

# Adobe® Reader® 6.0

## Frequently asked questions for eBook users

### General

**Q: What is an eBook?**

**A:** An eBook is an electronic edition of a physical book. Adobe's eBook technology is based on PDF, which can be read on Windows® and Macintosh computers, and Palm OS® PDAs.

**Q: How is an eBook different from a PDF file?**

**A:** A PDF eBook is simply a PDF file that is copyright-protected using Adobe DRM (see Adobe DRM below). eBooks may also have certain permissions set that control if the eBook can be printed or when it expires, in the case of a loan.

**Q: What do I need in order to read eBooks on my computer?**

**A:** In order to read PDF eBooks you need free Adobe Reader 6.0 software (Windows, Mac, or Palm OS) and an Internet connection.

**Q: Do I need to be online to read eBooks?**

**A:** No, you do not need to be online to read eBooks. After the eBook is downloaded you can disconnect from the network and read it offline.

**Q: Can I read eBooks on PDAs?**

**A:** Yes, you can read PDF eBooks on a Palm OS device using Adobe Reader for Palm OS 3.0. You must first download the eBook to a PC or Mac OS X computer using Adobe Reader 6.0 and then transfer to the PDA.

**Q: How can I create and distribute eBooks?**

**A:** Creating and distributing PDF eBooks is a three step process. Step 1 is to create the eBook using a page layout tool such as [Adobe InDesign®](#). Step 2 is to convert the eBook into a PDF file using [Adobe Acrobat®](#). Step 3 is to protect and distribute the eBook using [Adobe Content Server](#) or by using an eBook ASP (application service provider).

**Q: Why should I read eBooks instead of paper books?**

**A:** eBooks have a number of advantages, including immediate availability and an enhanced reading experience through highlighting, search, and notes. eBooks can also be read out loud for you by the computer (if enabled by publisher).

**Q: What eBook titles are available?**

**A:** There are tens of thousands of eBooks available in PDF from major publishers. To find a sampling of eBooks go to the [eBook Mall](#).

**Q: Where can I order eBooks?**

**A:** You can purchase and download eBooks immediately from online retailers. For a directory of eBook retailers, go to the [eBook Mall](#).

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**Q: How long does it take to download an eBook?**

**A:** Downloading time for an eBook depends on the file size and your connection speed to the Internet. For example, a 300-page eBook without many graphics can be downloaded in approximately four to five minutes with a 56K connection.

**Q: How much do eBooks cost?**

**A:** eBooks generally cost somewhat less than physical books, with the benefit that they can be downloaded immediately. eBooks may also be available for free check-out from your local library. Contact your local library to learn if it offers PDF eBooks.

**Q: What happens to the eBook when I'm done reading it?**

**A:** Your eBook remains on your computer when you are done reading it. You may keep the file or delete it. If it is a library eBook it may have an expiration period, after which you will no longer be able to read the eBook until it is checked out again.

**Q: Can I print my eBooks?**

**A:** Yes, one of the main advantages of PDF eBooks is that they can be printed if the publisher has enabled printing.

**Q: Can I copy eBooks?**

**A:** Yes, you can copy eBooks onto a Palm OS device that has been activated using the Adobe DRM Activator. There are limits on the number of devices you can activate (see Activation below).

**Q: Are eBooks accessible to the visually impaired?**

**A:** If the publisher has enabled the "Read out loud" feature, the eBook can be read by your computer. Contact the eBook provider to determine if it provides an accessible edition of the eBook.

**Adobe Acrobat eBook Reader**

**Q: What happened to Acrobat® eBook Reader®?**

**A:** Adobe Reader 6.0 has replaced Acrobat eBook Reader 2.2. If you are using Acrobat eBook Reader, Adobe recommends that you upgrade to free Adobe Reader 6.0 software, which is a higher-quality product and includes the ability to send eBooks to Palm OS devices.

**Q: Why should I upgrade to Adobe Reader 6.0?**

**A:** Adobe Reader 6.0 is free and provides numerous benefits:

- A single application for viewing PDF eBooks, PDF documents, eCards, and Photoshop® Album slide shows
- Significant improvement in stability and reliability over the current Acrobat eBook Reader
- Enhanced reading features including search, annotations, and full-screen mode
- Reliable printing of PDF eBooks (when enabled by publisher)
- Support for Windows, Mac OS X, and Palm OS (note that Adobe Reader 6.0 is not compatible with Mac OS 9)

**Q: A Web site says I need Acrobat eBook Reader, but I can't find it. What can I do?**

**A:** Simply download Adobe Reader 6.0, since it replaces eBook Reader.

**Q: Can I continue to use eBook Reader?**

**A:** Yes, but we highly recommend that you use Adobe Reader 6.0 to get the best eBook experience.

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**Q: How do I move eBooks from Acrobat eBook Reader to Adobe Reader 6.0?**

**A:** A free eBook migration utility is available for Windows and Macintosh that makes your current eBooks viewable in Adobe Reader 6.0. To download this utility, go to the Adobe DRM Activator. (In Adobe Reader, go to the Tools menu and select “eBook Web Services,” then select “Adobe DRM Activator.” Sign into your account and then download the eBook Migration Utility.) *Note: The migration utility irreversibly converts your eBooks from eBook Reader format to the format used by Adobe Reader 6.0. You should back up your eBook Reader data directory before using it.*

**Adobe Acrobat 6.0 eBook support**

**Q: How do I read eBooks in Adobe Reader 6.0?**

**A:** eBooks are viewable just like other PDF files; however, there are some initial steps required to activate your software. First, download a PDF eBook from a retailer, publisher, or library. When you try to open the PDF eBook, you will be prompted to activate Adobe Reader 6.0. Once you have completed the activation process, you will be able to view your eBook with Adobe Reader.

**Q: Is there an eBook view in Adobe Reader 6.0?**

**A:** Using Adobe Reader 6.0, you will have full viewing capability for your eBook just like any other PDF file. There is no unique eBook view in Adobe Reader 6.0. Try using the Full Screen view (Ctrl-L) which shows only your eBook with a black background. Also try the F8 and F9 keys, which suppress the menu bar and toolbar (at the top of the screen) in Adobe Reader but still leave useful navigation and view controls at the bottom and the Bookmarks tab on the left.

**Q: Where are eBooks stored on my computer?**

**A:** To access your eBooks in Adobe Reader 6.0, open “My Bookshelf” from the File menu. Click on the eBooks icon and select My Bookshelf. The actual PDF files are stored in the following locations:

Windows: My eBooks folder in the My Documents directory

Mac OS: eBooks folder within the Documents folder

**Q: Can I give or lend my eBooks to someone else?**

**A:** Adobe Reader 6.0 does not include the ability to give or lend an eBook. You can, however, e-mail an eBook to someone else if the publisher has packaged the eBook for “superdistribution” (see below).

**Q: What is superdistribution?**

**A:** Superdistribution enables users to exchange PDF eBooks with other users while still protecting the copyright of the publisher. When one person gives an eBook with superdistribution to another user, the second user is taken to a Web site he or she can obtain permission to view the file. To use the superdistribution feature, publishers simply include a URL in the eBook using Adobe Content Server.

**Q: Can I add other PDF files to the Bookshelf?**

**A:** Yes. Open the Bookshelf and click the “Add File” button. You can then select any PDF file and add it to the Bookshelf.

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**Q: How do I back up my eBooks?**

**A:** You can back up your eBooks using the Backup button in “My Bookshelf.” This will copy your eBooks to another location such as a hard drive, file server, or CD. You will not be able to view the eBooks from another PC or Macintosh unless it has also been activated under your account in the Adobe DRM Activator.

**Q: Can I view my eBooks on multiple machines?**

**A:** You can view an eBook on one PC or Macintosh computer and on one Palm OS device. Adobe is currently investigating the possibility of expanding the number of devices that a user can use to view eBooks.

**Q: When I open a PDF file, why am I asked to go to a Web site?**

**A:** You are asked to go to a Web site to begin the Activation process (see Activation below).

**Q: How do I know when an eBook expires?**

**A:** Any eBook that has an expiration date will have a stopwatch icon in the upper right corner of the cover image in “My Bookshelf.” Click on the stopwatch icon to see the expiration date. An eBook may have an expiration date if it was checked out from a library.

**Q: Are eBooks deleted from my computer when they expire?**

**A:** No. They remain on your computer or mobile device until you delete them. The files remain on your computer so that the next time you check out the eBook, it does not have to be downloaded again. It is simply unlocked.

**Activation**

**Q: What is Activation and why is it required?**

**A:** Activation is a process that enables your device, whether it’s a computer or a PDA, to view digitally protected content like eBooks. Technically, it downloads keys that are needed to open eBooks that you buy. Adobe Acrobat eBook Reader employed a similar system, and most other digital media products do so as well.

**Q: Why do I need a Microsoft Passport account?**

**A:** Microsoft Passport is a free account that Adobe PDF eBook users can sign up for through Microsoft. It is one way to identify users as unique individuals online. It enables users to view digitally protected content, like eBooks, on more than one device (for example, one PC or Mac computer and one PDA).

**Q: What is an Adobe ID?**

**A:** An Adobe ID is used by Adobe’s online store. It is another free method of identifying you as a unique individual online.

**Q: How many devices can I activate?**

**A:** For Adobe PDF eBooks, you can activate one PC or Mac computer and one PDA for each user.

**Q: What kind of devices can I activate?**

**A:** You can activate Windows and Macintosh computers as well as Palm OS devices.

**Q: How do I deactivate a device?**

**A:** You cannot deactivate a device.

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**Q: Can I read eBooks without activating?**

**A:** No. With Adobe Reader 6.0, you cannot read Adobe PDF eBooks without activating your device. The activation process is a one-time process that should only take a few moments.

**Adobe DRM**

**Q: What is DRM?**

**A:** DRM stands for digital rights management. DRM is technology that helps a publisher protect copyrighted material such as eBooks by defining abilities or “rights.” These rights determine what users can do with the eBooks (opening, copying, printing). This technology is intended to help protect the works of authors by helping control the distribution of their content to authorized users. By using DRM, publishers and authors are able to offer books electronically where they may not have done so without it.

**Q: What is Adobe DRM?**

**A:** Adobe DRM is Adobe’s digital rights management system, which is based on PDF and provides a flexible system for publishers as well as users.

**Q: What is the Adobe DRM Activator?**

**A:** The Adobe DRM Activator is a Web site that allows you to activate your computer or Palm OS device for viewing eBooks and protected documents. To access this site from Adobe Reader, choose Advanced > eBook Web Services > Adobe DRM Activator.

**Q: How is Adobe DRM different from security features in Acrobat?**

**A:** Adobe DRM differs from Acrobat security in that it requires Adobe Content Server to protect the PDF files. Security features in Acrobat do not require a server. Adobe DRM is particularly useful when one source is providing content to multiple users or if an expiration date is required. Acrobat security is stronger and is more appropriate for sensitive information.

**Mac OS support**

**Q: Can I read eBooks on Mac OS 9?**

**A:** No. The new Adobe Reader 6.0 does not support Mac OS 9. However, if you have Adobe Acrobat eBook Reader for Mac OS, you can still view your old Adobe eBooks on Mac OS 9.

**Q: Can I read eBooks on Mac OS X?**

**A:** Yes, you can read eBooks with Adobe Reader 6.0 for Mac OS X (requires Mac OS 10.2.4 or later).

**PDA support**

**Q: How do I view eBooks on my Palm OS device?**

**A:** To view an Adobe PDF eBook on a Palm OS device, follow these steps:

1. Ensure that you have the Palm Desktop software installed.
2. Install Adobe Reader for Palm OS 3.0 or later.
3. From Adobe Reader 6.0 on your activated PC or Mac computer, click the “Send to Mobile Device” button on “My Bookshelf.” This will prepare the eBook for your Palm OS device.
4. HotSync your Palm OS device.
5. Open Adobe Reader on your Palm OS device and select the eBook.

**Q: Does it take long to send eBooks to my Palm OS device?**

**A:** Some eBook files may be large and can take time to prepare and transfer into your Palm OS device. Most books take less than one minute.

**Q: Why are some eBooks larger on my Palm OS device than on my computer?**

**A:** When eBooks are prepared for transfer to a Palm OS device, they are “tagged” so that they reflow on the smaller screen. This process may increase file size in certain situations.

**Q: Can I beam eBooks to other Palm OS devices?**

**A:** No. You cannot beam Adobe PDF eBooks from one Palm OS device to another since the activation setting for an eBook is for one PC or Mac computer and one Palm OS device.

**Q: Can I view eBooks on PocketPC?**

**A:** eBooks are not currently supported on Adobe Reader for Pocket PC since it does not include the Adobe DRM system. Adobe may evaluate Pocket PC support for a future release if there is enough demand from consumers.

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