

More Help & Information

Adobe Reader

Installing Adobe Reader

For detailed help in installing the Adobe Reader, see “Downloading the eBook – Step by Step Guide”.

What is Adobe Reader?

Adobe Reader, also known as Adobe Acrobat Reader, is a free software package produced by Adobe Systems, Inc. It lets you view, download, and (where allowed) print publications in Portable Document Format (PDF). PDF is the de facto standard for sharing documents between computers which use different operating systems

I cannot print the eBook

In older versions of Adobe Reader, the print function under Secure-eBook only works with English and French. However, if you install Acrobat Reader version 8.1 (or later) printing the secured PDF is possible in English ,French ,Spanish, Portuguese, German, Italian and Dutch.

“Can’t find Adobe Reader” message

You either have an old version of Adobe Reader or the one you have is not properly installed. Uninstall it, then install the latest version. This can still be the problem, even if you can read a normal PDF file.

"Detecting Adobe Reader Plugin... please wait..." Message

This message appears but nothing happens.

First check that your firewall is not blocking Secure-eBook. If it is, allow Secure-eBook to access Internet, close the eBook then re-open it.

If this doesn't work you either have an old version of Adobe Reader or the one you have is not properly installed. Uninstall it, then install the latest version.

What is the Adobe Reader plugin?

This is a small piece of software that allows Secure-eBook to open and view PDF files using Adobe Reader.

I have more than one version of Adobe Reader

You should only have one version of Adobe Reader installed on your computer. If you have more than one version, please uninstall all versions, then download and install the latest version. Restart your computer after the installation.

Can I use another PDF reader instead of Adobe Reader?

No. Secure-eBook only works with Adobe Reader.

Other PDF reader installed

If you have a third party PDF reader and Adobe Reader installed you may have problems, even though you have set Adobe Reader to be the default program for reading PDF files. The best way out of this is to uninstall then reinstall Adobe Reader.

Downloading the eBook

My Internet connection is too slow to download the eBook

If you have a slow dial-up Internet connection, ask a friend with a high speed connection to download the eBook for you and copy it onto a memory stick or CD. You can then copy this to your own computer and activate it there.

Your slow connection will not be a problem.

Make sure your friend does not activate the eBook first. If he has, he will need to de-activate it on his computer before you can activate it on yours. Don't try running the eBook from the memory stick or CD.

Why is eBook placed in a zip file?

This avoids possible problems with aggressive security software when downloading and receiving emails.

Why is the eBook sample file much larger than the simple PDF file sample?

The eBook sample file also contains the complete eBook. If you purchase it, you will be able to see the complete eBook without a further download.

I don't seem to have a way of getting at the contents of the zip file

If you have Windows XP support for zip files is built into the system.

If you don't have a zip utility, try WinZip (which can be downloaded for free).

I chose Run, rather than Save, after downloading the eBook. What do I do now?

Download again? Zip file will have gone to a temporary folder?

Is the zip file virus free?

Yes. A virus checker was run on it before it was uploaded to the web site.

Saving the eBook

I can't find where I saved the eBook

Go to Start and click on Search. Under "What do you want to search for?" select "All files and folders". Under "All or part of the file name" enter "Mah_Jong_British_Rules". Then click on "Search".

When the file is found it will show you it's location under "In Folder". You may have to click on the vertical bar of the title and move it across to reveal the full name.

Right click on the file and click on "Open containing folder".

Transfer the file to "My Documents" or another place of your choosing, if you need to.

Make sure that you don't have more than one copy of the exe file by searching for that as well.

If you cannot find any reference to the zip file then download it again.

I cannot save my eBook

Secure-eBook stops you saving when you are looking at the eBook (even though the Save icon is visible and can be clicked).

If you saved the eBook zip file after downloading, it should be on your computer. Search for "Mah_Jong_British_Rules".

If you clicked on the Run option after downloading, you will need to download the eBook again. But this time make sure you click on the Save option.

Opening the eBook

eBook only shows a blank page

This can happen if Adobe Reader is not properly installed. Uninstall it and install the latest version.

It may be that, during the activation process, you inadvertently told your firewall to block Secure-eBook. Tell your firewall to always allow Secure-eBook to access the Internet.

I can no longer open my eBook

If you have upgraded or reinstalled your computer, it is possible that Secure-eBook does not recognize the computer. In such cases the eBook will open in sample mode and Secure-eBook will not allow it to be reactivated. Contact author to ask for your activation key to be reset.

“Detecting Adobe Reader Plug... please wait...” message

If you get this message and the eBook doesn't get displayed there could be several reasons for this:

- You are not connected to the Internet
- You have an aggressive firewall that is interfering with the activation process: Make sure that you are in a Computer Administrative account (see “Downloading the eBook – Step by Step Guide”) then tell the firewall to allow Secure-eBook. You may have to close the eBook and open it again.
- If you still have a problem, turn off the firewall temporarily while you open and print the eBook.

Other possible causes of problem

- You are using a Mac (the eBook works with Windows)
- You are trying to open the eBook with Adobe Reader.
- You have both an old version and a new version of Adobe Reader installed (uninstall and delete the old version)
- You have both Adobe Acrobat and Adobe Reader installed (uninstall and delete Adobe Reader)
- Your firewall prevents communication with the eBook. Stop your firewall blocking Secure-eBook.
- You've moved your eBook to another computer or changed your computer's configuration since purchase, download and activation
- Your computer renamed the eBook file. It should be Mah_Jong_British_Rules.exe
- You have problems communicating with your ISP's server.

Moving the eBook

Moving the eBook to a different computer

You can only activate the eBook on one computer at a time. However, if you have downloaded to (say) your laptop and want to transfer it to your desktop computer that is not a problem. De-activate it on your laptop (if necessary) then activate it on your desktop.

Passing the eBook onto others, so that they can print it, is prohibited. The number of activations is monitored.

What's the best way to send your eBook to a friend?

You can send it by email, but make sure that you send the .zip file (not the .exe file).

But the safest and easiest way is to send them a link to the eBook page of the web site: <http://www.MahJongBritishRules.com/eBook> where they can download the book for themselves.

Activating the eBook

Internet connection

An Internet connection is required to activate the eBook.

Activation key doesn't work

See “The specified activation key is not valid” message.

Activation on more than one computer

You can only activate the eBook on one computer at a time. So, if you need to move it to another computer you must de-activate it on the first computer before activating on the second.

The number of re-activations is monitored.

Administrative authority

You may have problems if you are not logged on as a computer administrator. See “Downloading the eBook – Step by Step Guide” for how to resolve this.

I've forgotten my activation key

You can find your activation key under the Help/About Secure-eBook menu.

“Secure-eBook was not able to communicate with the Secure-eBook server” message

You are not connected to the Internet: You need to be connected to the Internet to activate, deactivate or upgrade the eBook.

You have an aggressive firewall that is interfering with the activation process. The standard Windows firewall will not cause problems, but some of the more aggressive firewalls, particularly those found in corporate networks, can make it difficult or impossible to activate or even read the eBook. Try the following:

- Instruct your firewall to allow Secure-eBook access
- Turn off the firewall while you are activating your eBook.
- Try installing the eBook on a computer that is connected directly to the Internet.

“The specified activation key is not valid” message

Check that you are entering the activation key and not a PayPal receipt number or Item number. The activation key has letters and numbers and looks something like this: BCFDE-55021-CAOB-0011-VFHX

The key was shown in a web page after the purchase. If you have lost this you can also see it in an email that was sent to you (Subject: “Thank you for purchasing Mah-Jong, British Rules”).

You are trying to enter an activation key that has already been used.

Payment

Is PayPal safe?

The PayPal dialogue contains the following statement:

“PayPal protects your financial information with industry-leading security and fraud prevention systems. When you use PayPal, your financial information is not shared with the merchant.”

For more information about PayPal go to: <http://www.paypal.com> or <http://www.paypal.co.uk>.

Do I need to have a PayPal account to pay?

No. You can pay using most credit or debit cards. And you do not have to join PayPal to do so.

In PayPal, I can't see how to pay using my credit card

The printing is very small and quite difficult to read. Above the card logos there is the line: “Use your credit card or bank account (where available). [Continue](#).” Click on Continue.

How do I recognise the eBook payment in my credit card statement?

There will be an entry under MAHJONG EBK

I paid for the Guide but never got an Activation Key.

This can happen if you close the browser window after entering your credit card information but before the Activation Key is displayed, or if you did not click on the Return to Merchant button at the end of the payment process. Email contact@mahjongbritishrules.com and you will be sent your activation key.

I paid for the Guide but never got an e-mail with my Activation Key.

The explanation could be the same as above or it is possible that your spam filter blocked the e-mail. Email contact@mahjongbritishrules.com and you will be sent your activation key.

Operating Systems

Which Windows operating systems does the eBook work on?

Secure-eBook has been tested on Windows 98 and above. (Statement from Secure-eBook Team, Jan 06)

Can the eBook work on a Mac?

No. But you can run Windows on a Mac then download, purchase, open and print the eBook.

See <http://www.apple.com/getamac/faq/> .

Can the eBook work in a Unix environment

No. (Secure-eBook Team, Jan 06)

Is it possible to run the eBook on a Blackberry or other such handheld devices?

Currently the Secure-eBook system only works on PC systems for Windows. However, it may be possible to run it on handheld devices in the future. (Secure-eBook Team, Nov 07)