Bolinda e-books Troubleshooting

If your question is not answered here, please refer to the Bolinda e-books User Guide, or contact the library, through your local branch or using Contact Us on the Library website.

Borrowers can borrow up to four (4) titles in a two week period, for two weeks. These titles can be returned before they expire, increasing your available loans.

Holds are considered part of the four titles in a two week cycle. However, as they are counted as loans when they are placed, they do not further reduce the loan limit when they are available to download. You can also cancel holds if you change your mind, increasing your available loans. *E.g. Hold placed on title on 12 July. Borrow three other titles = four title limit. Hold available for download on 29 July. This is in new two week cycle, so can download the hold and still borrow or place holds on four titles above the satisfied hold.*

Titles can be renewed up to two times.

APPS ISSUES

The Borrowbox app can be downloaded from Google Play for Android devices and the App Store for Apple devices. It CAN NOT used on computers; it is for mobile devices only.

Can I delete titles from Borrowbox?

Yes, you can 'return' titles before they expire. If you do nothing, the app will remove them automatically when the loan period is finished.

Borrowbox has stopped working?

You can clear the data or just delete the app and download it again.

To clear the data on an Android device:	To clear the data on an Apple device:
- Open Settings - Select Apps - Find Borrowbox and tap to Open - Tap Force Stop then tap Clear Data - Exit and reopen *Borrowbox – you will have to re-enter the Library Service and User login details*	- Open Borrowbox - At the bottom, select Settings - Select Account Details - On the bottom, press Reset - All downloads will be lost and you will be required to login again.

I accidentally deleted the App. Have I lost my loans?

Your loans and holds are still hosted at Bolinda. To get access to them again, just reinstall the app or login to Bolinda e-books through the library website.

A title I borrowed has disappeared from Borrowbox.

Your loan has expired, so the app has deleted it. Alternatively, you may have returned the title early.

Can I bookmark pages or change chapters or font size?

Not in the app. It does however, remember where you left off and return you to the same page. You may be able to adjust the font size on your device, but not through the app.

Can I download titles directly to a Wi-Fi enabled e-reader?

You can only download directly to an e-reader if it has an operating system such as the Kindle Fire. If it is an Apple or Android reader, you can use the Bolinda app.

For all other types of e-readers, you must download e-books to a computer first using Adobe Digital Editions and then transfer the e-book to the e-reader from there.

COMPUTER/E-READER ISSUES

If using a computer or e-reader, you need to download Adobe Digital Editions to the desktop/laptop, so that e-books can be downloaded and then transferred to the e-reader.

I can't download e-books to Adobe Digital Editions.

Titles will not download unless you have Adobe Digital Editions downloaded, installed and authorised. *(see the Bolinda e-books User Guide for instructions on how to do this)*

I can't transfer my e-books from Adobe Digital Editions to my e-reader.

The transfer has to be done through Adobe Digital Editions (ADE). Plug the e-reader into the computer; it will appear in the list of the left hand side window of Adobe Digital Editions. You can then just drag the title across to the e-Reader and ADE will transfer it for you.

A title I borrowed is not letting me access it anymore.

Your loan has expired. Therefore, the file is no longer accessible. The best thing to do now, to free up disk space on your computer and your e-reader, is to delete it.

How do I delete a title from Adobe Digital Editions?

Highlight the title in Adobe Digital Editions and press Delete on your keyboard and click OK to confirm. *This does not delete the file from your computer – you need to delete them from the My Digital Editions folder – will be in the My Documents folder or equivalent, depending on your computer.*

How I delete a title from my e-reader?

This will depend on your e-reader, but it should have an option to remove a book from the e-reader. Unlike deleting a title from Adobe Digital Editions, removing a title from your e-reader will remove all files from the device.

Can I bookmark pages or change chapters or font size?

You can do all these in Adobe Digital Editions if you are reading on the computer. If you are using an e-reader, it will depend on whether the e-reader itself offers these functionalities. E-Readers will generally remember where you left off and return you to the same page.

Adobe Digital Editions won't work with with e-reader.

Check Adobe's list of supported digital devices at http://blogs.adobe.com/digitalpublishing/supported-devices.

If it is not listed there, it is likely that it does not work with that device.

FURTHER HELP

On the Borrowbox app:	On the web: log in to the Bolinda website, then
• In Borrowbox, under Settings (at the bottom), click on Send Feedback. Enter all the details and Bolinda will get back to you.	• click on Help at the bottom of each page AND/OR • Access My Account on *Bolinda (at the top of the pag*e) and click on Post Feedback. Enter all the details and Bolinda will get back to you.