

Problems with transferring titles between OverDrive and iPod devices

Question: I tried to transfer an OverDrive MP3 Audiobook to an Apple device, but I got an error reading, 'An error occurred while attempting to transfer "Title"'. What should I do?

Answer:

You may use the OverDrive Media Console Transfer Wizard to transfer titles to your Apple device. Before attempting the transfer, please double check the following:

Do you have the latest version of the OverDrive Media Console? Find out by launching the OMC and selecting 'Help About OverDrive Media Console...'. If you are currently using v3.1 or older, please upgrade to OMC v3.2 by following the link below -

<http://www.overdrive.com/software/omc/>

Next, the setting 'Manually manage music...' must be enabled in iTunes before you can complete the transfer. Please adjust this setting by following the steps below.

1. Connect your device to your computer.
2. If it does not launch automatically, open iTunes (v7.6.2.9 or newer).
3. In iTunes, locate your device in the left vertical navigation panel (under heading 'DEVICES'), and click your device. The 'Summary' screen is displayed.
4. If it is not already checked, place a checkmark next to option 'Manually manage music'.
5. Click the 'Apply' button. The iTunes 'Summary' screen refreshes, and your changes are saved.
6. If desired, close iTunes.

Once these steps have been completed, please refresh licenses for the titles by following the steps below.

From the library account, click download for this title.

When the 'Get Media' window for OverDrive Media Console opens, click OK. This will obtain a new copy of the license for the title and allow for further transfer attempts.

After the above has been completed, please ask your patron to return to their library account and attempt to download and transfer a title to their Apple device.

Question: Why does it take longer to transfer parts to my iPod Nano than my Sansa?

Answer: It is normal for the transfer process to take about 5-6 minutes a part. The process takes this long because as the title is being transferred to an iPod device, it is also being converted so that the iPod can see and play the file correctly. As our WMA files stand, they cannot be played on an iPod because they are DRM protected and Apple devices do not accept DRM protected content. We have adapted a way to get around that but the process takes a little longer than a regular transfer.