Adobe® Reader® 7.0
Frequently Asked Questions
for Digital Edition Users

General

Q: What is a digital edition (formerly known as an eBook)?

A: A digital edition is an electronic edition of a physical book, magazine, journal, newspaper, sheet music, or newsletter. A digital edition is a file that has been converted to Adobe Portable Document Format (PDF). Adobe digital rights management (DRM) helps protect Adobe PDF files.

Adobe's digital edition technology is based on PDF, which can be read on a variety of platforms and devices, including Windows®, and Mac OS and UNIX® based computers, as well as Palm OS®, and Pocket PC devices.

Q: What do I need on my computer to read a digital edition?

A: To read a digital edition, you need the free Adobe Reader software, version 6.0 or higher. You will also need an Internet connection to authorize your device for digital rights management and to download the digital edition. Once you have downloaded the digital edition, you can disconnect from the network and read the digital edition offline. You do not need to be online to read a digital edition.

After you have finished reading the digital edition, it remains on your computer until you delete it. If you have checked out the book from a library, it may have an expiration date, after which you will not be able to read the digital edition until you check it out again.

Note: To read digital editions on Adobe Reader for Pocket PC 2.0 based devices, you need Adobe Reader 7.0 on the desktop.

Q: How do I view digital editions in Adobe Reader 7.0?

A: Digital editions are viewable using the free Adobe Reader, just like other PDF files. After you've downloaded the digital edition from a retailer, publisher, or library, you must first activate the file. As you open the file, you will be prompted to begin the activation process. Once this process is complete, you will be able to read the digital edition.

Q: What will digital editions look like on my computer?

A: With Adobe Reader 6.0 or higher, digital editions will appear just like any PDF file, with high-fidelity display and rich graphics. You can also take advantage of different display settings, such as landscape and portrait viewing, to enhance your experience. For example, the Full Screen setting allows you to see only the digital edition with a black background, which helps to eliminate other visual distractions. You can use the F8 and F9 keys to hide the menu bar and toolbar. You can also use the navigation and view controls at the bottom of the screen and the Bookmarks tab on the left.

Adobe®

Q: **What are the advantages of reading digital editions instead of paper books?**

A: Reading a digital edition offers several advantages:

- Digital editions are immediately available. You can download and read a digital edition right away, rather than waiting for the book to come in the mail or having to go to a bookstore to purchase it.
- Digital editions can be read aloud by the computer (if enabled by the publisher).
- You can use Adobe Reader mark up features to highlight text, search, and make notes in digital editions.
- You can download a digital edition onto a handheld device for easy portability.

Q: **Where can I order digital editions?**

A: Digital editions can be purchased and downloaded from online retailers, including *http://digitalmediastore.adobe.com.* There are tens of thousands of digital editions available in PDF from major publishers.

Q: **How much do digital editions cost?**

A: Digital editions vary in price, but usually cost less than physical books. Plus you do not need to pay shipping costs for digital editions, as you would if you were ordering a book. Many digital editions are available for free checkout from your local library's Web site, as well.

Q: **How long does it take to download a digital edition?**

A: The length of time it takes to download a digital edition will vary depending on your Internet connection speed. Digital editions are usually between 500 kilobytes (about the size of a high-resolution picture on the Internet) and 3 megabytes (about the size of a typical MP3 music file). They can be significantly larger if there are more graphics. For example, a 300-page digital edition without many graphics can be downloaded in about four to five minutes with a 56K modem connection. A faster connection, such as DSL and cable, may speed up the process.

Q: **Where on my computer can I access a digital edition after I've downloaded it?**

A: After downloading a digital edition, you can access it in the "bookshelf" using Adobe Reader. To open your bookshelf, in Adobe Reader choose File > My Bookshelf, and then click on the digital edition icon and select My Bookshelf.

Although digital editions are accessible through My Bookshelf, the actual PDF files of the digital editions are stored in the following locations:

* Windows: My Digital Editions folder in the My Documents directory

* Mac OS: Digital Editions folder in the Documents folder

Q: **How do I back up digital editions?**

A: You can easily back up digital editions using the Backup button in My Bookshelf. Clicking this button will copy your digital edition to another location, such as a hard drive, file server, or CD. However, you will not be able to view digital editions from another PC or Macintosh computer unless that computer has also been activated under your account in the Adobe DRM Activator.

Q: **Can I add other PDF files to My Bookshelf?**

A: Yes. Simply open My Bookshelf and click on the Add File button to browse for and select the PDF file you want to add.

Q: **Can I read digital editions on PDAs?**

A: Yes. Adobe Reader 7.0 supports viewing on handheld devices, so you can read digital editions anywhere.

Q: **Can I print and copy digital editions?**

A: Yes. Digital editions can be printed if the publisher has enabled printing in the PDF file. Digital editions can also be copied to other devices, such as a Palm OS or Pocket PC device using the Adobe DRM Activator. However, there is a limit to the number of devices you can activate (see the "Activation" section below).

Q: **Can I give or lend digital editions to others?**

A: A. No. Adobe Reader does not include the ability to give or lend a digital edition to someone else. Digital editions are protected through Adobe DRM (see the "Adobe DRM" section below). However, you can send a digital edition via e-mail to someone else if the publisher has enabled the digital edition for "superdistribution."

Q: **What is superdistribution?**

A: Superdistribution enables users to exchange PDF digital editions with other users while still protecting the copyright of the publisher. When one person gives a digital edition with superdistribution to another user, the second user is directed to a Web site on which he or she can obtain permission to view the file. To enable the superdistribution feature publishers simply include a URL in the digital edition using Adobe Content Server.

Q: **How do I know when a digital edition expires?**

A: Digital editions with expiration dates have a stopwatch icon in the upper right corner of the cover image in My Bookshelf. Click on the stopwatch icon to see the expiration date.

Q: **Are digital editions deleted from my computer when they expire?**

A: No. Expired digital editions remain on your computer or handheld device until you manually delete them. This is done for your convenience. If you want to "renew" the digital edition or check it out again at a later date, doing so will unlock the file, and you won't need to download the file a second time.

Q: **I have books that I downloaded using older versions of Adobe Reader, or its predecessors, Acrobat® eBook Reader 2.2 and the Glassbook Reader. I can't open the books using my current version of Reader or Acrobat. What can I do?**

A: If you are unable to open digital editions that you have previously downloaded, contact the vendor from which you obtained the digital editions and ask for permission to download them again.

Reader 7.0 and Acrobat 7.0 will require that you upgrade your digital editions to be compatible with changes to the DRM system. In these cases, Reader and Acrobat will detect these digital editions and automatically offer to upgrade them for you. If you want to keep accessing these documents, we strongly advise you to perform this upgrade.

Q: **Are digital editions accessible to the visually impaired?**

A: Yes, if the publisher has enabled the "read aloud" feature in the PDF file, and if the author has created the PDF to be accessible, the computer can read the digital edition aloud, giving visually impaired individuals access to the content. When downloading a digital edition, contact the provider to find out if a read-aloud-enabled version is available.

Q: **How can I create and distribute digital editions?**

A: To create and distribute a digital edition, follow this three-step process:

1) Create the digital edition using a page layout tool, such as Adobe InDesign®.

2) Convert the digital edition to a PDF file using Adobe Acrobat.

3) Protect and distribute the digital edition using Adobe Content Server, or by using a digital edition application service provider (ASP).

Adobe DRM

Q: **What is DRM?**

A: DRM stands for digital rights management. DRM is technology that helps a publisher protect copyrighted materials, such as digital editions, while offering them electronically. DRM allows publishers to define users' rights—what they are allowed to do with the digital edition (open, copy, print, etc.). DRM technology protects an author's work by helping to control the distribution of content to authorized users.

Q: **What is Adobe DRM?**

A: Adobe DRM is Adobe's digital rights management system, which is based on PDF. Adobe DRM provides a flexible system for publishers and users.

Q: **Why do I need to authorize my devices?**

A: Authorization is required because publishers want to prevent copying of rights-managed content. The authorization step identifies your device(s) to the bookstore so that the publisher can be assured that the book has not been illegally copied.

The Adobe DRM Activator Web site allows you to authorize your computer or handheld device for viewing digital editions and protected documents. To access this site from Adobe Reader, choose Advanced > Digital Edition Web Services > Adobe DRM Activator.

Q: **How is Adobe DRM different from security features in Adobe Acrobat?**

A: Adobe DRM differs from Acrobat security in that it requires Adobe Content Server to encrypt and protect the PDF files. Adobe DRM is particularly useful if you want to distribute a copy-protected PDF file to anonymous multiple users (such as selling a digital edition from an online store) or if an expiration date is required (for example, if you borrow digital editions from a library).

Adobe Reader 7.0 digital edition Support

Q: **Why should I upgrade to Adobe Reader 7.0?**

A: Adobe Reader 7.0 offers many new features that make sharing and reviewing PDF files easier. You can download, read, and organize digital editions, just as you could with Adobe Reader 6.0, but now you can view them on your Pocket PC as well as a Palm OS handheld device. For a complete description of the new features in Adobe Reader 7.0, visit the Reader New Features page.

Activation

Q: **What is activation and why is it required?**

A: Activation enables your Adobe Reader for digital editions. When you begin to download a digital edition for the first time, it initiates the activation process. This process does not require any action on your part and occurs as part of the download of the first digital edition that you buy or borrow. It is not needed after that.

Q: **After I downloaded my first digital edition, my browser displayed a page that advised me to re-activate using a login. Why should I do that?**

A: Although you can continue to download and read digital editions without re-activating, there are several important reasons for re-activating with a login. First, re-activating with a login allows you to transfer your digital editions to other computers, such as a home or work computer or a laptop, that have been activated with the same login. Second, if you should replace your computer with a new one, you can move your digital editions to the new computer by activating it with the same login. Finally, re-activation with a login allows you to back up and restore digital editions to protect them from disk failures and other mishaps. If you do not re-activate with a login, your digital editions will be readable on one computer only—the one on which they were downloaded.

Q: **Why do I need a Microsoft Passport account or an Adobe ID?**

A: A Microsoft Passport account or Adobe ID enables full activation, which offers several benefits. Although "easy" or "anonymous" activation doesn't require a login and allows you to get started quickly, "full" or "named" activation is strongly recommended.

Q: **What are the benefits of full activation?**

A: There are several benefits to being fully activated. With anonymous activation, if you replace your hard drive or lose your digital editions, you cannot get them back. You will have to download them again from where you purchased them originally, possibly for a fee. Full activation, allows you to back up and restore digital editions and to move them to a new computer when you upgrade so that you won't lose them.

Also, anonymous activation limits where you can use your digital editions to the computer to which it was downloaded. It might also stop working in certain cases, such as, if you upgrade or repair your computer hardware. With full activation, you can take your books to another computer, such as a laptop or your office computer. Along with each activated computer, you can also copy files to one handheld device, such as a Palm OS or Pocket PC device.

Q: **How many and what kinds of devices can I activate?**

A: You can activate up to six computers under the same login and transfer digital editions between them. Additionally, for each computer you activate, you can also activate one Palm OS device or Pocket PC device.

Q: **Can I read digital editions without activating?**

A: No. You must complete the activation process before you can open the digital edition.

Q: **Can I deactivate a device?**

A: No. You cannot deactivate a device once the activation process is complete.

Q: **When activating, I get an error message that says that the Adobe DRM Activator is not responding. What does that mean?**

A: This message indicates that one of two things has happened:

1) Your Internet connection may be down or responding very slowly. Check your connection by browsing to another familiar Web site or directly to the DRM Activator at *http://aractivate. adobe.com* to check the connection. If you are able to connect this way, try logging in and doing a full activation. If the activation fails, there may be an issue related to a proxy server or a firewall. Some prevent the activation process from completing correctly. If you are at work, your Network Administrator may be able to help.

2) The DRM Activator Web site may be down. Adobe monitors this Web site 24 hours a day, and we will bring it back up as quickly as possible. Try directly connecting to the DRM Activator Web site at *http://aractivate.adobe.com* and activate using a login. If the site is unavailable, wait a little while and try again.

Mac OS support

Q: **What versions of the Mac OS support digital editions?**

A: Digital editions can be viewed using Mac OS X versions 10.2.8 and 10.3.

PDA support

Q: **Which PDAs support digital editions?**

A: Using Adobe Reader 7.0, you can download and read digital editions on Palm OS and Pocket PC devices.

Q: **How do I transfer digital editions to my Palm OS device?**

A: To transfer a digital edition from your desktop computer to your Palm OS handheld device, follow these steps:

1) Make sure you have the Palm Desktop software installed on your computer.

2) Install Adobe Reader for Palm OS, version 3.0 or later.

3) Open Adobe Reader 7.0 on your activated desktop computer, choose File > My Bookshelf, and click Send to Mobile Device. Doing so will prepare your digital edition to be transferred to the handheld device.

4) Use the HotSync® process to connect your handheld device and your desktop computer.

5) Open Adobe Reader on your handheld device and select the digital edition.

Q: **How do I transfer digital editions to my Pocket PC?**

A: To transfer a digital edition from your desktop computer to your Pocket PC handheld device, follow these steps:

1) Install Adobe Reader for Pocket PC, version 2.0 or later.

2) Open Adobe Reader 7.0 on your activated desktop computer, and choose File > Digital Editions > Authorize Devices. Doing so will send you to the DRM Activator site to activate your Pocket PC.

3) From Adobe Reader 7.0 on your activated desktop computer, choose File > My Bookshelf, and click Send to Mobile Device. Doing so will prepare your digital edition to be transferred to the handheld device.

4) Next time you use the ActiveSync process to connect your Pocket PC, the digital edition will automatically transfer to the handheld device.

5) Open Adobe Reader on your Pocket PC, and select the transferred file from the Digital Editions folder.

Q: **Does it take long to send digital editions to my handheld device?**

A: No. Most digital editions take less than one minute to send. However, the amount of time it takes to send a digital edition using a handheld device depends on the size of your digital edition PDF file.

Q: **Why are some digital editions larger on my handheld device than on my computer?**

A: Some digital editions appear larger on a handheld device because of the formatting for the small screen. When digital editions are prepared for transfer to a Palm OS or Pocket PC device, they are "tagged" so that they re-flow properly on the smaller screen. This process can increase the file size of a digital edition PDF in certain situations.

Q: **Can I beam digital editions to other handheld devices?**

A: No. You cannot beam Adobe PDF digital editions from one handheld device to another.