

Question:

Does the Ereader do Text to Speech

Answer:

Some ereaders do have Text to speech, please check your manual and/or packaging for the text to speech feature.

Question:

Can I use a charger to charge my eReader?

Answer:

Yes, You can use a USB to AC socket adaptor.

Question:

Is the eReader compatible with Apple Mac?

Answer:

No, The Chipset doesn't support the apple operating system. So we do not advise to use with Apple products.

Question:

How do I change the Background colour?

Answer:

You can only change the back ground colour on TXT documents. You must enter an Ebook, then press the "M" button, scroll down until you see "mode" press the "M" button again then choose the background colour.

Question:

I get an error message: The Device was not recognised?

Answer:

- a) You may need to disconnect and reconnect your USB cable a few times.
- b) Leave the device connected for a few moments, most times your computer will eventually see the device it is just taking time to transfer the data.
- c) Check the device with another USB port, or a different computer.
- d) Reformat your Device. (Please note: reformatting your device will erase every file on your ereader).
- e) Ensure your using the cable supplied with the ereader. Cables often look the same, however some cables are for power supply whilst others supply power and transfer data.

Question:

How do I delete an Ebook if I do not want it on my Reader?

Answer:

Please see the "removing files from your ereader" guide. (found in the section under your ereader brand name)

Question:

I have an eReader that has this message on it: "Charging Please don't use" . Does the message "Charging Please don't use" screen ever go away?

Answer:

No, this default message will remain there whilst you have the USB cable connected. The

ebook reader should be charged when the blue LED light is stable.

Question:

The Ebook reader does not seem to be charging correctly.

Answer:

Please eject the device from the right hand side of the computer for better charging. (check the guide on how to charge via PC : found in the section under your ereader brand name)

Question:

Can I download files/ebooks directly onto the ebook reader or do I have to download them onto a Micro SD card?

Answer:

Yes you can download files/ebooks directly onto the Ereader, Please see the "downloading Ebooks in Adobe" guide.

Question:

There is no power; no LED light, Nothing seems to be happening.

Answer:

Please put the Ebook reader on charge for 24hours. Also please read the (check the guide on how to charge via PC: found in the section under your ereader brand name). If there is no change in 24hours, please return to the store of purchase for an exchange.

Question:

What is a micro SD card?

Answer:

It is a Memory card that can be used to expand the amount of memory so you can have more files on your eReader.

Question:

File failed to open?

Answer:

Make sure you're downloading correctly, using the correct email address, opening the file and not saving the file. (Please check the "downloading ebooks in Adobe" guide for more instructions)

The other thing could be the eBook has been incorrectly compiled by the publisher and the file sizes are too large to be read by your eReading device. You can read the eBook on the computer, where there is a great deal of memory (RAM) available to use for this task. On the eReading device there is limited RAM available and the device simply does not have the resources to open the eBook. Our perception is that the publishers need to accommodate these aspects of the ereaders on the market.

Question:

Does the ereader have a video function?

Answer:

If you see "Video" in the main menu when you turn on your Ereader, it has video function, if you do not see "Video" then it does not have video function

Question:

Can I change the battery in the ebook reader?

Answer:

No.

Question:

Can you play games on the Ebook reader?

Answer:

No.

Question:

Setting the Date and Time.

Answer:

Go into Setting - and into Time. Press the right arrow to enter the hours, press up or down to select the desired number. Press Right arrow to get to the minutes and again press up or down to change the minutes.

Press right to get to the date settings, press up and down again to go through the year/month and day. Right to select yes or no and "M" to select and exit.

Question:

I can't open ADOBE EPUB files - there is an error code - 2038

Answer:

This error is very generic. All it really tells us is that the Flash Player (which is part of Digital Editions) ran into a problem when contacting the server. The most common causes of these kinds of problems are some proxy or firewall that is interfering with the HTTP headers that ADE needs to manage the download process.

Question:

"I/O Error,"?

Answer:

Means that the application simply could not connect to the server from which it was supposed to get the item or its authentication information. This is most commonly a transient problem that is most easily resolved by simply trying again.

Question:

Why can't I view my device in Adobe Digital Editions?

Answer:

Open to view files on your ereader - Find the Adobe digital Editions file and delete it. Restart your Ereader and reconnect to your PC. You should now get authorization window appear. (check guide can't see device in adobe)

Question:

How many Ebooks will the ereader hold

Answer:

The internal memory is 2GB, depending on images/pages and sizes of books. You should be able to hold at least 2000-3000+ ebooks

Question:

When browsing a PDF document, only text appears as some tables or graphics are

reformatted and altered

Answer:

This issue may occur in certain situations when viewing PDF document in different sizes. In this case, viewing in the original size will retain the original layout. Pdf is a fixed document, so when you enlarge the print, you will need to use the directional arrows to view any sections that are cut off from the main screen

Question:

"Error: no permission to copy document here"

Answer:

make sure you Authorize the Ereader and Digital Editions to your Adobe ID. (these email address must be the same.)

Question:

Can't see my ereader on my PC at all?

Answer:

Make sure your using the cable that was supplied with the ereader. Cables may seem the same however some will transfer data and power whilst others will only transfer power.

Question:

Is there an update for my ereader?

Answer:

Please check the website under your ereader brand name. If there is an update you will find it there.

Question:

I can not get the music to play

Answer:

Make sure your music files are in MP3 format.

Question:

How do I stop the music from playing?

Answer:

Go in the music menu then press the Play/Pause button.

Question:

After a short amount of time my ereader screen goes black, I have to press a button to activate it again.

Answer:

Go to settings, then into display settings and into Light time, make sure you have light time set to always on.