KT Books Troubleshooting

Resources and links
- [KT Books Overview video](#)
- KT Books login page: http://bit.do/ktbooks

Table of Contents

While in a browser, after clicking on eBooks/packs nothing appears

While in a browser a 'white bar' across the bottom appears or content seems to be 'cut off'

Password reset on login page isn't sending me an email to reset password

User cannot access the offline viewer when there is no internet connection

User's offline viewing eBooks are no longer available to view offline

KT Books App – how to and troubleshooting

While in a browser, after clicking on eBooks/packs nothing appears
- Check to see what browser they are using. If Internet Explorer or Edge – have them switch to Chrome, Firefox or Safari. (to the right is an image of what an ebook looks like when opened in IE)
- The eBooks do open in a new tab in all browsers
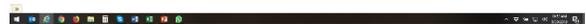
While in a browser a 'white bar' across the bottom appears or content seems to be 'cut off'
- Check to see if they are using the browser 'ZOOM' controls.
- Doing so (especially in CHROME) can cause the materials to not scale and a white bar to appear
- If using in browser zoom, have them zoom to 100% (refresh the page if needed by pressing F5)
- Typically, using the browser ZOOM function in **Firefox** does not create this issue

- As an alternative to using zoom is have the user use full screen mode – the 4 arrow icon in the top right of the KT Books navigation bar (or press F11)

Password reset on login page isn't sending me an email to reset password
- Check your JUNK/SPAM folder
- If the email is not there, your organization may have blocked the email, in such case, email support@sharedbook.com to request a temporary password

User cannot access the offline viewer when there is no internet connection
- The offline viewer page MUST BE SAVED AS A FAVORITE when the user has internet access so that the site can be navigated to in the future; the offline viewer site is different from their 'online bookshelf' site.
- View 1:15 of the KT Books Overview video

User's offline viewing eBooks are no longer available to view offline
- If the user cleared their browser's cache, it will have deleted all the offline downloads
- The user will need to get back on an internet connection and redownload the content

How to use the KT Books App

Note – you must set-up your KT Books account using a computer before you can view the materials on other devices (phone, tablet, etc.)

1. **Using a _computer_**, click the link in your KT Books email to complete your account set-up in a browser like Chrome, Edge, Safari (_do not_ use Internet Explorer)

2. Once your account is created, you will be taken to your bookshelf.
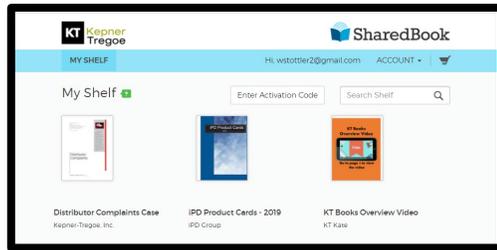
3. Click on each book on your bookshelf. This will ensure the book will be available to download in the KT Books app on other devices, if you choose to use them

Note – <u>do not</u> try to access KT Books through a browser on a phone or tablet: materials will not display properly. To view them on a phone or tablet you must load and use the KT Books app

4. **If you wish to access your KT Books _on a mobile device_**, go to the App Store from your <u>Apple</u> or <u>Android</u> device

5. Search for 'KT Books' and download the app (do not try to use your device browser to access the material)
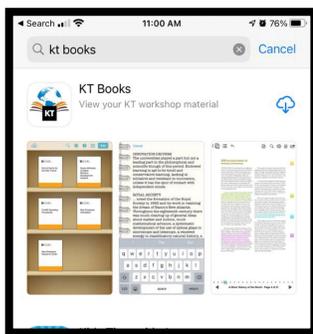
6. Open the app and enter the username and password used to create your KT Books account on the computer
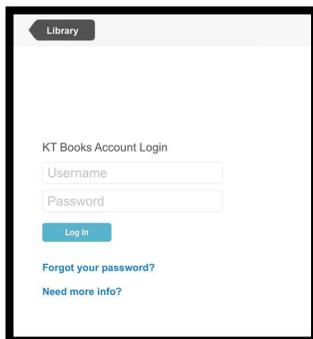
7. To view items on the mobile app, you must download them first. Use the download icon (upper left) to view a list of items available to download

8. Click 'Download' next to the books you want available via the KT Books app
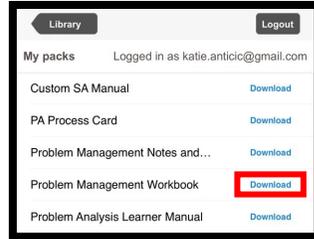
9. Click 'Return to Downloads' to download more material
10. Click 'Return to Library' to see the books you have downloaded to the KT Books app
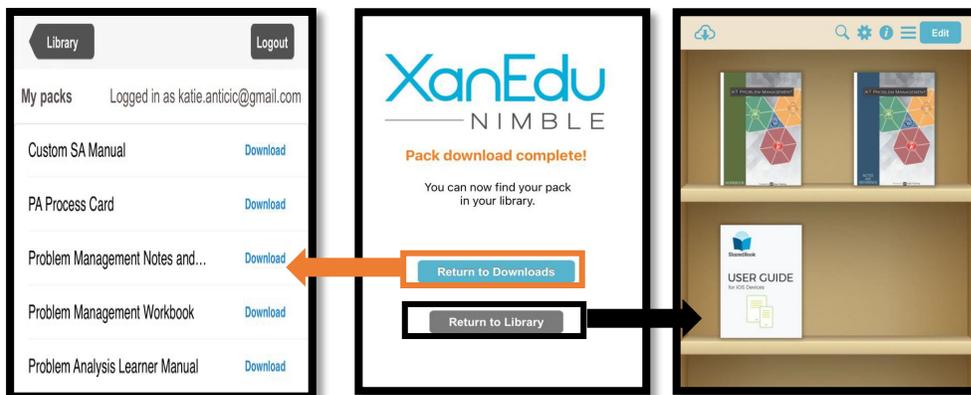
Navigating books on a mobile device via the KT Books App

Return to downloads

Return to shelf

Search | Settings | View all comments/notes

Table of Contents

Page backward

Page forward
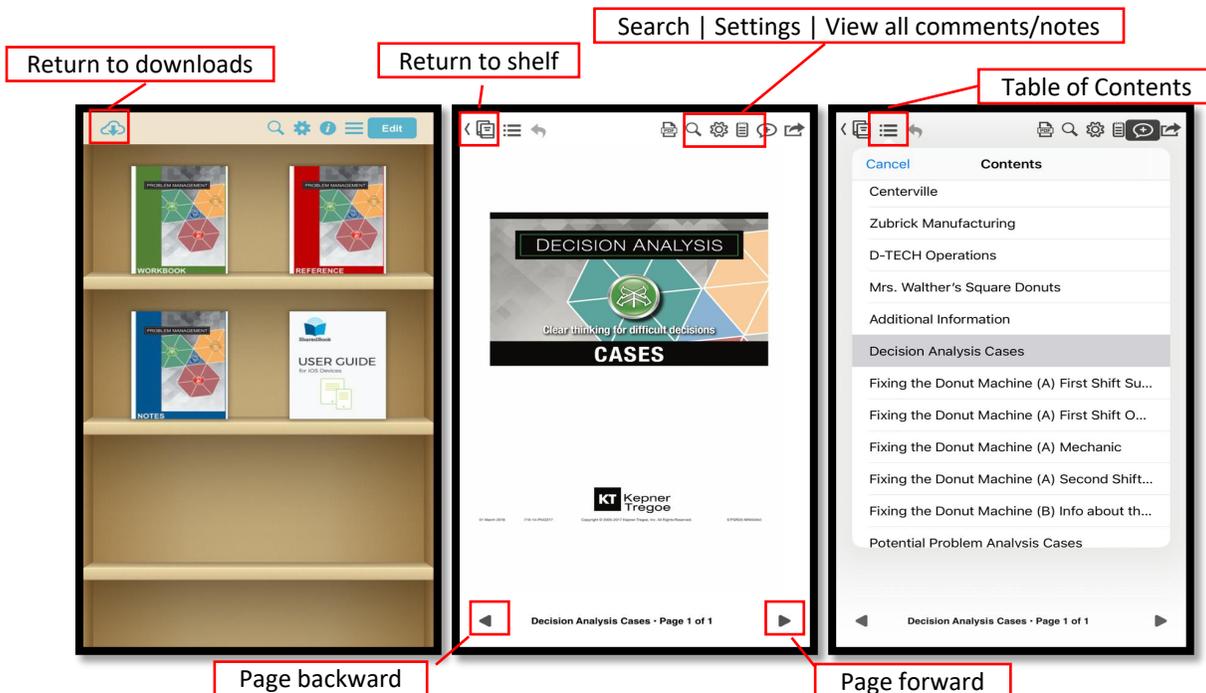
Navigating books on a mobile device via the KT Books App
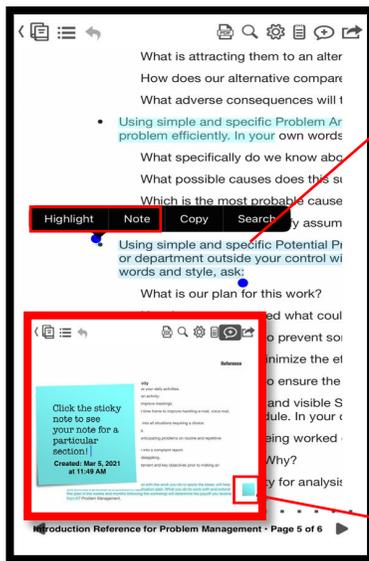
To highlight or make a note:
- Hard press the text you would like to highlight
- Move the circles to select the entire string you want to highlight/notate
- Click either highlight or note

NOTE: on small screens like phones, it can be challenging to move the circles. Try zooming in then moving the circles.

Tap the notepad icon to see what each note says
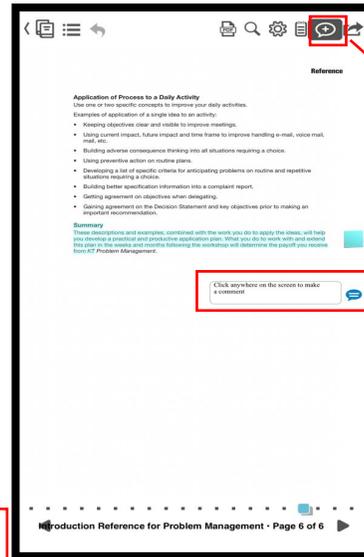
To comment on the page:
- Click this button
- Tap anywhere on the screen to start to type your comment

To delete books from your shelf, click Edit, select the books you want deleted, press the trash icon and select 'Done'
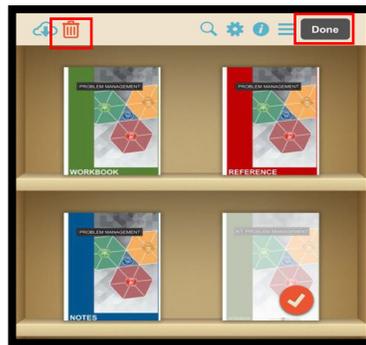
Tips and troubleshooting
- During your training session, we recommend viewing KT Books on a computer or tablet
- Viewing on a phone or small device may pose challenges due to screen size

While using the KT Books app, user gets 'errors' while downloading the materials
- Ensure there is a SOLID internet connection for downloading purposes (strong wifi network)

The KT Books app isn't "syncing" with the web reader (books show up in the web reader but not the app)
- The mobile provisioning isn't instantaneous – it's on a scheduled task which runs about once every minute to two minutes – you must wait for the task to fire.
- HOWEVER, if it is taking longer time you must click/open each book in the web reader on a computer and it forces the provisioning to occur immediately, and items will appear in the app

The KT Books app keeps 'crashing' (shuts down)
- Force close the app then re-open