we need more. The easiest way to tell is to search the title in the Wisconsin Digital Library and scroll down to the "Title Information" section near the bottom of the page. If it is a Harper Collins title, send the information to your WPLC Selection Committee representative to check and make sure we have licenses available. A list of selectors can be found here: http://www.wplc.info/committees/selection-committee/

If the title is not a Harper Collins title, it is possible that other patrons have been moved up the holds list. As you do support, you will have times where a patron has a download issue, another technical problem, or missed being able to check out a title because of a hold notification problem. Once the problem is resolved and if the time to check out the title or the lending period has expired, the patron will need to place a hold on the title again.

This means the patron would go to the back of the line for something he or she has already waited for once. As a courtesy and matter of good customer service, you can use the "Manage Holds" feature in Marketplace end-user support to move the patron to the top of the hold queue so to eliminate the second time he or she would have to wait.

 This, of course, adds to the time it will take for a title to become available for other patrons in the queue and is a typical reason a person will not be moving up the list.

 Facts to know: Is it a Harper Collins title?

Sample reply

I apologize for the delay.

Occasionally, if there are issues with downloading or other technical glitches after a title has been checked out, the person may end up with longer than three weeks with the title, as returning the title and checking it out again often works to resolve such issues. This is typically what causes a holds queue to stop moving.

 I'm sorry for the inconvenience, and I would expect that you will get your title soon!

Why is there a limit on the number of books I can have on hold?

The hold (and checkout) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so these policy decisions help to get everyone what they need in a timely manner.

Download / Access Issues

I'm getting an error about a fulfillment limit.

The title fulfillment error occurs when you click the download link to an eBook or audiobook too many times before the end of its lending period. This means that a patron will receive this message when he or she clicks the download button more than the allowed number of times.

The error message typically reads:

We're sorry, but an error occurred while processing your download.

Error code: 80040812

Error details: Failed call to fulfill the title.

The fulfillment limit (3) for the requested title has been reached.

When this occurs, log into OverDrive Marketplace and select the "Support" link to get to "End-user support". From there you will be able to select "Reset downloads." It's easiest to search the patron's records by entering their barcode, but you can also search by title. (Note: If you only have a patron's email address, use the "Return Titles" search to find the barcode associated with the email address} In the search results you can find the title the patron needs reset, select "View" and in the window that comes up you will be able to select "Reset downloads". You will need to provide a reason, such as "patron experienced a download problem."

This error may also occur when a patron is having trouble with a download and was able to get some parts of the book but not the entire book. The following OverDrive Help link has instructions for how patrons can resume the download:

http://help.overdrive.com/customer/portal/articles/1481634-how-does-the-download-limit-work-at-a-library-website-and-how-do-i-resume-downloads-i-ve-already-started-

Facts to know: Patron barcode, title. If you only know the patron's email address, you can find the barcode by using the "Return Titles" report from the "Support" tab in Marketplace.

Sample reply

I'm sorry you have reached your download limit. I have reset your available downloads for this title. Please try your download again.

If you were having trouble with a download and were able to get some parts of the book but not the entire book, the following OverDrive Help link has instructions for you to try to resume the download:

http://help.overdrive.com/customer/portal/articles/1481634-how-does-the-download-limit-work-at-a-library-website-and-how-do-i-resume-downloads-i-ve-already-started-

Please let me know if you continue to have issues with your download.

I am getting an error that says my eBook has been downloaded or fulfilled by another user or account

This error occurs when users try to open an eBook that has already been authorized (downloaded) with a different OverDrive account or Adobe ID.

If the patron has, in fact, used different Adobe IDs or OverDrive accounts to obtain and access the title, they should also clear the Adobe IDs from their device and be sure to use just one.

For more information on the error and how to reset an OverDrive Account or Adobe ID, see http://help.overdrive.com/customer/portal/articles/1481166-what-to-do-if-you-get-an-error-saying-an-ebook-has-been-downloaded-or-fulfilled-by-another-user-or-account

To fix this, the patron may have to return the book and check it out again using the correct Adobe ID / OverDrive account. If there is a hold for the title, it is appropriate to move the patron up in the holds queue in Marketplace.

Sample reply

I'm sorry that you're seeing that error. How frustrating. This error usually comes up when more than one Adobe ID or OverDrive account is used to access the same title. I recommend the following. First, I can return the item for you. Then you'll want to clear your Adobe ID from the device. Here's a guide about that: http://help.overdrive.com/customer/portal/articles/1481166-what-to-do-if-you-get-an-error-saying-an-ebook-has-been-downloaded-or-fulfilled-by-another-user-or-account

Finally, go ahead and check the item out again. If you find that there's a hold list, I can move you to the top of the list. Just let me know if you'd like to go ahead with this plan and I'll return the item for you.

I downloaded the wrong format. Can I change it?

Once a patron has "locked in" a format, there is not a way to change it. They'll need to return the title and check it out again. It's often easiest to return the wrong format for the patron, as they won't have the software in many cases to return it themselves.

For more information on selecting a format, see http://help.overdrive.com/customer/portal/articles/1481261-how-to-select-a-format-for-your-borrowed-title-

I'm sorry for the inconvenience. Unfortunately, once a title format is selected, it can't be changed. IF the title doesn't have any holds, we can return the title for you and you can check it out again. However, if there are holds, we can return the title for you and then you can place the hold again. Once the hold is placed, let us know and we'll move you up to the top of the holds queue so you can get the title quickly and select the proper format.

When I download this title, it's missing parts.

There are three potential reasons why this may occur:

1. Very often, this occurs when a patron's internet connection fails during a download. Often, such a problem will be accompanied by a message indicating that the patron has reached the download limit for the title. A good first step would be go reset the user's download limit and ask them to try downloading again (see above for more information on download limit).
2. Sometimes, particularly when patrons try to transfer an audiobook to an iOS device, parts will be missing or not in order. More information can be found here: http://help.overdrive.com/customer/portal/articles/1481129-what-to-do-if-part-of-an-audiobook-wasn-t-transferred-properly-from-windows-to-your-apple-device-iphone-ipad-ipod-
3. Rarely, parts of the title are really missing. If the patron has tried a number of things and you can't resolve the issue, it's time to contact OverDrive support and ask them to check the title!

I'm sorry that you're running into that issue! I've reset your download limit, so you should be able to try downloading the title again. If you find that doesn't help, of if you have any further questions, feel free to reply to this message.

When I try to open an OverDrive title, it opens in the wrong program / I get error messages about there being no program to open it with

On a desktop or laptop, OverDrive titles (ODM file formats) are typically automatically configured to open in OverDrive Media Console, and Adobe files (ACSM format) are typically automatically configured to open in Adobe Digital Editions. However, a patron may have to tell their computer to open the appropriate software when they download and open one of these formats.

Patrons can use one of the following help articles to fix this issue:

ODM for Windows: http://help.overdrive.com/customer/portal/articles/1481565-how-to-set-overdrive-media-console-to-open-odm-files-automatically-in-windows

ODM for Mac: http://help.overdrive.com/customer/portal/articles/1481567-how-to-set-overdrive-media-console-to-open-odm-files-automatically-in-mac

ACSM for Windows: http://help.overdrive.com/customer/portal/articles/1481938-how-to-set-adobe-digital-editions-to-open-acsm-files-automatically-in-windows

ACSM for Mac: http://help.overdrive.com/customer/portal/articles/1481665-how-to-set-adobe-digital-editions-to-open-acsm-files-automatically-using-a-mac

Facts to Know: Are they using a Windows or Mac? Is the error happening with ODM or ACSM files?

Sample reply

It looks like this file is trying to be opened by Adobe Reader rather than Adobe Digital Editions. This sometimes happens if your computer is set to open .acsm files in Adobe Reader by default (rather than in Adobe Digital Editions). The good news is that this problem is generally easily fixed. Here is a link to some instructions on how to fix it: http://help.overdrive.com/customer/portal/articles/1481938-how-to-set-adobe-digital-editions-to-open-acsm-files-automatically-in-windows

If this doesn't work, please let us know.

Can I download the same title multiple times to multiple devices? Can I sync my location in each?

Patrons should be able to download the same title to multiple devices.

It's a little tricky with ebooks that use Adobe Digital Editions. Patrons can download an ebook in PDF, Open PDF, EPUB, or Open EPUB to multiple devices, as long as each device has been authorized with the same Adobe ID. See this article for more information: http://help.overdrive.com/customer/portal/articles/1481615-how-to-download-ebooks-to-multiple-devices-. Only physical eReader devices can sync with Adobe Digital Editions, not eReading applications (iOS or Android).

Syncing the current location is very device-dependent.

With Kindle titles, the last read location should sync automatically.

You can sync locations for iOS, Android, or Windows 8 using your OverDrive account: http://help.overdrive.com/customer/portal/articles/1481535

Facts to know: What device they are using? What format they are using?

Sample reply

To sync your titles, you'll need to set up an OverDrive account (http://help.overdrive.com/customer/portal/articles/1481535), install OverDrive on each device and log in with the same OverDrive account on each.

If this doesn't work, or if you have further questions, please let us know.

A title isn't showing up when I download it into my device OR my app is crashing OR another message to indicate a problem with reading that isn't a specific error message.

Issues with reading a downloaded title come in many shapes and sizes. There will be times when there isn't a specific error message or a specific problem to troubleshoot. When this happens, thankfully, OverDrive has a pretty good article to start the troubleshooting process for the mobile apps:

http://help.overdrive.com/customer/portal/articles/1481109-what-to-do-if-a-title-is-not-properly-loading-or-overdrive-s-mobile-app-is-crashing-

Sample reply

I'm sorry you're having trouble reading your e-book! To get started troubleshooting the problem, could you please take a look at this article and go through the steps that are appropriate for your device?

http://help.overdrive.com/customer/portal/articles/1481109-what-to-do-if-a-title-is-not-properly-loading-or-overdrive-s-mobile-app-is-crashing-

If these steps don't resolve the issue, please let us know and we'll go from there.

I'm suddenly getting a message that downloading had been disabled for this device.

This usually occurs if the patron finds their way to an OverDrive record using a device that will not play or access the format of the title in question. For instance, if the patron is using their library's catalog and clicks through to OverDrive on an incompatible device, they will receive this message if they check out and then attempt to download the title.

http://help.overdrive.com/customer/portal/articles/1481269-what-does-the-%22borrowing-and-downloading-are-disabled-for-this-device%22-error-mean-

Find out what formats the title is available in and see if it's possible for the patron to download the title and then transfer to their device as an alternative

Facts to know: What device is the patron using? What format is the title in?

Sample reply

I'm sorry for the inconvenience! It looks like the title you are trying to access is not compatible with the device you are trying to download it to. You may have checked out or placed the hold on a device that was compatible, which is why you're seeing the message now.

Getting started

I just got a new iPad/Android/Kindle/Nook! What do I do now?

Overdrive Help (http://help.overdrive.com/) has very extensive and comprehensive guides to get patrons up and running on their new device. In fact, on the front page of the help site is a list of "Getting Started" documents. Rather than re-inventing the wheel and writing up instructions for the patron, simply refer them to the appropriate document. Of course, be sure to offer

further help if the patron should find that they need it…and this is a great time to encourage the patron to come in for some one-on-one or group training, if your library offers it!!

Facts to know: What device/software is the patron using?

Sample reply:

Congratulations on your new iPad! Using Overdrive on the iPad is very straightforward and I'm sure that you'll find it an easy and rewarding process. Overdrive's online help system has some very good guides on using the iPad, so I think you should start here: http://help.overdrive.com/customer/portal/articles/1481620-getting-started-with-ios-devices-iphone-ipad-ipod-touch-

Kindle issues

I downloaded a Kindle book, but it isn't showing up on my Kindle.

Most likely, some server hiccup prevented the title from being sent via wifi to the Kindle, or the patron does not have wireless enabled on their Kindle.

Sample reply

Occasionally a server hiccup will send a title out into the ether instead of to your Kindle, but fortunately, you can resend it. Log into your Amazon account, and visit the Manage Your Kindle section. There you will see a full list of titles in your account. Find the title, and click the drop down button labeled "Actions" to the right of it. Select "Deliver to my...." to have it sent again. Be sure you have wireless access turned on for your Kindle as well.

I get a 404 / error message on Amazon when I try to get my Kindle book.

404 errors with Amazon are often content-related. You will need to submit a support request to OverDrive Support to seek their assistance. OverDrive's response is typically "We are sorry for the trouble you've experienced with your Kindle Book. We have reported this issue to Amazon and will let you know as soon as they have corrected the problem. Please be patient while we work with Amazon to correct the issue."

The issues are typically resolved quickly, though sometimes, it may take significant time before the title will be available. If the issue isn't resolved before a patron's lending period expires, you can offer to move them up on the holds queue once the title is available (You do this by using the "Manage holds" function in Marketplace)

Sample reply

I'm sorry for the inconvenience. This is typically a content-related problem that we will have to resolve with Amazon. I have reported the issue and will get back to you as soon as it is fixed. This process can take a bit, so if your lending period expires in the meantime, I can help you get the title back quickly after you place another hold on the title once this problem is resolved.

I downloaded a title to my husband's kindle, but I want it on mine.

You can do this if both Kindles are authorized to the same Amazon account. If that is not the case, the patron will have to check out the title again and deliver it to the correct Kindle using

the correct Amazon account. If the patron tries to download the title again to a different Amazon account, there will be an error message that the title has already been claimed.

Facts to know: Are both Kindles registered to the same Amazon account?

Sample reply

If you and your husband's Kindles are both registered to the same account, you can deliver it to your Kindle by logging into the shared Amazon account, going to Manage Your Kindle, and then selecting the drop down box next to the title called "Actions." Select "Deliver to my...." and send the title to your Kindle.

If you have separate accounts, you will need to return and check out the title again to move it to your husband's Kindle.

How do I transfer titles to my Kindle over USB?

If the patron doesn't have wireless access, but wants to transfer a title to their kindle, they can do so by following these instructions from Amazon: http://www.amazon.com/gp/help/customer/display.html/ref=help_search_1-1?ie=UTF8&nodeId=201242340&qid=1385042076&sr=1-1

Some publishes used to restrict transferring titles wirelessly to Kindle devices, though that is no longer that case and titles only need to be transferred when wireless is not available.

iPod

I want to transfer this audiobook to my iPod but I'm getting an error message / it's not working.

In this case, as with many questions, the more information you have, the easier it will be to help the patron. You'll probably want to ask some probing questions to find out what is actually happening when they try to transfer. If the patron hasn't included an error message or error code, ask if they're getting one. The transfer process is different depending on the format of the file they're transferring as well. If that information isn't in the support request, ask for it or look it up using the reports in Marketplace. Depending on the specifics of the patron's problem, you may simply wish to refer the patron to an appropriate help article.

Also, you'll want to double check that transferring to an Apple device is permitted for that title.

Facts to know: Specific error codes that are appearing*;* Specific steps that the patron is using when trying to transfer*;* Format of the file being transferred; Title of file being transferred

Sample reply

I'm sorry that you're having that issue with your iPod. Can you tell me a little bit more about what's happening when you try to transfer? Are you seeing an error message? If so, what does it say? All of this information will help us to diagnose the problem and get you on your way to a successful transfer. In the meantime, I want to at least refer you to this brief article about transferring: http://help.overdrive.com/customer/portal/articles/1481553-how-to-transfer-mp3-audiobooks-to-an-iphone-ipad-or-ipod-using-overdrive-media-console-for-mac

Have a look at that and let me know if I can be of any more help!

Adobe

What is an Adobe ID and how do I use it?

An Adobe ID, which you can get free from Adobe, ensures you are an authorized user of a digital title on Adobe Digital Editions and allows you to access the same title on multiple devices. If a user is transferring from a computer to an e-reader or mobile device, the computer and the device must both be authorized with the same Adobe ID.

Facts to Know: If the user has an Adobe ID and is using the same one across multiple devices.

Sample reply

An Adobe ID is a free user account that gives you access to digitally protected (DRM) eBooks and lets you read them on multiple devices. To read the same eBooks on multiple devices, the software you use on each device needs to be authorized with the same Adobe ID. Here is information about how to get and use an Adobe ID: http://help.overdrive.com/customer/portal/articles/1481633-what-is-an-adobe-id-and-how-can-i-get-one-.

Microsoft

I try to do the Microsoft security upgrade and I can't. What now?

Ah, good ol' Microsoft. These issues fall into two categories:

1. Can be resolved by doing the Windows security upgrade
2. Cannot be resolved by doing the Windows security upgrade

Category #1

The security upgrade is very, very touchy. Some versions of Windows have major issues with the upgrade and user permissions.

We have found that this Microsoft Knowledgebase article -- http://support.microsoft.com/kb/976590 -- contains a sample file that works in almost all cases. It's a little confusing, but if you scroll to the resolution section, there's a sample file link. If the patron downloads this, it will prompt them to install the upgrade.   We recommend starting with this when people report problems with the security upgrade.

Sample reply for this situation

I'm so sorry you're having this trouble! We've found that the information in this article from Microsoft often works to resolve the issue:

http://support.microsoft.com/kb/976590

The title of the article is "You cannot play a Windows Media DRM protected file or a Zune DRM protected file on a computer that is preconfigured with Windows 7" but we have found that there is portion of this that works for all versions of Windows.

If you go to this page and scroll down to the "Resolution" section, you'll see a link for a sample file. Click on that link to download the sample file. When you play this sample file, it will prompt you to install an upgrade before it will play. Say yes to this installation.

If the problem persists, please let us know!

Category #2

If the issue cannot be resolved by doing the Windows security upgrade as outlined above, the issue can sometimes take a few back and forth communications with OverDrive and the patron to resolve.

The first thing to do is gather what information you can from the patron about what they've done to this point. Asking for error messages and screen shots will be helpful as you'll be submitting this to OverDrive support. Once you have all the information, place the OverDrive support request.

The following replies cover what questions you might need to ask the patron to get information to supply to OverDrive support, the response you'll send the patron when you send this in to OverDrive and the response once OverDrive provides a solution.

Sample reply #1

I'm sorry you are having this Windows Security problem. I will need to send this into OverDrive Support for their assistance, but before I do, I have some questions for you in order to provide OverDrive with the information they need to best help you.

- What have you tried so far to resolve this issue?
- What operating system are you using (Mac, Windows 7, Vista, XP, etc.)?
- What version of OMC are you using (go to Help > About OverDrive Media Console…)
- What version of Windows Media Player are you using (go to Help > About Windows Media Player)?
- Are you running any anti-virus software? If so, what program are you using?
- Are you using a firewall program? If so, which one?
- How are you connected to the internet? Wi-Fi, dial-up, mobile, etc.?
- Feel free to add anything else you think may be pertinent.

Sample reply #2

I'm going to send all the information you've shared about this problem to the OverDrive technical support team for their assistance. I'll let you know what they have to say as soon as they get back to me.

Sample reply #3

Here is the response from OverDrive. Please let me know if you still have any problems after trying their instructions.

{OverDrive will have their instructions in the solution reply they've sent to you. Copy and paste those instructions here}

I'm getting Error 0x80070057: The parameter is incorrect." when I try to download a title.

This error is almost always an indication that the Microsoft security needs to be upgraded. See the answer above for further information.

OverDrive Media Console

When I press "Play" for an audiobook in OverDrive Media Console, nothing happens.

This is one of those tricky issues that can sometimes be resolved by deleting the files and starting over. See the "sample reply" below for more information.

Facts to know: What are they using to play the audiobooks? (Instructions below are for Windows)

Sample reply

I'm sorry you're having trouble playing your audiobook. We sometimes find that deleting the title and re-downloading resolves this issue. To delete the title:

1. Delete the title from OMC then close the application.
2. Search your computer for the title and delete each instance you find. Audiobooks are usually found in Documents > My Media > MP3 Audiobooks or WMA Audiobooks.
3. Delete your temporary Internet files. This step is extremely important.
4. Close and reopen your web browser.
5. Try downloading the title again.

Please let us know if this does not resolve the issue.

What is an OverDrive account, and what does it do?

Patrons are required to sign in or sign up for an OverDrive account when you install the latest version of OverDrive for Android, iOS, or Windows 8. This account allows the following features:

Simplify Adobe ID registration

After you sign up for an OverDrive account, OverDrive automatically activates new devices when you sign in on each device. You can have up to six devices synced and authorized with your account.

Sync your progress and bookmarks

Devices with the latest OverDrive app (for Android 4.0+, iOS 6.0+, or Windows 8/RT) work with your OverDrive account to sync progress and bookmarks for eBooks, audiobooks, and streaming videos.

Sync and filter search results to your saved OverDrive libraries

When you save libraries to your OverDrive account, you can access them from any device you've signed in with. When you get a new tablet and install the OverDrive app, just sign in to your account and your saved libraries will appear automatically. When searching at OverDrive.com, you can filter results to show only titles available at your libraries.

Save searches to your account

With an OverDrive account, you can save search results, and then return to them each time you're ready to borrow the next book in the series.

Sample reply

An OverDrive account lets you have access to a number of features, including syncing titles across devices and saving searches and not having to use an Adobe ID to authorize. If you have any more questions, see: http://help.overdrive.com/customer/portal/articles/1481535-overdrive-com-and-your-overdrive-account.