FAQ: About Us

Q: Who operates BryteWaveTM?
A: Follett Higher Education Group owns and operates BryteWave. Follett also owns and operates eFollett.com where BryteWave digital textbooks can be purchased.

Q: Who is Follett?
A: Follett Corporation, founded in 1873, is a privately-held company with revenues of more than $2 billion that provides products, services, and solutions to the educational marketplace. It is the nation’s largest provider of library materials and library technology to K-12 schools, the leading operator of college bookstores, and a major distributor of textbooks to institutions at all educational levels.

Q: What is BryteWave?
A: BryteWave is a digital textbook platform. It is much more than a standard reading platform. You can highlight text, bookmark, search, sort, and take notes.

FAQ: About BryteWave Digital Textbooks

Q: What is so special about a BryteWave digital textbook?
A: BryteWave provides tools to use digital textbooks in ways that you have never been able to before. You can easily search an entire text for specific information in a matter of seconds, take notes directly in the text, bookmark important pages, and highlight information for easy recall.

Q: Can I test BryteWave before purchasing a digital textbook?
A: Yes. In most cases BryteWave offers a three day Try Before You Buy option (dependent on if the publisher allows it).

Q: Will I need to sign up to participate in the Try Before You Buy option?
A: Yes. You are required to create a BryteWave Reader account to activate the trial.

Q: Will I need to give a credit card number to participate in the Try Before You Buy option?
A: No. You do not need to provide your credit card number to try BryteWave.

Q: What happens if I purchase the digital textbook after I try it?
A: All notes, highlights, and bookmarks created during the trial period are available when you decide to buy the textbook.

Q: Will my notes disappear from the digital textbook once I buy it?
A: No. All notes, highlights, and bookmarks created during the trial period are available to you when you decide to buy the textbook.

Q: Can I try the BryteWave digital textbook on multiple devices?
A: Your trial textbook is available for three days and can be accessed on multiple devices (though not simultaneously) using our online BryteWave Reader. The trial textbook cannot be downloaded through the BryteWave app during the trial period. Once you buy the digital textbook, you can access the material at any time on almost any device with an internet connection or without if the titles are downloaded to your device.
Q: What happens if I decide not to buy the BryteWave digital textbook?
A: You are not be able to access the book content, your notes, or highlights after the trial period has ended if you decide not to purchase the digital textbook. If you decide to purchase this title at a later date, all of your notes and highlights are saved.

Q: Can I print or copy and paste in a trial digital textbook?
A: No. Print and copy/paste are not available in the trial version.

Q: Can I copy and paste digital textbook content to other programs from a purchased textbook?
A: Yes. But, publishers limit the amount of content you can export. The average limit is 30% of the book.

Note: Some publishers allow 0% copying but others offer 100% copying. To see publisher allowance for DRM features, find your title and select Click for Details

Q: Can I print my purchased digital textbook?
A: Yes. But, publishers limit the amount of content you can print. The average limit is 30% of the book.

Note: Some publishers allow 0% printing but others offer 100% printing. To see publisher allowance for DRM features, find your title and select Click for Details

Q: Can I highlight and take notes in the digital textbook?
A: Yes. You can highlight important text and select from 10 colors. Add notes to important pages and view them within the Notes section inside your book.

Q: Can I read my digital textbook offline?
A: The BryteWave Reader Apps allow you to download your books to most computers, smartphones and tablets for offline reading. Visit reader.brytewave.com, select Menu, and select BryteWave Apps.

Note: Your downloaded books need to be renewed every ten days. BryteWave automatically renews your downloaded titles when your device has internet connection.

Q: What is the difference between CafeScribe and BryteWave?
A: BryteWave is the new digital content reading and studying platform from Follett Corporation. It offers more mobility than CafeScribe, an elegant interface and many updated features.

Q: I own/rent a CafeScribe digital title. Can I use them with BryteWave?
A: Yes. All your books transfer to BryteWave from your CafeScribe bookshelf. Go to reader.brytewave.com and enter your CafeScribe credentials to explore the new BryteWave features.

FAQ: Shopping

Q: How long do I have access to a BryteWave digital textbook?
A: With BryteWave, there are two purchase models – rental and ownership.

- A rented digital textbook allows you to use the book for 180 days after activation.
- Rental books cannot be converted to purchase but you can always rent the book again and your notes and highlights remain intact.
- An ownership digital textbook gives you ownership of this title within the BryteWave reader and does not expire.
Q: How can I purchase a BryteWave digital textbook?
   A: There are three ways to purchase or rent a BryteWave digital textbook:
      • In person at a Follett campus bookstore
      • Online from your campus online storefront website
      • Online from BryteWave.com

Q: How do I purchase a BryteWave digital textbook from my campus bookstore (physical location)?
   A: BryteWave digital textbooks are available at select bookstores on the shelf with new and used print textbooks.
      1. Take the ticket, located next to the physical book, to the register.
      2. Purchase it as you would a printed textbook. Your register receipt has your textbook activation PIN/Code and a web address where you activate your purchase. The receipt is stored in a receipt folder that has detailed instructions.

   Important: Check your register receipt for the activation PIN/Code before you leave the register. Save the receipt because you need it to activate your digital textbook.

Q: How do I purchase a BryteWave digital textbook online from my campus store?
   A: BryteWave digital textbooks are offered on your campus bookstore website as an alternative to purchasing a printed textbook. Your order confirmation email contains your textbook activation PIN/Code and a web address to activate your purchase.

Q: How do I purchase a BryteWave digital textbook online from BryteWave.com?
   A: To purchase/activate your textbook:
      1. Locate your title by searching author, title, keyword, or ISBN.
      2. Select Add to Cart.
      3. Complete check out process.
      4. Access your emailed receipt that contains the Access Code and Access URL.
      5. Select the Access URL link in the email or go to reader.brytewave.com.
         • Existing user: Enter BryteWave credentials, select Log In and skip to step 10.
         • New user: Select Create an Account
      6. Complete the required fields.
      7. Select Create an Account.
      8. Verify account activation through confirmation email.
      9. Log into the reader with new credentials.
      10. Enter the Access Code in the Activation Code field on the Library screen if it is not populated.
      11. Select Enter.
Q: What if I lose my activation code (PIN/Code)?
   A: If you lose your activation PIN/Code, contact your campus store manager.

   If you purchased your BryteWave digital textbook online through BryteWave.com, or through your campus online storefront website:
   1. Go to www.BryteWave.com, or your campus online storefront.
   2. Click the My Account link in the upper right corner.
   3. Login to the account.
   4. Click Order Status. The information below the Order History Summary displays the purchase/receipt/order number information.
   5. Click the order number to view the details of the purchase.
   6. View the details of the receipt. The Activation PIN/Code is located in the Digital Order Details section.

FAQ: Delivery of Digital Materials

Q: How do I activate my digital textbook purchased online?
   1. Access your emailed receipt that contains the Access Code and Access URL.
   2. Select the Access URL link in the email or go to reader.brytewave.com.
      • Existing user: Enter BryteWave credentials, select Log In and skip to step 7
      • New user: Select Create an Account
   3. Complete the required fields.
   4. Select Create an Account.
   5. Verify account activation through confirmation email.
   6. Log into the reader with new credentials.
   7. Enter the Access Code in the Activation Code field on the Library screen if it is not populated.
   8. Select Enter.

Q: How do I activate a BryteWave digital textbook that I bought at my campus bookstore?
   1. Reference your receipt with the PIN and Website URL.
   2. Enter the Website URL or go to reader.brytewave.com.
      • Existing user: Enter BryteWave credentials, select Log In and skip to step 7
      • New user: Select Create an Account
   3. Complete the required fields.
   4. Select Create an Account.
   5. Confirm account activation through confirmation email.
6. Log into the reader with new credentials.

7. Enter the PIN in the **Activation Code** field on the Library screen if it is not populated.

8. Select **Enter**.

**FAQ: Mobile Devices**

**Q: What mobile device options are available for BryteWave?**

**A:** BryteWave Mobile was designed for use on Apple iOS and Android devices. You can access BryteWave Mobile by downloading the BryteWave Mobile Reader app at:

- Apple® AppStoreSM by searching for BryteWave
- Google Play (formerly Android® Market) by searching for BryteWave Mobile Reader
- Log in to [reader.brytewave.com](http://reader.brytewave.com) and select BryteWave Apps from the main menu to view all available apps

**Q: Is there an "app" for BryteWave?**

**A:** Yes. You can access BryteWave Mobile by downloading the BryteWave Mobile Reader app at:

- Apple® AppStoreSM by searching for BryteWave
- Log in to [reader.brytewave.com](http://reader.brytewave.com) and select BryteWave Apps from the main menu to view all available apps

**Q: Can I read a BryteWave digital textbook on an iPad™?**

**A:** Yes. BryteWave digital textbooks are accessible two ways on iPads and iPhones by downloading the BryteWave Mobile Reader app at:

- Apple® AppStoreSM by searching for BryteWave
- Log in to [reader.brytewave.com](http://reader.brytewave.com) and select BryteWave Apps from the main menu to view all available apps

**Note:** Some publishers allow zero (0) devices for downloading but others offer up to three devices. To see publisher allowance for DRM features, find your title and select Click for Details

**Q: Do I need an internet connection on my mobile device to use the BryteWave Mobile app?**

**A:** Initially, an internet connection is needed to download your textbook. After the initial download, you must re-sync your textbook every 10 days to confirm DRM. An internet connection is not needed between synchronization.

**Note:** Some publishers allow 0 devices for downloading but others offer up to three devices. To see publisher allowance for DRM features, find your title and select Click for Details
Q: Can I download my books to my mobile device?
   A: Yes. An internet connection is needed to download your textbook. After the initial download, you
   must re-sync your textbook every 10 days to confirm DRM. An internet connection is not needed
   between synchronization.

   Note: Some publishers allow zero (0) devices for downloading but others offer up to three devices. To
   see publisher allowance for DRM features, find your title and select Click for Details

Q: There seems to be a 1-2 second delay when turning pages in the BryteWave Mobile browser. Why is
   that?
   A: Your BryteWave digital textbooks are streamed to your mobile device over the internet when you are
   on the mobile browser. When you turn a page, that “page turn” input travels from your device to our
   servers. Then data travels from our servers back to your device. Your device then needs to render the
   page content. This process can take a couple seconds. This is also dependent on your internet
   connection speed and bandwidth.

Q: Can I use the BryteWave Mobile browser on my Windows or MAC laptop/desktop computer?
   A: The app for Windows and Mac will be available in August.

FAQ: Technical

Q: How do I read my digital textbook?
   1. Log in to the BryteWave Reader at reader.brytewave.com or the BryteWave app.
   3. Select the title.
   4. Start reading!
Q: What are the technical specifications for use on devices?

**BryteWave - Cloud:**

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<td><strong>Display:</strong></td>
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<td>200MB of hard drive space</td>
<td>400MB or hard drive space</td>
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<td><em>Apple OS X 10.8</em></td>
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<td>2GB of RAM</td>
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<td>mobile devices</td>
<td><em>iOS 6</em></td>
<td><em>iOS 7</em></td>
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</tbody>
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Q: I am having trouble opening my digital textbook. Am I doing it right?

A: Your digital textbook displays on your library after you purchase and activate your title. Select the textbook cover to open it.

Contact BryteWave Technical Support if a digital textbook you purchased and activated is not displayed on your bookshelf.

- Email: support@BryteWave.com
- Phone: 1-877-612-2233, select option 1

Q: How can I speak with a person for help or other questions?

A: Contact us if you have not been able to find an answer to your question. BryteWave offers technical support 24/7 by phone or by email:

- Email: support@BryteWave.com
- Phone: 1-877-612-2233, select option 1

**FAQ: Account Information**

Q: How do I create an account?

A:
2. Select Create Account.
3. Complete all fields.
4. Select your campus from the School dropdown list.
5. Read through and agree to the terms of use.
6. Select Submit.

Q: How do I access my account?

A. Access reader.brytewave.com and log in with your credentials.
FAQ: Policies

Q: What is the BryteWave refund policy?
A: Digital textbooks purchased from BryteWave.com may be returned for a full refund within 14 days of the date of purchase.

Note: BryteWave digital textbooks purchased at your campus bookstore must be refunded at the bookstore in accordance to their return policy that may differ from BryteWave.com.

Q: I already activated my book. Can I still get a refund?
A: Yes. Purchases on BryteWave.com are eligible for a refund within the 14 day period even if you have activated the book.

Note: BryteWave digital textbooks purchased at your campus bookstore must be refunded at the bookstore in accordance to their return policy that may differ from BryteWave.com.

Q: What happens after I refund the digital textbook?
A: You receive a full refund and the digital textbook is deactivated. You no longer have access to the digital textbook, or your notes, highlights or bookmarks.

Q: Where can I get a refund for my digital textbook?
A: All online purchases must be refunded through customer service:

- Email: customerservice@BryteWave.com
- Phone: 1-877-612-2233, Option 2

Note: BryteWave digital textbooks purchased at your campus bookstore must be refunded at the bookstore in accordance to their return policy that may differ from BryteWave.com.

Q: I bought my book in the bookstore. Can I get my refund online?
A: BryteWave purchases made at your campus bookstore must be refunded at the bookstore in accordance with their return policy.

Q: Can I sell my digital textbook to another student at the end of the term?
A: BryteWave does not allow you to resell digital textbooks to another student or individual because the content is protected by Digital Rights Management (DRM).

FAQ: Other

Q: What is DRM and why is it necessary?
A: BryteWave licenses learning materials from textbook publishers and authors. Our licensing agreement requires us to place limitations on copy and paste, device downloads, and printing digital learning materials. These access controls are called Digital Rights Management, or DRM.

Q: When will more textbook titles be available in digital editions?
A: We are working closely with the largest publishers to make digital textbooks available. If you are a professor and would like to request a specific title, send us an email at info@BryteWave.com. If your campus store is operated by Follett, contact your bookstore manager.
Q: Will BryteWave work within my LMS?
   A: BryteWave is designed for interoperability with most Learning Management Systems. Send us an email at info@BryteWave.com for further LMS information.