

Follett is committed to helping you make a smooth transition to the Follett Digital Reader. To help, we've pulled together the list of questions and answers below to help you find the information you need as quickly as possible. If you don't find the answers you need below, please contact our Customer Service team by calling 888-511-5114, ext. 1103 (US and Canada), 01-815-759-1700, ext. 1103 (International customers) or 800-888-4478 (BWI customers)

Working with eBooks in the Follett Digital Reader

What do the buttons do?

For an explanation of every button in the Follett Digital Reader, please see our Quick Reference Guide by [clicking here](#).

Can I change the font type or size in the eBook? Can I bold text?

You can make the text larger or smaller in any book by using the zoom tools in the Follett Digital Reader. At this time the font provided by the publisher cannot be changed or bolded.

How can I pan text in zoom mode?

If you zoom in so that the entire page cannot be seen at once, the Follett Digital Reader provides scroll bars on the right and at the bottom of the Reader view that allow you to move up and down, or side-to-side in the eBook.

Can I copy and paste? How much?

Copy and paste permissions are decided by the publisher; therefore the amount varies by title.

Can I print my eBooks?

Like copy and paste, printing rights are decided by the publisher, so the amount varies by title.

Can I copy the eBook to another computer?

No; making complete copies of a title, whether it's a print book or an eBook violates the publisher's copyrights and is not permitted.

How do I take notes?

To create a general note, click the Add Note icon, and when the Note box opens, type in whatever note you want to create and click Save. This will create a note that shows up under the Notes panel on the left side of the reader, but does not have a specific spot in your eBook.

How do I highlight text and make a note about the highlight?

To create a highlighted note, left-click and drag over any text on the page that you want to associate with your note. Next, click the Add Note icon, and when the Note box opens, type in your notes and click Save when you are finished. This creates a note that shows up under the Notes panel on the left side of the Follett Digital Reader and also marks the text you selected with a yellow highlight.

Is there a read-aloud feature in the Follett Digital Reader?

While that feature is not available in this release, we are continually evaluating feedback from our customers, and will be adding features in subsequent releases that are important to educators and life-long learners.

Is there a dictionary tool in the reader?

While that feature is not available in this release, we are continually evaluating feedback from our customers, and will be adding features in subsequent releases that are important to educators and life-long learners.

What features for special needs students does the Follett Digital Reader provide?

Users can zoom in or out to make the text larger, and select from several page views to customize the view of the eBook. There are also alternate text Tool Tips that display in words the function of the buttons within the Follett Digital Reader.

Does the eBook stay on my computer after the circulation time ends?

The downloaded Follett eBook file will remain on your computer, but you will not be able to open it once the circulation time has ended. To avoid confusion about what eBooks you can open, you can click on the trash can icon that appears when you mouse over the image of the eBook to delete the expired eBook from your personal eBook library.

What does the installer put on my computer?

If you already have Flash 9.0 and (if you have a Windows machine) the Microsoft .NET 2.0 runtime environment installed, only the Follett Digital Reader software will be added. If either of these programs is missing, the installer will automatically download and install them for you.

Library Integration

How much does the Follett Digital Reader cost?

The Follett Digital Reader is free! The Follett Digital Reader was developed to allow Follett to continue to respond to the needs of educators and life-long learners with best-in-class solutions.

How will the Follett Digital Reader work with my circulation system?

The Follett Digital Reader is not circulation system dependent. If your circulation system already works with Follett eBooks, it will continue to do so. The new Follett Digital Reader simply makes the experience even better.

How long does it take to download a Follett eBook?

It depends on how large the eBook is and the speed of your Internet connection. The average user usually completes the download of an eBook in 15 to 20 seconds.

Can more than one person use the same eBook at the same time?

Just like with print titles, if you have one copy of a Follett eBook, one user can read it at a time. If multiple users need access to the eBook at the same time, multiple copies of the eBook need to be purchased.

Can patrons download eBooks through the Follett Digital Reader, or do they have to go into the OPAC first?

Patrons will need to go into your OPAC to find and checkout eBooks.

Can patrons see what eBooks are available in my OPAC through the Follett Digital Reader?

No; patrons will need to go into your OPAC to search for eBook titles.

Can patrons renew their circulation of an eBook through the Follett Digital Reader?

No; it is not possible to renew the circulation of a Follett eBook from within the Follett Digital Reader. The eBook must be returned and rechecked out through your OPAC.

Does the early return feature automatically check the eBook in on my OPAC?

No; if a patron decides to return an eBook early, they will need to inform you so you can check the title back in, just like early returns with print books.

What happens to the Follett eBook when my patron is done reading it?

When the circulation time ends, the copy of the eBook on your patron's computer will become inactive, and the original on your eBook shelf becomes available for viewing or checkout once again.

Where do my patrons go to download the software?

The Follett Digital Reader software can be [downloaded here](#).

Why would my patrons use the new Follett Digital Reader? Doesn't the online reader do everything they need already?

While the online reader is a great environment for your patrons to use, the Follett Digital Reader will allow you and your students to make sure the eBook is available to them for longer periods. Downloading the eBook for work offline allows your teachers the time to do things like create new lesson plans, or your students to have the time to take comprehensive notes with the new note-taking tools, etc.

Will my old Follett eBooks still work?

Yes. You won't need to make any changes to your current collection. The Follett Digital Reader is only needed when you or a patron decide to download an eBook.

Is the Follett Digital Reader 508 compliant?

While the Follett Digital Reader has a number of features that meet 508 compliancy, it is not fully 508 compliant at this time. We continue to work towards full certification.

Are some eBooks incompatible with the Follett Digital Reader?

No; every Follett eBook is compatible with the new reader.

Why does my browser say the Follett Digital Reader is undetected?

If this message appears you may not have the Follett Digital Reader installed. You can [download the new Reader here](#). If you know you have the Follett Digital Reader installed, it may be that your browser does not accurately detect it. Internet Explorer 6 & 7 and Firefox 2 & 3 can detect the Reader, other browsers may not. Click the "Download Now" button in the message window to continue to download the eBook.

I downloaded a Follett eBook before I installed the Follett Digital Reader. How do I open my eBook?

Once you have installed the Follett Digital Reader, just double-click on the eBook file (named ebook.fdr) you have already downloaded and your eBook will open for you.

What do I do with the ebook.fdr file I downloaded?

If you have already installed the Follett Digital Reader, just double click on the ebook.fdr file and your eBook will launch. If you have not installed the Reader yet, you will need to do so before you can open your eBook.

Where can I order more eBooks?

To search through our ever-growing list of eBook titles, please log in to Titlewave. If you need assistance searching for eBook content, please call 888-511-5114 ext. 1164 to speak to a Library Services Consultant.

Technical Questions

What Follett eBook titles are available?

Our list of titles is constantly growing, please log in to Titlewave to search through our tens of thousands of available titles.

Can I read other companies' eBooks in the Follett Digital Reader?

While that feature is not available in this release, we are continually evaluating feedback from our customers, and will be adding features in subsequent releases that are important to educators and life-long learners.

If I have suggestions for new features for the software, who do I contact?

We would love to hear your feedback! Please contact us at fdinfo@follettdigital.com

Is there a user guide I can give to my teachers/students?

Yes; [click here](#) to view, download or print our Quick Reference Guide.

Who do we call for help?

As always, our Customer Service Representatives stand ready to assist you with any questions or concerns you may have. They are available at 888-511-5114 ext 1103 (US and Canadian customers), 01-815-759-1700 ext 1103 (International customers) or 800-888-4478 (BWI customers)

Follett Digital Reader® vs. Adobe® Reader® or Adobe® Digital Editions®

What is the difference between Adobe Digital Editions and the Follett Digital Reader?

Adobe's latest eBook reader software reduces functionality that is important to Follett's customers. Developing our own Reader allows Follett to guarantee our library customers will continue to enjoy the features that make eBooks valuable. The Follett Digital Reader has been designed specifically for the K-12 user, with the features that educators, media specialists, librarians and students find the most useful.

Can I still use Adobe Reader or Adobe Digital Editions to read my Follett eBooks if I want?

All Follett eBooks will be converted for use with the new Follett Digital Reader. Once this happens, a downloaded Follett eBook will no longer open in Adobe.

Do I still need Adobe Reader or Adobe Digital Editions on my computer to use Follett eBooks?

No you do not. Once you have the Follett Digital Reader installed, you have everything you need to enjoy your Follett eBooks offline.

What systems are supported?

The Follett Digital Reader supports the following systems:

Windows®

(Windows Vista, Windows 2000 SP2 – SP4, Windows XP SP1 – SP3)

Intel® Pentium® II 450MHz or faster processor (or equivalent)

Minimum of 128MB of RAM required (256MB of RAM recommended)

Macintosh (Mac 10.4 – 10.5)

Intel Core™ Duo 1.33GHz or faster processor

Minimum of 128MB of RAM required (256MB of RAM recommended)

Follett Digital Reader is for use on 32-bit operating systems. At this time, 64-bit systems are not supported.

What computer hardware is best for viewing eBooks?

Any Windows or Mac PC that meets or exceeds the minimum system requirements will display your eBook files well.

Do I need any special hardware to run the Follett Digital Reader?

No; all you need is a PC or a Mac that meets the minimum requirements listed above.

How long does it take to install the Follett Digital Reader?

It depends on the speed of your Internet connection and the performance of the computer where you install the reader. Most users complete the full installation in 2 to 3 minutes.

What rights are required to install or update the Follett Digital Reader on a computer?

Administrator privileges are needed to successfully install the Follett Digital Reader on either Windows or Mac PCs.

Will the Follett Digital Reader automatically update to new versions?

No; when new versions of the Follett Digital Reader become available, users will be prompted to upgrade only if necessary.

Do I need any special software to run the Follett Digital Reader?

To install the Follett Digital Reader, Adobe Flash 9.0 and (for Windows machines) the Microsoft .NET 2.0 runtime framework must be installed. If you don't have either of these installed, the Follett Digital Reader will attempt to download and install these modules for you (administrator rights for the computer are needed).

What is browser auto detection for the Follett Digital Reader?

Auto detection is a feature that allows your Internet browser to determine whether or not you already have the Follett Digital Reader installed before you download a Follett eBook.

What Internet browsers can auto detect the Follett Digital Reader?

Internet Explorer 6 & 7 and Firefox 2 & 3 currently support detection of the Follett Digital Reader software.

Will newer versions of Flash automatically work with the Follett Digital Reader?

Our testing has shown that the Follett Digital Reader will work with the newly released Flash 10. Future releases of the Flash software are expected to continue this compatibility.

Does the Follett Digital Reader work with portable devices like iPods?**Can Follett eBooks downloaded to the Follett Digital Reader be moved to another computer with a flash drive?**

While support for portable devices is not available in this release, we are continually evaluating feedback from our customers, and will be adding features in subsequent releases that are important to educators and life-long learners.

Are there any exceptions that should be added to network proxy or filter devices to allow the reader to work?

No; as long as your network allows port 80 (standard Internet) traffic the Follett Digital Reader will work.

Does the Follett Digital Reader run on Linux?

While we do not have a Linux compatible version of the Follett Digital Reader at this time, we are continually evaluating feedback from our customers, and may develop a Linux client if demand warrants.

Is an MSI of the installer available?

We are currently working to provide an MSI package to simplify the deployment of the Follett Digital Reader for school and district technical personnel.