

# Sealed Media

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## *eBook Questions*

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### *How do I download the viewer software?*

**Answer:**

To download the viewer, [click here](#).

A brief system check will occur after you install the viewer to ensure your machine is compatible.

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### *Is there an installation guide for the DRM plug-in?*

**Answer:**

[Installation Guide \(Windows\)](#)

[Installation Guide \(MAC\)](#)

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### *I don't know if I've downloaded the viewer software? How can I tell?*

**Answer:**

To do a system check, [click here](#)

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### *What do I do after I purchase my electronic content?*

**Answer:**

Please note: you MUST first download and install the viewer software before you access your content. A brief system check will occur after your install the viewer to ensure your machine is compatible.

[Download the viewer](#)

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### *What file format is used to deliver the eBook and eChapter content?*

**Answer:**

The files are sPDFs. A sPDF is a secure PDF file. An sPDF is the same as a standard PDF file with the addition of DRM (digital rights management) software to protect the copyrighted content. DRM enables secure distribution and prevents illegal distribution of paid content over the Web. Sealed Media (Oracle) provides the DRM software for CengageBrain.com. This software is required to access your electronic content.

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### *Can I access my content on more than one computer?*

**Answer:**

You are granted two licenses to your eBook and/or eChapter(s) content. You can access your content on a third computer but to do so, you must first check in your license.

If you plan to use more than two computers to view your content, follow the directions below to check in your license after use on each computer:

**Windows XP:**

To check in your license, click on the **Check In** button within the Unsealer toolbar while you have a chapter open.

**Windows Vista / 7:**

To check in your license, right-click on the Unsealer icon within your system tray. It should be a white icon with red brackets. Once you click on it, select **Check In**.

**Mac:**

To check in your license, click on the arrow next to the Sealed Media button in Adobe Reader and click on **Check In**

**All Licenses.**

Please be aware that on shared computers and lab machines, you may not have permission to download the Unsealer Software. Therefore, you will not be able to access your eBooks and eChapters via these computers. It is recommended that you access your eBooks and eChapters from a private computer.

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*How can I view my content offline?***Answer:**

Save the sPDF file to the desired location. To do this, click the Save icon (to the right of the Unsealer button on the document toolbar) or choose File "Save As" from the toolbar menu. Choose the location where you would like to save the file and click Save. To open the file, go to the location where the file was saved and double click the file.

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*How long can I access my content offline?***Answer:**

You can access your content offline for a period of 60 days. After 60 days, you are required to login to the CengageBrain.com site and reauthenticate your license.

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*How long can I access the electronic content I purchase?***Answer:**

Standard length of access to digital content is one semester. Some titles that are published for two or three semester courses have a longer content access period. We recommend that you print an archive (hard copy) of your electronic content before the content expiration date. Please note: Content access period also applies to content you have saved offline.

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*Am I able to print the eBook or eChapters I purchased?***Answer:**

Yes, you can print as many pages as you like of the eBook or eChapters. Please note, all printed copies will be stamped with your name. Also, CengageBrain.com monitors printing and reserves the right to revoke print privileges in the event that they are being abused by a user.

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*What do I do if I have a problem printing?***Answer:**

If you are receiving printing errors, please try these steps:

1. Select Print – Advanced (bottom of the page)
2. Select Print as Image option
3. You should now be able to print the content

If you are still having issues, contact [Technical Support](#).

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### *Why are some images not present in the eBook and eChapters?*

#### **Answer:**

Digital content is functionally equivalent to the print textbook. In some cases, individual items have been removed for web delivery.

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### *What is the difference between the first free eChapter (and TOC) and the eChapters for sale?*

#### **Answer:**

The first eChapter of each book (in some cases this is eChapter 0 or eChapter P (preview eChapter), and the table of contents are PDF files. These items are included free to provide users the opportunity to review the content in a digital format. You do not need to download the unsealer to view these items. However, you must register to view a free eChapter or a table of contents. Also, purchased eChapters show up in My Home but the free eChapter(s) you viewed will not.

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### *When I attempt to view an eChapter I receive the following message: "You do not own this document."*

#### **Answer:**

This is likely the result of your being logged out of the system. Please go back to the homepage (<http://www.CengageBrain.com>), click the log out button at the top of the home page and login again.

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### *I am receiving a "no license available" message when I attempt to view my eBook or eChapter.*

#### **Answer:**

Please contact [Technical Support](#). Please include your username and purchase confirmation # to expedite the handling of your inquiry.

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### *I purchased an eBook at my bookstore. How do I access it?*

#### **Answer:**

On the home page, click on the orange link in the footer called "Redeem a Pre-Paid code." Enter the code you received when you purchased your eBook and click the "Redeem" button. Follow the directions to complete the code registration process. Once you complete the process, you'll be able to access your eBook via [My Home](#).

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### *Are eBooks and eChapters editable?*

#### **Answer:**

eBooks and eChapters purchased via CengageBrain.com are not editable. You may not take notes, highlight or copy/paste text. This is due to rights restrictions and copyright laws.

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## *Are Screen Readers Supported for Viewing my eBooks/eChapters?*

### ***Answer:***

eBooks and eChapters purchased on CengageBrain.com cannot be viewed using Screen Readers such as Sony Screen Reader, iPad and Kindle.

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*I am attempting to log into the Unsealer however; I am asked for a username/password. Where do I locate this?*

### ***Answer:***

Once the Unsealer software is downloaded, you may be asked to re-enter your CengageBrain.com Login information. Please utilize the username and password you enter upon logging into CengageBrain.com. If you need additional assistance with your login information, you may contact [Technical Support](#).

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See Also

- [Checkout and My Home](#)
- [Requirements and Compatibility](#)
- [Shipping and Returns](#)