

# ECO Reader Troubleshooter

**Q. How do I transfer eBooks or MP3 music files and audiobooks onto the ECO Reader?**

A. Download the files to your computer, then transfer them across to your ECO Reader.

Connect the ECO Reader to your Mac, Linux or Windows computer with the supplied USB cable. When you see the connection screen on your ECO Reader, press the OK button to connect to your computer.

On your computer, click on "My Computer" or "Windows Explorer" and you'll see two removable drives listed. This is your ECO Reader and its SD card slot. You can copy and paste (or drag and drop) files from your computer to the ECO Reader's internal memory or to its SD card (if the card is inserted in the ECO Reader before you connect to your computer). When you've finished transferring your files, click the "Safely Remove Hardware" icon on your computer, then disconnect the USB cable and ECO Reader from your computer. The ECO Reader screen will refresh when the USB cable is removed.

**Q. When purchasing eBooks, which format should I choose?**

A. Please select Secure Adobe format (PDF or ePub). Secure Mobipocket is not supported.

**Q. What is DRM?**

A. Digital Rights Management is applicable for most purchased eBooks. Your ECO Reader supports Adobe DRM (PDF and ePub). Your ECO Reader does not support Mobipocket DRM.

**Q. I have a PDF or ePub eBook that I've purchased. Why can't I open it?**

A. You must use Adobe Digital Editions on your computer to authorise your ECO Reader (once). Adobe DE writes a file to your ECO Reader with your authorisation on it. See <http://www.ecoreader.com.au/downloads.asp> for links and further information.

**Q. I've authorised my newly purchased PDF eBook in Adobe DE, but I still can't open it on my ECO Reader.**

A. Please open a different PDF eBook, for example, your ECO Reader user manual. If you see this menu option "Read by ADOBE PDF", then you're not using the Adobe DE viewer. Please press 8 to select the ADOBE PDF viewer, then try to open your purchased eBook again.

**Q. Why are there 2 PDF viewers on my ECO Reader?**

A. PDF is traditionally a fixed page format. With the XPDF viewer you can zoom the whole page, rather than reflowing the text and zooming the font size, as the ADOBE PDF viewer does. If an unprotected PDF doesn't display to your satisfaction in ADOBE PDF viewer, try the XPDF viewer. XPDF has 3 zoom levels: default, trim margins to fit to screen and flip landscape and fit to screen. ADOBE PDF has 5 zoom levels and the choice to flip to landscape at any zoom level.

For most PDF eBooks, the ADOBE PDF viewer will be satisfactory.

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**Q. How do I use the Search Function? (not available in all formats)**

A. With your eBook open, press the “OK” button. Then select “search”. This will bring up an on-screen keyboard. Using the numbered keys (1-0) press the number of the letter that you want. Press once for the first letter. Press the button two times for second letter, three times for the third letter. Type in your search term and then press the “OK” button to start searching. If you make a mistake, you can erase the last letter you chose by pressing the arrow button. When you’ve finished searching, press the arrow button to end the search.

**Q. How do I change the page to landscape view?**

A. Depending on the type of eBook you have open, you may find this as a menu option. The third zoom for some types of eBooks automatically flips the page to landscape view.

**Q. How do I add additional fonts onto my ECO Reader?**

A. The font must be a TrueType Font.

There’s a lot of information on adding fonts at these websites:

[http://wiki.mobileread.com/wiki/Hanlin\\_eBook\\_formats#Fonts](http://wiki.mobileread.com/wiki/Hanlin_eBook_formats#Fonts)

<http://www.jinke.com.cn/Compagesql/English/service/faq.asp#changeFont>

Be sure to install the complete font family (4 types: normal, bold, bold italic, italic) and the filenames must be either all uppercase or all lowercase.

**Q. How do I get notified of a firmware upgrade?**

A. Please send an email to [service@ecoreader.com.au](mailto:service@ecoreader.com.au) to be added to our notification list. Firmware updates add functionality and fix bugs, so installing updates is strongly recommended.

**Q. How do I travel with my ECO Reader?**

A. Please keep your ECO Reader in its protective cover and carry it with you when flying. If you must put your ECO Reader in your luggage in the hold of a plane, be sure to protect it very carefully with soft packaging surrounded by a rigid case/cardboard.

**Q. Can I listen to my music while reading an eBook?**

A. Yes. Plug in your earphones, then open a music file. It will start to play. You can then go back to the menu and choose an eBook to read while the music is playing. You can use the onscreen settings to control the volume or you can press the up and down buttons on the right side of the ECO Reader.

Many free audiobooks come in MP3 format and these are supported by your ECO Reader. Some purchased MP3 audiobooks are supported, but please carefully read the instructions on the audiobook site to determine if your ECO Reader supports them.

Your ECO Reader has a standard 3.5mm audio jack under the plug at the bottom right and comes with compatible earphones. External speakers may be connected.

# ECO Reader Troubleshooter

**Q. Is the ECO Reader compatible with Windows Vista, Mac, Linux etc?**

A. Yes, your ECO Reader is compatible with all Microsoft Windows versions, including Vista, and also compatible with most Mac and Linux computers.

**Q. How do I switch between the ECO Reader's internal memory and the SD card memory?**

A. If an SD card is inserted into the ECO Reader, the contents will automatically be displayed. If you wish to view the files stored on the internal memory, go to the main menu by pressing the OK button. Choose "Built-in storage" and it will display the contents of the internal memory. Press "OK" again, then press "5" to go back to the SD card memory. If you remove the SD card, your ECO Reader will refresh and show the contents of the internal memory. When you're viewing the SD card contents, you'll see the small SD logo at the top of the screen.

**Q. How do I charge the battery?**

A. Use the USB wall adapter that comes with the ECO Reader. Normal charging time is approx 3-4 hours. This is the quickest way to charge your device.

Use the included USB cable to connect your ECO Reader with your laptop or desktop computer. The ECO Reader will display an onscreen message that says "To charge battery, press any other key". Press any key except the "OK" key and your ECO Reader will start charging. The battery icon on the bottom right corner of the screen will change to show a battery symbol with a lightning bolt through it. If you don't see the lightning, then it isn't charging.

If your ECO Reader is not switched on when it's connected to a computer to charge, it will switch itself on.

**Q. My ECO Reader says the battery is full, but I'm sure it's not. What's happening?**

A. It takes a few full charge/discharge cycles before your ECO Reader's battery indicator is fully accurate. This can be several months.

**Q. Does the ECO Reader have a user-replaceable battery?**

A. Yes, and replacing the battery on the ECO Reader is easy. Undo the screw using the supplied screwdriver, remove the battery cover, and slide out the battery. If you need a replacement battery, please contact us at [service@ecoreader.com.au](mailto:service@ecoreader.com.au) for details.

**Q. Is this a spare battery in my ECO Reader box?**

A. No, if your package came with a separate battery, please install it before turning on your device. It's not a spare battery. The battery cover is on the back of the device, and one screw allows easy insertion or removal of the battery. Use the supplied screwdriver.

**Q. Which SD cards can I use?**

A. The ECO Reader is "officially" compatible with SD cards up to 4GB in size. Larger capacity SD cards may work.

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**Q. Is the SD card slot SDHC compatible?**

A. Yes.

**Q. Do I have to use an SD card?**

A. No, the internal memory is 512MB which holds approx 1,000 eBooks. SD cards are only required if you wish to extend that memory or do a firmware update.

**Q. Is there a fast way to "flip" through the pages of an eBook when I want to skip several pages at once?**

A. Yes, you can hold down the page advance button for a few seconds. This will advance 10 pages at a time instead of one page at a time. You can also use the "Go To Page" function to go to a specific page. Press the "OK" button, then the "3" button and enter the page number to go to.

**Q. How do I clean my ECO Reader?**

A. Clean the screen gently using a dry, soft, lint-free cloth. Please keep it dry at all times and out of dusty or dirty environments. The working temperature is 0°C to 40°C.

**Q. What languages does the ECO Reader support and how do I change the language?**

A. Your ECO Reader supports many languages. At the menu screen, press the "OK" button. Press button 6 for Settings. Then press 2 for Languages. Choose the language you wish to use. Please be sure you're viewing the internal memory when you do this and not on your SD card menu. Changing the language only changes the user interface of your device, it doesn't convert or change the language of an eBook.

**Q. Can I read documents in other languages, such as Chinese?**

A. In most cases, yes. Many foreign language documents are available in PDF format. If they have embedded fonts, they're supported. Be sure to change the language of your ECO Reader before attempting to open foreign language documents.

**Q. Why can't I open my LIT files, even though they are free and not protected?**

A. The ECO Reader supports most non-DRM LIT files, with some exceptions:

1. If the LIT file is over 4MB large.
2. If the LIT file contains many pictures.

**Q. Can additional software or programs be installed on the ECO Reader?**

A. No.

**Q. Does the ECO Reader have a touch screen?**

A. No. You control the ECO Reader with its buttons.

# ECO Reader Troubleshooter

## **Q. My ECO Reader has frozen – what should I do?**

- A. Almost all freezing problems are caused either by low battery or by eBooks that don't comply with your ECO Reader's specifications.

Plug your ECO Reader in overnight to ensure that the battery is well charged. Please use the included USB wall adaptor for this rather than using a USB cable connected to your computer. Some charging problems are caused by USB ports on computers or wall chargers that don't support the ECO Reader.

If you don't see the indicator light at the top left glow when you plug it in to charge when it's frozen, keep it connected to the wall charger and press the on-off button at the top right for up to 10 seconds. This should force your ECO Reader to shut down and restart.

If this doesn't work, leave your ECO Reader connected to the wall charger and press the reset button gently. The reset button is located just above the battery cover on the back of your ECO Reader. Use a paper clip and gently push this into the reset hole for a few seconds. Your ECO Reader should then automatically shut down and restart. You shouldn't lose any data when doing a reset.

If the above steps did not work, you should remove the battery cover. Check to see if you have correctly placed the battery inside the compartment. Remove the battery and then wait ten seconds before putting the battery correctly back into place. Close the battery door by gently tightening the screw. Restart the ECO Reader manually, by pressing the On-Off button for 3 seconds.

## **Q. How do I take the cover off my ECO Reader?**

- A. Bend the centre top clip up a little until your ECO Reader will slide out. To put it back in, bend the clip back down into place, and gently slide the ECO Reader back in. Be very careful not to bend or twist your ECO Reader.