

## Frequently Asked Questions

### Downloading on your portable device

#### Q Why, when I click on the link it doesn't download to my iPod Touch/iPhone/iPad/Android device?

A Make sure you are clicking on the **ePub link**. Check that you are connected to the internet via Wi-Fi or 3G (see your service provider for more details).

#### Q Why, when I click on the link it doesn't download to my Kindle?

A Make sure you are clicking on the **mobi link**. Check that you are connected to the internet via Wi-Fi or 3G (see your service provider for more details).

#### Q Which link should I click on to download the file onto my device?

A **ePub link** is for **iPod Touch/iPhone/iPad/Android** devices.

**Mobi link** is for **Kindle** devices.

#### Q Why can't I see or read the file on my device?

A Make sure you have an eReader app on your device, these are freely available from your device's market place or app store.

### Downloading on your PC/Mac

#### Q When I click on either of the links on my PC/Mac it asks me to save a file, what is this file?

A These are the actual files that need to be transferred to your device.

**ePub file** is for **iPod Touch/iPhone/iPad/Android** devices.

**Mobi file** is for **Kindle** devices.

#### Q How do I put this file onto my device once I have downloaded the file onto my PC/Mac?

A There are two ways to upload the file to your device, on your PC/Mac.

Email the file to your email address that is connected to your device and then open the file with your eReader app.

Upload the file onto your device via a USB cable.

For more information about how to upload the file to your device using a USB connection, please refer to your hardware manufacturer's website.