

Fletcher Free Library Downloadable Audiobooks Tips for using Recorded Books new OneClickdigital service

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Note: Available titles are listed in iBistro (the Library's online catalog), but to download a title, go the FFL home page, www.fletcherfree.org, click on Downloadable Audiobooks, and log in to your account. Search for titles here, too.

Set up:

- To create an account: start at the FFL home page, www.fletcherfree.org**, click on Downloadable Audiobooks to open the OneClickdigital web site for FFL members.
 - ⇒ For self-directed assistance: On the **Help tab**, start with the User **Tutorial sub-tab**. The **Help sub-tab** links to several YouTube videos. The **FAQ sub-tab** answers many questions.
<http://fletchervt.oneclickdigital.com/Help/Help.aspx>
 - ⇒ You will need your FFL Library Card Barcode Number (14 digits, no spaces) and a valid email address.
 - ⇒ The name you enter becomes your "profile" name, which is associated with the username and password you assign.
- If your computer uses the Windows operating system, you have the option of downloading the **OneClickdigital Media Manager** software for listening to titles on your computer and transferring them to a compatible portable device (see list on the Devices sub tab under the Help tab on the OneClickdigital web site). Links to download this software appear on various pages of the OneClickdigital web site. ***(2.17.12: OneClickdigital Media Manager is now available for Macs! A link to the download is on the OneClickdigital web site's home page—click on Downloadable Audiobooks on the Fletcher Free Library home page.)***
 - ⇒ If prompted to upgrade Windows Media Player, do so. Downloading the **OneClickdigital Media Manager** software requires the presence of an updated version of Windows Media Player.
 - ⇒ If your computer doesn't have Microsoft .NET Framework part 4, this will be downloaded, too, and it takes about 10 minutes. As it's downloading, don't worry if the graphics don't appear to show any progress.

Process:

- Click on a title view info and click the Checkout button.
- If everything is working properly, and the General Preference settings in the My Account tab are set to automatically download and transfer titles on checkout:
 - ⇒ The **OneClickdigital Media Manager** software should open (if it isn't already)-- enter your password. if there is a drop-down list to choose a library, choose the Fletcher Free Library.
 - ⇒ The title should be listed at the top of the checkout list, and download progress should be indicated above.

- ⇒ The audiobook should start playing, but it can be paused if you don't want to hear it, without interrupting the download.
- ⇒ Once the download to the computer is complete, the transfer to the player should begin. If the player isn't connected to the computer, a prompt will appear.
- ⇒ When the transfer is complete, a msg. prompts to check player. You can confirm that all files have been transferred before removing the player by looking at the player's folders in Windows Explorer.

To check out and download titles *after* having set up an account and downloaded the OneClickdigital Media Manager software (if you chose to do so):

- **Log in to your account on the OneClickdigital website**—access the site via the link on the FFL home page OR one of the “chain” icons in the record of a title found in iBistro. Once at the site, click Login and enter your username and password.
- **If you are using OneClickdigital Media Manager software**, it will open automatically after you check out a title and click Download. Or you can open it from the Programs list or a desktop icon. Enter the password associated with the profile name. You can click the button to add other accounts then choose different profile names from the drop-down list to access the checkouts on different accounts.

Nuts & Bolts:

File types: MP3 and DRM-free WMA files will work on all players. Apple devices will not play DRM-protected WMA files, but Windows devices will. EMP3 files will play on Mac players only.

Titles are downloaded to the computer first, then to the player. Titles consist of a numbered folder containing 2 folders named “file type” and “file type-Transfer” (for example: WMA and WMA–Transfer, or MP3 and MP3–Transfer). The 2 subfolders contain the same files. The files in the –Transfer folder are named with the book title and chapter number; those in the other folder are named with a number. Each file is a chapter, except one that is involved with ordering the files (an m3u file). In some cases, chapters are divided into 2 files.

For Windows XP, titles are downloaded to:

C:\Documents and Settings\All Users\Application Data\OCD FILES\

In order to view the contents of the Applications Data folder, Folder Options must be set to Show Hidden Files and Folders: Windows Explorer Tools drop-down menu, click Folder Options, View tab, in the Advanced settings area, look under Files and Folders and click the radio button by Show Hidden Files and Folders.

Checkouts are listed in the My Collections tab after you log in on the OneClickdigital web site, and also in the OneClickdigital Media Manager software. **Ten** checkouts at a time per account are allowed. After clicking Return, the files are deleted from the computer, but they still can be played on the player. As of 1.07.12 **FFL has 3,429 audiobooks available** from Recorded Books

for download via OneClickdigital. Multiple users may download the same title at the same time, so there is no need to place holds.

You can save a search: it's called a "query". To repeat the search, click Advanced Search, then the drop-down arrow by Saved Searches to choose the saved search you want. You can turn on My Search in preferences so that the results of a saved search are shown when you log in to your account.

Problems, Solutions & Work-arounds:

If IE interrupts download with yellow bar warning you about downloading a file, click Download this file, at next prompt click Retry, then a window asks if you want to open or save, click open and **OneClickdigital Media Manager software** should open. The title may start downloading. If not, click the download button by the title in the checkout list.

If the OneClickdigital Media Manager indicates that the title has been transferred to the player, **but it does not appear in the expected location on the player,** it may have been stored in a different folder. (For example: on a SanDisk sansa clip zip, titles are transferred to a folder titled eAudioboks, which resides in the Music area.)

If the files were downloaded to the computer but not transferred to the player:

- This may be resolved by changing a setting in the player: In the player's Settings area, USB mode choose MTP for non-Apple computers and players (even though Auto Detect is supposed to work), MSC for Apple.
- Try clicking the Download/Transfer button near the title on the checkout list.
- The folder containing the audio files for the title can be copied from the computer and pasted to the appropriate folder in the player:
 - Connect the player to the computer and open the player's folders in Windows Explorer
 - Use Windows Explorer to find the downloaded title on the computer (C:\Documents and Settings\All Users\Application Data\OCD FILES\ in Windows XP)
 - Change the name of the WMA-Transfer folder to the title of the book (so it can be easily located in the player)
 - Copy & paste this folder to the appropriate folder in the player.

If download via the OneClickdigital Media Manager stops, close the software and reopen it from desktop icon. Downloading may resume.

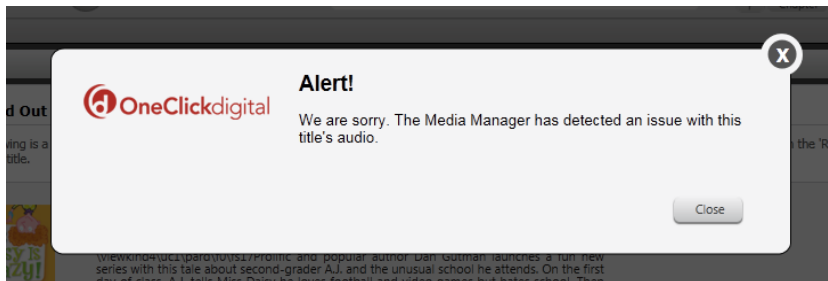
If you want to download to your computer, but you don't have your player attached, the OneClickdigital Media Manager software will ask to you attach your player when you click Download. In order to download the file without the player attached, click Play Title.

To bypass using the OneClickdigital Media Manager software:

This method can be used even if the OneClickdigital Media Manager software was installed. Checkout the title, click Download and **choose Save instead of Open.** A zip folder will be saved instead of an ocd folder. To unzip the folder and make the files available to Windows Media Player:

1. Create a new folder (named the title of the book) in a location that Windows Media Player will search in order to show it in the Library
2. Double click on the zip folder and select all the files in it (Control/A)
3. Copy the selected files (Control/C)
4. Paste the files into the new folder (Control/V)
5. Now the folders should be listed in the Library of Windows Media. From here they can be made into a Playlist to listen to on the computer or transferred to a portable device.

Uninstalling & Reinstalling the Media Manager:



If the above message keeps popping up, **uninstall & reinstall the OneClickdigital Media Manager software**. Uninstall requires manually deleting some folders manually, **as well as** using Add/Remove programs in Control Panel:

<http://gowyld.net/econtent/OneClick/knownissues.html>

This link shows instructions for Windows Vista & Windows 7. Make sure Hidden Files are visible (Windows Explorer Tools drop-down menu, click Folder Options, View tab, in the Advanced settings area, look under Files and Folders and click the radio button by Show Hidden Files and Folders).

For Vista: delete OCD FILES, OCDInfo, OCDTemp

For 7: Open Start Menu then click on Computer and select Downloads folder. Delete all setup (#).exe files; Open Start menu. In address bar enter C:\Program Files and hit enter. Select the Recorded Books folder and delete.

For XP: this method may work: delete the OCD FILES, OCDInfo, OCDTemp folders from C:\Documents and Settings\All Users\Application Data\. Delete the Recorded Books folder from C:\Program Files