

FAQ

Where are all the books?

Make sure you select **Browse** at the top left of the home page. Highlight as many subjects as you like by clicking on them and click on the down arrow to expand within the genres.

Can I return my eBook early?

Yes! While in “My Books” select Return and you will be able to return the item. If you are reading on a PC, click on “My Books” and select “List View” on the right side of the screen and the return option will appear.

Can I renew eBook?

No. If a book is on hold it will automatically transfer to the next person in the queue. If the book is not on hold you can go through the checkout process again.

Why do I have to wait for an eBook?

The current model used by publishers dictates that eBooks be treated in the same way we lend physical books; which results in a one-copy/one user model. That is why it is important to place a hold on popular items.

Will eBooks work with a Kindle?

Only the Kindle Fire is compatible with the cloudLibrary at this time. The limited Kindle format compatibility is due to restrictions imposed by Amazon.

Will the cloudLibrary save my spot if I'm interrupted while reading?

Yes, and it will sync on all of your devices. If your app doesn't seem to be saving your spot, be sure to close out of the book when you are finished reading. You can also use the bookmark reading feature to be sure you'll be able to pick up where you left off.

To learn more about reading features in the cloudLibrary visit:

www.yourcloudlibrary.com

And click on the Support tab found at the top right corner of the page.

Filtering your Search

Searching the cloudLibraryapp for an eBook to read, but all of them are checked out?

There are many items in our collection and we are adding more all the time. Go to the main page of the cloudLibraryapp and click on the word **Filters**, (found at the top of the page toward the left) then select “**Available Now**” and click **Apply**. Now you will only see books that are currently available as you browse.

This setting will remain active until you change it back. You can also select a specific format (eBook or Audio eBook).

Still have questions?

Visit the library on Wednesdays between 1pm-3pm for Drop-In Tech Support. Don't forget to bring your fully charged device with you!



cloudLibrary : Troubleshooting

To start setup visit:

- www.topshamlibrary.org
- Click on Resources & Materials
 - Online Resource.



Topsham Public Library
25 Foreside Road
Topsham, Maine 04086
207-725-1727
topshamlibrary.org

Common Issues

Adobe Activation Error:

E_ACT_TOO_MANY_ACTIVATIONS

Adobe limits how many devices you can activate with your account, but your limit can be reset.

Visit www.yourcloudlibrary.com and tap or click on the Support tab on the top right side of the page.

Select Adobe Reset from the drop down menu.

Fill out the requested information and click submit:

State: Maine

Library: Topsham Public Library

14-digit Library Barcode (no spaces)

Download failed/Please activate device with Adobe ID

Try uninstalling and reinstalling the cloud library app on your device.

Adobe Fulfillment Error /“download expired”:

This error usually occurs on Android devices. On your device, access Settings and check the date and time. The time must be as exact as possible and be sure to select Eastern Standard Time.

Unable to Log in:

Be sure you are entering your 14-Digit library card barcode number without spaces.

Your library card expires on the same day each year. Contact your library to see if your library card has expired and is in good standing.

Although the cloudLibrary does not always provide an error message as to why a log in attempt has failed, this is the most common cause.

Did you miss an update?

On iOS devices, visit the App Store and tap on Updates to see if any are listed.

On Android devices, visit Google Play and tap on My Apps.

For other devices, visit yourcloudlibrary.com. On the left, you will see a button for every version of the software - click the one that applies to you. You can confirm the version number of your cloudLibrary app against what the website lists as the most current.

Uninstall & Reinstall

If your cloudLibrary app is up to date, try uninstalling and reinstalling the app. Your checkouts, holds, etc. are stored on the cloudLibrary server and will not be lost. On iOS devices, hold your finger on the cloudLibrary icon until it shakes. Then tap on the x in the left hand corner and choose delete. Hit the home button so your icons stop shaking and then search for and reinstall the cloudLibrary app from the App Store. On Android devices, go to Settings/ Apps/ALL/ cloudLibrary and tap the uninstall button. Search for and reinstall the app from Google Play.

Offline message:

Go to Settings on your device and make sure that Wi-Fi is turned on and that you are connected to the correct Wi-Fi network for your location.

If your device is connected and you can browse the internet or connect via other apps, try uninstalling and reinstalling the cloudLibrary app.

What if I don't have Wi-Fi at home?

You can still read eBooks! Simply check out an eBook while connected to Wi-Fi (at your local library) and open the book at least once to make sure the download is Complete before leaving.

Once disconnected from the Wi-Fi, your eBook can be found under the My Books tab on the cloudLibrary app.

