amazonkindle

Troubleshooting Library Checkouts on Kindle Devices

For general instructions on how to checkout and download items to your Kindle, please review the relevant guide on the library's "Downloads" page. (www.countylib.org/downloads).

Q: I have checked out an ebook, but I don't see it on my Kindle. What happened?
A: There are several reasons why you might not see your transferred item at first. Take the following steps to troubleshoot the problem:

- Confirm that you have checked out an appropriately-formatted ebook from the download site. If you are using a Web browser to select ebooks and sending them to a Kindle app or a Kindle ereader, be sure to select "Kindle" as the format to download. If you are using the Libby app on a Kindle Fire, be sure to select "EPUB" as the format.
- Be sure you have selected the "Read Now on Kindle" link on the final Libby checkout screen. Doing so will take you to Amazon's Web site for item retrieval.
- To initiate an ebook transfer on Amazon's Web site, you must be logged into the Amazon account associated with the app or device in question, and you must select the app/device by name as the "destination" of the library ebook.
- Be sure that your device is connected to either a WiFi access point or to a computer via USB cable. Amazon's Whispernet connection, used to purchase ebooks, cannot be used to transfer library checkouts.
- If you transferred your item via WiFi, select the "Check and Sync for Items" option on your Kindle. This will force the Kindle to communicate with Amazon's Web site and will restart the transfer process.
- If you transferred the item via USB cable, be sure you have saved it in the "Documents" folder on your Kindle. The ebook will not display on the Kindle if saved in any other location.
- If you continue to have difficulties, please contact the County Library at 540-984-8200 for assistance.

Q: After selecting "Read Now on Kindle" and being directed to Amazon's Web site to retrieve my ebook, I receive the following message: "Due to publisher restrictions, this book cannot be delivered wirelessly and must be downloaded and transferred via USB." What do I do?
A: Some publishers may require that Kindle checkouts be saved to a computer before being moved to a device. To access titles restricted in this way, you must be using an

actual Kindle and not the Kindle app on an iOS or Android device. Plug the Kindle into your computer using its USB cable, and move the downloaded title into the "Documents" folder on the device. If you do not own a Kindle and wish to remove the restricted title from your account, please contact the library for assistance at 540-984-8200. For more flexibility in checking out ebooks on your iOS or Android device, consider downloading the Libby app, which currently are not subject to such restrictions.

Q: How can I renew ebooks on my Kindle?

A: Libby offers the option to renew both ebooks and audiobooks. The option to renew a title because available shortly before the title is set to expire, appearing next to the title on your Bookshelf under your library account.

Q: How do I return ebooks on my Kindle?

A. Unlike print materials, ebooks checked out from the library's Libby service do not have to be formally returned. The files expire automatically on their own, after which they become available for download by other users. If you wish to return an item before its expiration date, log into your account on Amazon's Web site, and navigate to "Your Content and Devices." Here, you will see listed the items on your Kindle, including library checkouts. Next to the item you'd like to return, select "Return this book" from the "Actions" dropdown menu. Alternately, on a Kindle device equipped with a touch screen, press and hold the item's cover, and select "Return to Public Library" from the menu that appears.

Q: How do I delete expired library ebooks from my Kindle?

A: Methods for removing items from your Kindle will vary with the device. On Kindles with a 5-way controller, highlight the item in question, and move the controller to the right. This will activate an "Options" screen, from which you may select "Delete this item." On a Kindle with a touch screen, pressing and holding the item in question will activate this screen.

Q: How can I checkout and download audiobooks on my Kindle?

A: Currently, only the Kindle Fire supports downloadable audiobooks, via the Libby app. You may download this app from the Amazon App Store.