



Troubleshooting Overdrive

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Overview

- Diagnosis - Polish your Reference Interview Skills
- Solutions - Make Friends with Overdrive Help
- Further Help - Know who accesses Overdrive MarketPlace & Overdrive Tech Support
- The troubles I've seen 😊 Common Support Questions

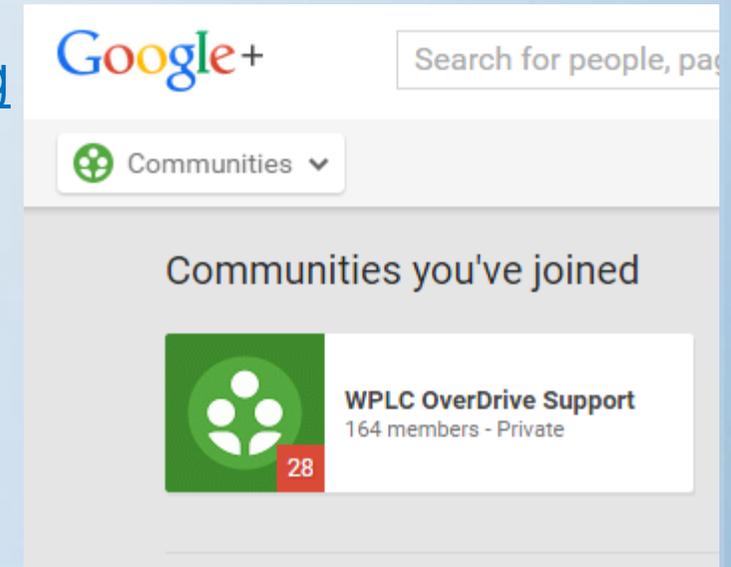
Overdrive Reference Interview

- Diagnose/Discover the problem
 - Symptoms?
 - Device?
 - Format?
 - Specific title?
 - Card number/system/email address?
 - How familiar are they with using Overdrive?
- Info gathering checklist

<http://wplc.info/sites/wplc.info/files/Support%20Information%20to%20Gather.pdf>

Finding Solutions

- Wisconsin Digital Library Catalog (formats & digital rights)
- Make friends with Overdrive Help site
<http://help.overdrive.com/#default>
<http://help.overdrive.com/customer/portal/articles/1481730-having-trouble->
- WPLC Support Training <http://wplc.info/training>
- Google+ WPLC Overdrive Support



Overdrive Support thru Marketplace

OverDrive
Marketplace

Search...

GO

SHOP

One Copy / One User & Metered Access

REPORTS

ADMIN

NEWS **12**

SUPPORT



End-user support

Manage holds

Move or cancel a user's place on the holds list for a title.

Return titles

Return a title from a user's account before the end of the lending period.

Reset downloads

Reset a user's download link.

Common Support Questions with Answers

- Getting started
- Sign in issues
- Formats
- Content
- Downloading & transferring issues
- Windows 8
- Etc. 😊

Getting Started

For new users, Overdrive Help by Device is a good place to start

<http://help.overdrive.com/#devices>

For long time users & new devices – be aware of authorization
(Adobe ID versus Overdrive Customer Account)

Trying to download audio books from the WPLC onto an older ipod 3. It cannot use apps and have had no luck since all the instructions I find refer to using the Overdrive App.

<http://help.overdrive.com/customer/portal/articles/1481743-ipods>

I just put a hold on several ebooks hoping I will be able to read them from my kindle fire. Is this correct. Guess I'm not 100 percent sure what an ebook is and how to check out books on my kindle fire. Thank you.

- Thanks for your interest in ebooks. You will definitely be able to read Wisconsin Digital Library ebooks and listen to e-audiobooks on your Kindle Fire if you would like (I do very regularly). The Wisconsin Digital Library which is at <http://dbooks.wplc.info> is powered by the Overdrive software. You'll need to download the Overdrive App to your Fire, create an Overdrive account to authorize it, and add your library to the app. Once the app is set up and working, you'll be able to check out, download the EPUB format, and read books through the App. If you would prefer using your computer and going through your Amazon account in order to use the Kindle format, that is possible too.

There are several ways to learn how it all works. The Overdrive help site at <http://help.overdrive.com> has both articles and short videos. You can look by categories of type of materials or go directly to instructions for your device. The Kindle Fire videos are at <http://help.overdrive.com/customer/portal/articles/1481711>

Your local librarians at the Chippewa Falls Public Library would be happy to help if you take your Fire in. And I'm happy to answer any questions that you have.

I hope you enjoy using the Wisconsin Digital Library.

Sign in issues

- Correct barcode (missing a 0?)
- Pin number
- Expired & blocked cards
- Choosing the wrong library
- Are they really asking about authorizing the device?

Content - Not seeing all books available

Why does it not show all the fiction books? It has my search restricted to one book that I checked out. I.e. that genre - 50 Shades of Gray. I was just curious. I like Debbie Macomber, Nora Roberts, Fern Michaels, etc. Thanks.

I can't find the audio books. I have been checking out audio books for several years now and all of a sudden they seem to be gone. What happened?

In the digital library, i enter a search for (example) stephen hunter. I select a book to borrow or hold and then am prompted to sign in which i do. i then select continue to browse which brings me back to the search page. I again enter stephen hunter and the search says there is "no match", even though I clearly saw at least ten other books by stephen hunter in my first search.

When I log in, I am only able to see a generic book cover and only 29 books when I click on the mystery and suspense. When I don't log in, and just go to the wplc web site, I can see all the correct book covers under that category, but I can't view them or check them out without signing in, and then I am back to the 29 and no covers.

I cannot find more than ONE book in the category "History - Nonfiction." This was not the case about two months ago. I first noticed this about three weeks ago and hoped that it was a fluke. It is not a fluke.

Restricted Content

If you are seeing restricted content, please check the settings in your Wisconsin Digital Library account. The maturity level settings mean that, when logged in and browsing, only the selected range of content will appear. According to OverDrive's help article:

The maturity levels you can choose from are:

- Juvenile: Fiction and nonfiction titles for children.
- Young Adult: Fiction and nonfiction titles for young adults.
- General Adult: General fiction and nonfiction.
- Mature Adult: Fiction and nonfiction for readers over the age of 18 (for example, erotic literature).

<http://help.overdrive.com/customer/portal/articles/1492447-what-are-the-maturity-levels-i-can-choose-from-on-my-library-site-and-what-do-they-mean->

For example, if you never want to see adult-only content, you would select Juvenile to General Adult. If you never want to see juvenile or young adult content, you would select General Adult to Mature Adult. If you want to see everything, keep Juvenile to Mature Adult selected.

Thanks for your interest in the Wisconsin Digital Library and if you have any questions, please let me know.

Content - Concern expressed about seeing all the books available

The materials in the Wisconsin Digital Library are categorized into 4 levels: Juvenile, Young Adult, General Adult, and Mature Adult. I'm pasting a link to an Overdrive article that has the descriptions of the levels and how to adjust your maturity settings to limit what content you see when you search within your account.

<http://help.overdrive.com/customer/portal/articles/1492447-what-are-the-maturity-levels-i-can-choose-from-on-my-library-site-and-what-do-they-mean->

A link in that article also shows the setting for hiding mature cover images.

I do highly recommend signing into your WDL account before searching both because these settings can help make your searching more relevant for you and because of the Advantage titles that may be available in our system but not in the consortium.

Thanks for your interest in the Wisconsin Digital Library and your concern about the collection. If you have any questions, please let me know.

Content – Where the book?

Hi, have been waiting for [author] books for at least six months (maybe even nine) and have not "received" them. Can you look into this please?

I'm sorry to hear about you have been waiting that long for these titles. I will look at getting these titles re-purchased for the collection. Both of these titles are from a publisher which sells only a certain number of licenses for each purchase and the licenses have all been used.

I will send these titles into the selection committee to get additional licenses purchased.

Thank you for reporting.

Formats & Digital Rights

What formats work with what devices?

<http://wplc.info/sites/wplc.info/files/training/Software%20and%20Compatibility%20Matrix.pdf>

Digital Rights?

Available formats

- Kindle Book
- OverDrive Read
- EPUB eBook
- PDF eBook

Subjects

Available formats

- OverDrive MP3 Audiobook

Available formats

- OverDrive WMA Audiobook

Digital Rights Information

OverDrive WMA Audiobook

| | |
|----------------------------|---------------|
| Burn to CD: | Not permitted |
| Transfer to device: | Permitted |
| Transfer to Apple® device: | Permitted |
| Public performance: | Not permitted |
| File-sharing: | Not permitted |
| Peer-to-peer usage: | Not permitted |

All copies of this title, including those transferred to portable devices and other media, must be

Available formats

- Streaming Video

Digital Rights Information

This title can be viewed anytime during the checkout period.

Digital Rights Information

- Expires: 48 hours after first play
- View on browser: Permitted
- View on app: Permitted
- View on set top: Permitted

Wrong format downloaded

I'm sorry to hear you're having a problem with the Wisconsin Digital Library. It looks like the ePUB format was chosen for download for this title. Unfortunately, the format cannot be changed once it is chosen for a current checkout.

What type of Kindle are you using for the Wisconsin Digital Library? If you have a Kindle Fire, this format could be read through the Overdrive App or the title may be read in any internet browser for the Overdrive Read format. If you have a Kindle ereader (Touch or Paperwhite), I will need to return the title, replace the hold, and move you to the top of the hold list for the next available copy.

Let me know you need me to return & replace hold, or if you have any questions.

[I returned the ePub format; replaced the hold and moved you back to top of hold list. Hopefully, a copy will be available soon.]

I cannot figure out how to listen to the book I requested on my iPod. Can you help? I selected "ePUB eBook" thinking that was the audio selection

I'm sorry to hear you are having a problem with the Wisconsin Digital Library but happy to hear you are giving it a try. First, the book you have checked out is a print ebook (ePUB is a print format) not an audiobook. The audiobook formats are MP3 or WMA. On the book jacket, the ebooks (print) have an open book icon and the audiobooks have a headphones icon (if dark gray there is an available copy and if light gray you would need to place a hold since the copies are in use). All MP3 audiobooks will work on the iPod; and many of the WMA will but it depends on the publisher. I looked up this title and found the audiobook is available in WMA format and the digital permission lists permitted for use on an Apple device.

I'm adding a link to getting started with iPod

<http://help.overdrive.com/customer/portal/articles/1481621>

Also, there are a few short videos for the iPod as well at

<http://help.overdrive.com/#videos?ipod>

The audiobook & print books are separate records since the library has to purchase them separately. You will need to check out the audiobook for this title (you may be able to return the print book early if you would like).

If you have more questions or need additional help, please let me know.

I have checked out three books in the last couple of weeks that after I check them out it says that my device does not support this format.

I'm sorry to hear you are having a problem with the Wisconsin Digital Library (WDL). Unfortunately, not all the books are available in all formats; it depends on what the publisher will provide to libraries. A description of the different possible ebook formats is available in this Overdrive help article.
<http://help.overdrive.com/customer/portal/articles/1482564>

As for seeing what formats are available before you place hold, the format doesn't show if you are placing holds on ebooks in the MORE catalog or from the browse list of titles in the WDL. The formats do show if you go into that title on the Wisconsin Digital Library (upper right side). I'm pasting a link to the getting library books on Kindle help article which a screen shot with format circled in step 2:
<http://help.overdrive.com/customer/portal/articles/1481599>

If you have a Kindle ereader such as Touch or Paperwhite, then only Kindle format books will work for you but if you have a Kindle Fire then you could use the EPUB format through the Overdrive App for Android.

Also, if you are in the Wisconsin Digital Library Advanced Search, you can limit to Kindle format when you are searching which might help to find the books that will work with your device.

Note: Occasionally the Kindle format is pulled by the publisher/Amazon. I haven't seen that happen recently but it has happened in the past as they negotiate their relationship.

If you have any questions, please let me know.

Error code: 80131500 Error details: Failed call to fulfill the title. The fulfillment limit (3) for the requested title has been reached.

I'm sorry to hear you are having a problem downloading this Wisconsin Digital Library title. I have reset the download limit for [TITLE] for another 3 attempts. Also, I'm pasting a link to an Overdrive help article about how to resume downloading parts which may help:

<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->

If you have any questions or continue to have problems with this title, please let me know.

I downloaded a ebook and can't find it on me kindle fire where would it be?

I looked up your account and it looks like you have checked out a book through the Wisconsin Digital Library in the Kindle format. My first question is whether you completed the Get the Book through your Amazon account (instructions with screen shots are in this Overdrive help article <http://help.overdrive.com/customer/portal/articles/1481599>)?

If you completed, that get book from Amazon and your Fire is connected via WiFi than the book should have showed up on your Carousel. If not on your carousel, are you seeing the book listed in your Amazon account in the Manage Your Content?

If you have downloaded the Overdrive App to your Fire, on future checkouts you can choose to download the EPUB format directly to your App and read in the App (then you don't have to take the extra step of getting the book through your Amazon account). Overdrive has some how to videos at this link <http://help.overdrive.com/customer/portal/articles/1481711>

If you are still having problems finding this book or have any questions, please let me know.

Kindle – 404 error or page not found

I'm sorry to hear you are having a problem with a title on the Wisconsin Digital Library. It sounds like a set up problem between Overdrive and Amazon for this title. I will report to Overdrive Tech Support and they will work with Amazon to get the issue resolved. I will let you know as soon as I hear it has been fixed.

[Overdrive Tech Support has responded that this title has been fixed. Here's a copy of their response:

We appreciate your patience and apologize that we've kept you waiting. The issue you reported with this Kindle Book has been corrected by Amazon.

Please let us know if there's anything else that we can help you with.

Thank you,
James
OverDrive Support Services

If you still experience any problems with this title or have any questions, please let me know.

Happy Reading.]

What to do if files are not downloading in OverDrive for iOS (iPhone/iPad/iPod touch)

[Http://help.overdrive.com/customer/portal/articles/1481115](http://help.overdrive.com/customer/portal/articles/1481115)

Apple requires iOS devices (iPhone/iPad/iPod touch) to have a Wi-Fi connection to directly download files larger than 100 MB. If you have a file that isn't downloading, this is likely the cause. Use the following steps to connect to a Wi-Fi network and complete the download.

I have deleted and reinstalled overdrive twice. I haven't been able to download any books because it says there isn't enough space. [Nook Color]

<http://help.overdrive.com/customer/portal/articles/1481680-what-to-do-if-an-android-device-reports-it-does-not-have-enough-space-while-downloading-a-title->

Got an email I had a book available. The download was to a kindle and I have an iPad. I think it downloaded but can't find it. I go through Overdrive.

I was continuing to look into your issue with the Wisconsin Digital Library and I found this help article about what formats work on the iPad:

<http://help.overdrive.com/customer/portal/articles/1481579-what-formats-work-with-ios-devices-iphone-ipad-ipod-touch->

About the Kindle format:

Kindle Books (U.S. only): You can use your iOS device to borrow Kindle Books from your library and send them to a Kindle device or Kindle reading app.

So the Kindle format can't be used through the Overdrive App but you can use with the Kindle reading app.

If you have questions, please let me know.

I have an audiobook and when I try to transfer it to my ipod it wont let me. Why is that?

I'm sorry to hear you are having a problem with this title. Unfortunately, it looks like the publisher doesn't allow transfer to an Apple device. Here's a link to a help article which shows where this digital rights info is on the record:

<http://help.overdrive.com/customer/portal/articles/1481658-how-to-tell-which-wma-titles-can-be-transferred-to-an-apple-device->

You can listen to on the computer or a non-Apple device, but the transfer to the iPod won't work.

If you have questions, please let me know.

I cannot get this onto my Kindle.

I'm sorry to hear you are having a problem with your download. This title doesn't have a Kindle format available & it looks like you have the Adobe EPUB format of [title] checked out. The EPUB format can only be used on the Kindle Fire with the Overdrive Media Console for Kindle App. Are you using that app? Have you been able to download any other books to this app? Are you getting any particular error messages? For example, has the app been authorized with an Adobe ID? The following link is to a help article about the App for the Fire.

<http://help.overdrive.com/customer/portal/articles/1481257>

If the EPUB format continues to be a problem, this title is also available in the Overdrive READ format which can be read in your internet browser. And if you want to continue reading this READ format when you are not connected to internet, I have put a link to that article on how to read offline.

<http://help.overdrive.com/customer/portal/articles/1481524-how-to-read-overdrive-read-ebooks-offline>

I hope this information helps but if not, please let me know what error messages you are receiving and where in the process are you getting those errors

I get the message DownloadManagerDomain:403 when I try to download the files on my iPhone.

- <http://help.overdrive.com/customer/portal/articles/1481514>

I checked out a book on Disneyland and it is not what I want. How do I get it back now so I can not have it on my checked out list? It is in a EDPF format and I normally use my Kindle instead.

I'm sorry to hear you are having a problem with the Wisconsin Digital Library. I have returned this title, so you should no longer see on your bookshelf (check out list). PDF & EPub books can usually be returned early through Adobe Digital Edition or an app if you are using it. Since this format is not one you usually use & there were additional available copies, I went ahead and did the return behind the scenes. You should be able to check out again and choose the Kindle format if you are interested.

If you have additional questions, please let me know.

How Windows Apps work with Windows 8

Windows 8 has 2 ways of using Wisconsin Digital Library. Either or both the Overdrive App for Windows 8 and the classic desktop Overdrive for Windows can be used depending on your version of Windows 8. I'm pasting a link to Overdrive article about how to tell what version of Windows 8 and what works:

<http://help.overdrive.com/customer/portal/articles/1481234>

Windows 8

I got a new computer with Windows 8 and want to check out books to load on to my Nook. I downloaded the Overdrive App and Adobe Digital Editions. When I check out a book on Overdrive it does not load onto ADE. I have authorized ADE for this computer and it does not register on the downloads in the computer. Is there a step I am missing? Thanks.

Patron needed the Overdrive for Windows Desktop.

<http://help.overdrive.com/customer/portal/articles/1481234>

Email Notifications

Changing email addresses on holds

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

Not receiving email notifications

<http://help.overdrive.com/customer/portal/articles/1481137-what-to-do-if-your-spam-filter-is-blocking-hold-notification-emails->

I received the following e-mail on [date]. Yet when I went online to download it, it showed that I am still on the Hold List for this audiobook.

I checked on the holds on this title and found 2 holds with the same email address. Your library card hold is at 6 of 9 which is why you are still seeing yourself on the hold list when you sign in. The #1 hold is on the other library card # in your household. Might you have used that card?

Renewals

I'm sorry to hear you are having a problem with the Wisconsin Digital Library. Unfortunately, renewals in the digital library work differently than with a print book. I'm pasting a link to the Overdrive help article about renewing titles:

<http://help.overdrive.com/customer/portal/articles/1481523-how-to-renew-digital-titles>

The last section says:

Please note that renewing a title does not mean that it is automatically re-downloaded to your computer or device. If you would like to re-download your renewed title, you will have to return to your library Bookshelf and select a Download format.

So the renewals work more as a new hold on that book. The advantage of renewing is allowing you to get that new hold on the material 3 days before it is due in case you need more time but it doesn't change the time/date expiration dates for the book in your device.

If you have any questions, please let me know.

Enjoy your books.

Unable to return a title

- I have a guess as to what the problem may be and it's due to the instructions not being clear about the Bookshelf in the App. If you are signed into your account through the app and are at that checkout bookshelf, there is no return choice. The App also has Bookshelf (click on O at top of App to get the menu and choose Bookshelf); from that bookshelf of titles you should be able to tap title (or choose the + icon depending on version of app) to get choice to return as pictured in the instructions:
<http://help.overdrive.com/customer/portal/articles/1481551>

The other possibility would be if you aren't using the Overdrive App for iOS device but using the Overdrive desktop app for Mac since that doesn't allow any early return.

If I have guessed wrong, please let me know. I can send in a support request to Overdrive to check if they are aware of a problem with this feature. Also, I can do a forced return of the Stuart Woods title, if you would like.

Recommendations

- The Wisconsin Digital Library (WDL) has a limit of 3 recommendations per 30 days. So if you have recommended 3 titles recently that is why you are blocked from recommending more at this time. There isn't any way to delete titles from your Recommended by you list but you will be able to recommend additional titles in the next month from within your WDL account (it is a rolling 30 day period).

Another way that you can recommend titles for the WDL is to use the Suggestions for Purchase form on the MORE catalog.

http://www.more.lib.wi.us/screens/suggest_web.html You can choose Downloadable items as the library. Those suggestions for purchase are also shared with the Wisconsin Digital Library selection committee. I don't think that those suggestions will have holds automatically placed on WDL but it is a way to recommend additional titles over the limit of 3.

If you have any questions, please let me know. I hope the Wisconsin Digital Library continues to provide titles that you enjoy reading.

Authorizing Devices - Adobe ID or Overdrive Customer Account

I cannot download ePub titles to my iPad 2. I can check them out but the files will not download. Settings state that my iPad is authorized with an Adobe ID. I have tried this with several titles. I am able to download MP3 files. Originally installed OverDrive App a year ago. I created an Adobe ID and authorized my iPad 2 with it. I have not used it since.

<http://help.overdrive.com/customer/portal/articles/1481078-how-to-authorize-overdrive-for-android#legacy>

Questions?