

## Unable to Log in:

Be sure you are using your library card barcode number and the pin you use to log-in to your library's online catalog.

Contact your library to see if your library card has expired or has a blocked status. Although the Cloud library does not always provide an error message as to why a log in attempt has failed, this is the most common cause.

## General Help

### App is frozen or glitchy:

#### Did you miss an update?

On iOS devices, visit the App Store and tap on Updates to see if any are listed. On Android devices, visit Google Play and tap on My Apps. For all other devices, visit [ebook.3m.com](http://ebook.3m.com). On the left, you will see a button for every version of the software - click the one that applies to you. You can check the version number of your app against what the website says is the most current.

#### Uninstall & Reinstall

If your app is up to date, the next course of action is to uninstall and then reinstall the app. Your check outs, holds, etc. are stored on 3M's servers and will not be lost. On iOS devices, hold your finger on the app icon until it shakes. Then tap on the x in the left hand corner and choose delete. Hit the home button so your icons stop shaking and then search for and install the 3M Cloud Library app from the App Store. On Android devices, go to Settings/Apps/ALL/3M Cloud Library and tap the uninstall button. Search for and install the app from Google Play.

## FAQ

### Can I return my eBooks early?

Yes! Switch to list view under My Books by tapping on the small paper icon in the right hand corner to access the check in button.

### Can I renew 3M eBooks?

No. If a book is on hold it will automatically transfer to the next person in the queue. If the book is not on hold you can go through the check out process again.

### Why do I have to wait for an eBook?

The current model used by publishers dictates that eBooks be treated in the same way we lend physical books; which results in a one-copy/one user model.

### Will 3M eBooks work with a Kindle?

Only the Kindle Fire is compatible with the 3M Cloud Library at this time. Please realize this decision is in Amazon's hands. No library ebook system can create compatibility without their permission. Patrons are encouraged to contact [kindle-feedback@amazon.com](mailto:kindle-feedback@amazon.com) to request compatibility for Kindle devices.

### What fines are associated with eBooks?

None! At the end of the loan period, your items will automatically be returned.

## eRead Illinois Lending Policies

The loan period for 3M eBooks and eAudiobooks are

**21 days.** Patrons may check out  
**5 titles** and place holds on up to  
**5 titles** at one time.



## 3M Cloud Library : Troubleshooting

### Tips & Tricks for Library Patrons



## Common Issues

### Adobe Activation Error:

#### E ACT TOO MANY ACTIVATIONS

Adobe limits how many devices you can activate with your account, but your limit can be reset.

1. Please go to [www.ebook.3m.om](http://www.ebook.3m.om) and tap or click on the **Support** tab.
2. Tap or click on the **Adobe Reactivation Request** link.
3. Fill out the requested information and click submit:
  - State: Illinois
  - Library: Illinois Heartland
  - Barcode (no spaces)

3M Tech Support will reset your account limits, this may take a day or two to resolve.

### Adobe Fulfillment Error /"download expired":

This error usually only occurs on Android devices. On your device, access Settings and check the date and time. Time must be as exact as possible and be sure to select the Central Time zone.

### Download failed/Please activate device with Adobe ID

Try uninstalling the app and then reinstalling it on your device. (See General Help section.)

### 3M Cloud Library Kindle app is only compatible on a Kindle Fire.

It is not compatible on an older Kindle, a Paperwhite, or a Voyager.

### What if I don't have Wifi at home?

You can still read 3M eBooks! Simply check out an eBook while connected to wifi (at your local library) and open the book at least once, to make sure the download is complete, before leaving. Other areas of the app will not work once you are disconnected from wifi, but your eBook is still readable under My Books.

### I'm searching the app for an eBook to read, but all of them are checked out!

There are over 10,000 items in our collection. Go to the Main Menu and tap on filters, then select "Available Now". Now you will only see books that are currently available as you browse. This setting will remain active until you change it.

## Tips & Tricks

### I heard I can check out 3M eBooks from my library's online catalog. How do I find them?

Log in to your library account. Search for items as you normally would (title, author, keyword) but add "3M" into the search box with your terms. Limit by "Ebook" or "Audio eBook" and your search results will only list items available through the 3M Cloud.

### Will the 3M Cloud Library save my spot, if I'm interrupted while reading?

Yes, and it will sync on all of your devices. If your app doesn't seem to be saving your spot, be sure to close out of the book when you are finished reading. You can also use the bookmark reading feature to be sure you'll be able to pick up where you left off. To learn more about reading features in the 3M app, visit the Support tab at [ebook.3m.com](http://ebook.3m.com).

## Common Issues

### PC: Unable to open or not showing books

Usually, you just need to clear the 3M cache in Windows. Your check outs, holds, etc. will be unaffected.

#### Windows 7 or Vista:

Go to the Start Menu. In the *Search programs and files* box, enter exactly %appdata% and hit enter. This should pull up a list of folders, one will be labeled 3M Cloud Library. Delete the folder. Close the window you have open and reopen the 3M Cloud Library, you should have to log in.

#### Windows XP:

Go to Start menu and click on Run. Type exactly %appdata% into the search box and hit enter. This should pull up a list of folders, one will be labeled 3M Cloud Library. Delete the folder. Close the window you have open and reopen the 3M Cloud. Library, you should have to log in.

#### Windows 8:

On the right side pop up menu, select Search. Search for Run and tap open. Follow the same instructions for Windows XP.

### Offline message:

Go to Settings on your device and make sure that wifi is turned on and that you are connected to the correct wifi connection for your location.

If your device is connected and you can browse the internet or connect via other apps, try uninstalling and reinstalling the 3M Cloud Library app. (See General Help section.)