KT Books Troubleshooting

Resources and links
- [KT Books Overview video](#)
- KT Books login page: http://bit.do/ktbooks
- KT Books registration page (when providing an activation code): http://bit.do/KTBooksRegister

Table of Contents

While in a browser, after clicking on eBooks/packs nothing appears

- Check to see what browser they are using. If Internet Explorer or Edge – have them switch to Chrome, Firefox or Safari. (to the right is an image of what an ebook looks like when opened in IE)
- The eBooks do open in a new tab in all browsers
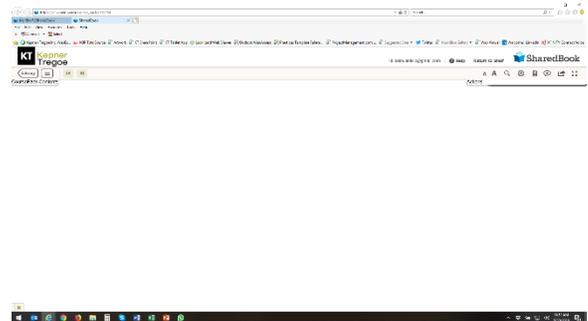
The user's KT Books app isn't "syncing" with the web reader (books show up in the web reader but not the app)

- The mobile provisioning isn't instantaneous – it's on a scheduled task which runs about once every minute to two minutes – you must wait for the task to fire.
- HOWEVER, if it is taking longer time – just have the learner click/open each book in the web reader and it forces the provisioning to occur immediately and items will appear in the app

While in a browser a 'white bar' across the bottom appears or content seems to be 'cut off'

- Check to see if they are using the browser 'ZOOM' controls.
- Doing so (especially in CHROME) can cause the materials to not scale and a white bar to appear
- If using in browser zoom, have them zoom to 100% (refresh the page if needed by pressing F5)
- Typically, using the browser ZOOM function in **Firefox** does not create this issue
- As an alternative to using zoom is have the user use full screen mode – the 4 arrow icon in the top right of the KT Books navigation bar (or press F11)

Password reset on login page isn't sending me an email to reset password

- If the system doesn't send an email within two-three minutes, Email support to have them manually reset the password: support@sharedbook.com or contact KTProductsupport@kepner-tregoe.com

While using the KT Books app, user gets 'errors' while downloading the materials

- Ensure there is a SOLID internet connection for downloading purposes (strong wifi network)

The KT Books app keeps 'crashing' (shuts down)

- Force close the app then re-open:
  ANDROID
  But to completely shut down an app, including any background services that it may be using:

  - Open your device's Settings app 🔵.
  - Tap Apps & notifications.
  - Tap the app. If you don't see it, first tap See all apps or App info.
  - Tap Force stop.

  APPLE
  - Double pump/press the home button
  - Slide the app 'up' to close it
  - Power down/restart the iPad/iPhone

User cannot access the offline viewer when there is no internet connection

- The offline viewer page MUST BE SAVED AS A FAVORITE when the user has internet access so that the site can be navigated to in the future; the offline viewer site is different from their 'online bookshelf' site.

User's offline viewing eBooks are no longer available to view offline

- If the user cleared their browser's cache, it will have deleted all the offline downloads
- The user will need to get back on an internet connection and redownload the content