

## **FAQ (frequently asked questions)**

### **Important URLs:**

- PHS McLean Library Catalog  
<http://pacscl.exlibrisgroup.com:48993/F>
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First, make sure that you completed the installation of Adobe Digital Editions on your laptop or desktop. Adobe Digital Editions is required for offline reading, and is different than Adobe Reader. Perhaps you have downloaded the Adobe Digital Editions installer file but didn't complete the installation process? Look and see if it is now fully installed and showing as an application on your computer. After you have confirmed this, double-click on the ebrary book file (ending in .acsm) and depending on your settings, it will either launch Adobe Digital Editions or ask you what program you would like to open it with (select Adobe Digital Editions).

The first time you open an ebrary book (which has an .acsm extension) with ADE, you will be asked to "Authorize Your Computer". The ebook vendor showing by default is "Adobe ID"; do not modify this default.

Note that you only need to enter an Adobe ID and password if you want to transfer the book to another device. If you want to authorize your computer without an Adobe ID, check the box at the bottom left corner of the screen: "I want to Authorize my computer without an ID".



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## Why can't I open the book I downloaded to my iOS (iPhone or iPad) or Android device?

First, make sure that you completed the installation of the Bluefire reader on your iOS or Android device. Bluefire is required for offline reading.

Also, make sure you have authorized it with an Adobe ID, which is required to open an ebrary book in Bluefire. It's easy to create an Adobe ID. If you have not done so you can go back to ebrary's **Step 2 Install** of our download process. Follow the link "A free Adobe ID is also required."

## I can't find the book I downloaded, how is it named?

Look for a file with the extension ".acsm". All ebrary book file names are 8 digits and end in ".acsm". Double-clicking on the ".acsm" file prompts you to open or save the file; you should choose to open it, using either Adobe Digital Editions (if on laptop or desktop) or Bluefire (if on iOS or Android). See above Q&A if you are not prompted with one or the other of these reader options.

## I used to be able to download just a chapter of the book. Can I still do that?

Yes, absolutely you still can obtain a PDF of the chapter. Click on the *Print to PDF* (printer) function in the Toolbar. The window *Print to PDF* will be displayed and you can select "Current Chapter". The chapter is created as a PDF for you to save to your computer for offline reading.

## How do I search within the book for multi-word phrases?

In the search box labeled "Search within book" in the left-hand side panel, just put the phrase in quotes, such as "Fortune 500 companies". This will return exact phrase matches. If you do not use quotes, you will get matches on any of the 3 words (for example, hits on "Fortune", "500" or "companies").

## For my search results, can I see how many results there are per page?

Yes.

1. For a quick view of the distribution of the searched term in the book, you'll see a list of chapters, similar to the table of contents. To the right of each chapter title, is a visual indication of the frequency of the search term in the chapter (more color, more hits).
2. To drill down, click the triangle to the left of the chapter heading; now you'll see every page that includes the searched term within the chapter, along with the number of hits.

### How do I go to a certain page in the book?

To jump to a specific page, go to the Toolbar, just to the left of the forward and backward navigation arrows. Click on top of the current page number and it will turn into a "go to page" box. Type in your desired page number and hit enter. That's all!



### Why is the book I wanted to download not available? Aren't electronic books always available?

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### I'm on a smaller device and want more viewing space for the page. What can I do?

You have several options:

1. Close the left-hand side panel—there is an **X** in the upper right corner of the panel that dismisses it (to bring it back, just click on one of the 4 side panel icons).
2. Whether the side panel is opened or dismissed, you can choose the Zoom controls in the upper toolbar. To get the most space for your text when the side panel is dismissed, choose the Zoom option "Fit to width" (to the right of the *Zoom In* option).

### Why can't I just use "control C" to copy words on the page?

Publishers impose restrictions on how much of their books can be copied and printed. To comply with publisher digital rights management, we present the book pages as PDF images, rather than text.

You can still copy some text, and you have two ways to do it:

1. Simply select words on a page, and a contextual menu will pop up with five icons (copy, 3 highlighter colors, take notes); select the *Copy* icon on the left.
2. You also can choose the *Copy* function from the upper toolbar. This copies the entire page, by default.

In both cases we automatically append the citation to the copied text (nice touch, eh?).

### **I don't seem to be able to highlight text when reading the book online on my tablet. Is that normal?**

When you're viewing a book online on a tablet (as opposed to a desktop or a laptop) the ability to select text (and thus highlight text) is not available. While there is no text selection, you still have abilities to *Copy* text (entire page) and *Annotate* (page level notes) via the Toolbar menu.

### **I am not seeing the book page on my Android tablet. What happened?**

If you are using an Android tablet, it is possible that you are running on a custom browser. Simply switch to either Chrome or Firefox, and the ebrary Reader will be fully functional again.