

EBOOK – TROUBLESHOOTING

EPub Format

This format is supported by the Sony Reader, Barnes and Noble Nook, and the Apple iPad/iTouch/iPhone. Please note that most smartphones and other book readers use the Epub format. Refer to your user manual for specific instructions.

Add a book to your iPad/touch/phone

- Make sure you have the latest version of iTunes.
- Make sure you have the iBooks app installed available free from Apple.

Download the EPub file with your computer - *using the Safari Browser built into your Apple Device will not work.*

1. Connect your Apple Device to your computer.
2. Open iTunes.
3. Drag the EPub file into your Library, put it into the books folder.
4. Select your iPad in the devices dialogue on the left hand side.
5. Go to the books tab and make sure you have the sync books option turned on.
6. You can now sync your Apple Device and the book should appear in your bookshelf.

Here is a YouTube video on how to transfer to your iPad/phone:

<https://www.youtube.com/watch?v=20dPLxSfRtI>

Mobi Format

This format is the Kindle Specific format.

To add a Mobi (".mobi") Ebook to your Kindle:

- 1 Turn your Kindle on
- 2 Connect the Kindle to your computer using the USB cable that came with your Kindle
- 3 Drag and drop the ".mobi" Ebook file into the documents folder on your Kindle
- 4 When the USB activity indicator on your Kindle stops flashing, "Safely Remove Mass Storage Device" (Windows) or "Eject" (Mac) the Kindle from your computer
- 5 When the USB activity indicator on your Kindle stops flashing, unplug the USB cable from your Kindle
- 6 The Ebook should now appear in your Kindle library

Here is a video on how to transfer to your Kindle if you have a PC:

<https://www.youtube.com/watch?v=v2UJyx-I0HA>

Here is how to transfer to your Kindle if you have a Mac:

<https://www.youtube.com/watch?v=TSVFrlAsn8Q>

Barnes and Noble Nook

- 1 Connect your Nook to your PC or Mac using the USB cable. If you are unfamiliar how to do this, read the USB Connectivity section in the Nook User Manual.
- 2 Once Nook is connected to your computer, you will see a series of folders: "my documents", "my music", "my screensavers", etc.
- 3 Copy the .epub file you downloaded from us to the "my documents" folder on your Nook.
Nook Color Users: The file goes into the main Nook Color drive, do not place it in any of the folders on the Nook Color. The device will then move the file itself.
- 4 When the .epub file has been copied and is visible in the "my documents" folder on your Nook, use your computer to unmount or eject your Nook before disconnecting the USB cable.
- 5 After disconnecting, tap "my library" on the Nook's touchscreen, and select "View My Documents" to open and read your ebook.

Here is a video on how to load the files onto your nook

https://www.youtube.com/watch?v=t8ElyeCBA_I

Android Phone/Tablets

- 1 We recommend using the Alkido Book Reader - available free on the Marketplace on your phone/tablet.
- 2 Download the Epub file on your PC.
- 3 Put the file onto your SD card / Phone memory by connecting your phone to your computer with the USB cable.
- 4 Open the Alkido App, select the home icon, select SD card.
- 5 Find the folder named Download, the epub file you downloaded should be in it, select import into Alkido.

Sony Reader

- 1 Connect your Sony Reader to your PC or Mac using the USB cable. If you are unfamiliar how to do this, read the Transferring Content section of the User's Guide
- 2 Once the Sony Reader is connected to your computer, you can use either the Sony Reader Library software to transfer the file onto your reader
- 3 When the .epub file has been copied, use your computer to unmount or eject your Sony Reader before disconnecting the USB cable.

Here is a video on how to do it:

https://www.youtube.com/watch?v=Av6H_8w9Ozg

VIDEO TROUBLESHOOTING

I have downloaded the files but I cannot find them.

Once you have clicked the download link(s) provided in your emailed receipt, you must allow enough time for the product file(s) to download. If you have ordered a video, this can take quite a long time, depending on the speed of your internet connection, as these are high quality videos of 2+ hours.

Once the files are completely downloaded, you can locate them in your download files. For most devices, that is as simple as going to the Downloads folder. Alternately, try doing a file search using the product name.

I try to watch the video but it keeps stopping.

Answer: You need to allow the video to download completely, and to save the file, before you can view it. This is a big file, so please be patient. This video file is **not** a streaming video.

I have tried to download the video file to my phone but it doesn't work.

Answer: We do not recommend downloading these very large video files to your phone. Please use an appropriate device such as a laptop, desktop or tablet. BUT you must follow specific procedures for your specific device:

- Downloading video on Android: <https://www.wikihow.com/Download-Videos-on-Android>
- Downloading video to your iPad <https://www.digitaltrends.com/mobile/how-to-download-movies-to-an-ipad/>
- Downloading video to a tablet - we could not locate reliable advice; please Google your specific device and information on downloading videos.

I am trying to open the PDF link to my digital downloads with Microsoft Edge, and it will not work!

Please do not use Microsoft Edge to open the PDF we send you. Please open that PDF with any PDF reader.

I went to download my digital video product(s) and my link had expired. Now what?

You will need to contact us for a new link. To protect our products, links remain usable only for short periods. Please contact john@suzanneclothier.com

ZIP FILE TROUBLESHOOTING

I have downloaded the files but they are ZIP format. I do not know how to open a ZIP file. Can you help?

Using Windows -- Do one of the following:

1. To unzip a single file or folder, open the zipped folder, then drag the file or folder from the zipped folder to a new location.
2. To unzip all the contents of the zipped folder, press and hold (or right-click) the folder, select Extract All, and then follow the instructions.

Using Mac Unzipping a file or folder couldn't be easier. Double-click the zip file and the file or folder will be decompressed into the same folder the compressed file is in.

When a zip file contains multiple items, the unzipped files will be stored in a folder that has the same name as the zip file. For example, if you unzip a file called Archive.zip, the files will be placed in a folder called Archive. This folder will be placed in the same folder as the Archive.zip file. If the folder already contains a folder called Archive, a number will be appended to the new folder, such as Archive 2.

I cannot open the ZIP file with my iPad. To open a ZIP file with iPad, go to App Store download third-party apps for viewing, unzipping, and compressing your own zip files such as Winzip, iZip Pro, and Zip viewer. With these archival zip-unzip apps, you can easily open zip, rar, and other files on your iPhone and iPad.