

Frequently Asked Questions: Adobe DRM eProducts

Do I need to install any programs or applications on my computer to view my Adobe DRM eProduct?

Some eProducts use Adobe Digital Editions for viewing on your computer. Adobe Digital Editions is a free software used to manage the digital rights the author has chosen for that particular product.

Before you download the eProduct to your device, you **MUST** first install **AND** then authorize Adobe Digital Editions with an Adobe ID. Please review the <u>Download Instructions</u> page for detailed installation instructions.

Can I view eProducts on my mobile device?

All eProducts can be viewed on Android devices, iOS devices (iPad, iPhone, etc.), and the Barnes & Noble Nook. For a complete list of supported devices, visit the <u>Adobe Digital Editions website</u>. ACTEX Publications recommends reviewing the <u>Download Instructions</u> page for detailed instructions on downloading eProducts to your specific device.

Are there any restrictions when accessing my eProduct?

Please refer to the the eProduct's **Restrictions** in the product description for the specific digital rights of the eProduct you are interested in. Most eProducts are subject to printing restrictions, and access restrictions. No eProducts may be shared or copied with others.

Can I print my eProduct?

All eProducts are subject to print restrictions. Please refer to the eProduct's **Restrictions** in the product description for the specific printing rights.

eProducts can only be printed from the FIRST device the eProduct was installed to. eProducts can only be printed using the Adobe Digital Editions software.

Printing is not supported on mobile devices.

Can I share my eProduct with others?

No. Sharing your eProduct file with others would be in violation of the eProduct's copyright agreement made when purchasing the eProduct. eProducts cannot be delivered to someone other than the actual student (SHIP TO person on the order.)

Can I return my eProduct for a refund?

All eProduct sales are final. No refunds can be made for electronic digital downloads.



Frequently Asked Questions: eProducts

Can I install Adobe Digital Editions on my company computer?

Please check with your company's Information Technology Department BEFORE making a purchase. Some companies have download policies or firewall restrictions that could prevent you from installing Adobe Digital Editions, or downloading the eProduct. All eProducts are non-returnable.

How do I download my eProduct?

Please review the **Download Instructions** page for detailed installation instructions.

Any time you use an eProduct that uses Adobe Digital Editions, whether it is a product from ACTEX or another vendor, you will use the same Adobe ID and password. Make note of your Adobe ID for future reference. When you authorize Adobe Digital Editions on your computer with an Adobe ID and password, the eProducts are then tied to that Adobe ID rather than to that specific device. If you don't authorize Adobe Digital Editions on your device, the eProduct you purchased will be locked on that device, and may not be read on any other devices even if the license should read that you have rights to use on up to six devices.

What if I forgot my Adobe ID password?

You may <u>recover your Adobe ID password</u> on the Adobe website. A password recovery link will be sent to the email address associated with your Adobe ID.

Where do I download my eProduct from?

All eProducts download links are emailed to the SHIP TO email address on the order within minutes of finalizing the transaction on our website. Be sure to check any filters in your email, just in case your message should appear in spam or another filtered folder. Please follow the download email instructions carefully to make sure you are granted the full access rights as outlined in the license.

Do I need to be connected to the Internet in order to view my eProduct?

No. Adobe Digital Editions and the DL Reader App by Datalogics do not require an Internet connection to view your eProduct. Each device saves a local file of your eProduct. However, you must have an Internet connection to download your eProduct.