FAQ: About Us

Q: Who operates BryteWave™?

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 will be 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 will be 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 will be 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 BryteWave Cloud Reader. Please note that 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 will 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 will still be 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 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 on BryteWave.com 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 on BryteWave.com 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 will allow you to download your books to most computers, smartphones and tablets for offline reading. Please visit reader.brytewave.com, open the Menu, and select Download Apps.
   
   Note: Your downloaded books need to be renewed every ten days. BryteWave will automatically renew 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 of your CafeScribe books have been transferred to the BryteWave library. Simply go to reader.brytewave.com and enter your CafeScribe credentials to explore the new BryteWave features.

Q: Does BryteWave have a text-to-speech option?
   A: No. BryteWave does not have a text-to-speech option.
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 available.
      • An ownership digital textbook gives you ownership of this title within the BryteWave reader and will 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 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, up 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 will 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.
      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. Fill in 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 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 View your Order History on bottom of the page.
5. The information below the Order History Summary displays the purchase/receipt/order number information.
6. Click the order number to view the details of the purchase.
7. 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. Fill in 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. Fill in 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 **Access Code** 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 on your devices web browser or by downloading the BryteWave reader app at:

- Apple® AppStore℠ by searching for BryteWave
- Google Play by searching for BryteWave
- Log in to reader.brytewave.com and select Download 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® AppStore℠ by searching for BryteWave
- Google Play by searching for BryteWave
- Log in to reader.brytewave.com and select Download Apps from the main menu to view all available apps

Q: Can I read a BryteWave digital textbook on an iPad™?
A: Yes. Your BryteWave digital textbook is available on iPad and iPhones by downloading the BryteWave Mobile Reader app at:

- Apple® AppStore℠ by searching for BryteWave
- Log in to reader.brytewave.com and select Download Apps from the main menu to view all available apps

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: Do I need an internet connection on my mobile device to use the BryteWave app?
A: An internet connection is needed to download your textbook. After the initial download, you must connect to the internet and allow your textbook to sync every 10 days. An internet connection is not required between synchronization in order to view your textbook.

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: An internet connection is needed to download your textbook. After the initial download, you must connect to the internet and allow your textbook to sync every 10 days. An internet connection is not required between synchronization in order to view your textbook.

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: There seems to be a 1-2 second delay when turning pages in the BryteWave cloud reader. Why is that?

A: Your BryteWave digital textbooks are streamed to your mobile device over the internet when you are using a 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. The speed is dependent on your internet connection and device hardware.

Q: Can I use the BryteWave reader on my Windows or MAC laptop/desktop computer?

A: Yes. BryteWave cloud reader is available through your preferred internet browser or you can download the app for Mac and Windows for offline reading.

• Log in to reader.brytewave.com and select Download Apps from the main menu to view all available apps
**FAQ: Technical**

**Q: How do I read my digital textbook?**

1. Log in to the BryteWave cloud reader at [reader.brytewave.com](http://reader.brytewave.com) or the BryteWave app.
2. Locate your book on the **Library** page.
3. Select the title.
4. Start reading!

**Q: What are the technical specifications for use on devices?**

**BryteWave - Cloud:**

<table>
<thead>
<tr>
<th>Platform</th>
<th>Minimum Requirements</th>
<th>Recommended Requirements</th>
</tr>
</thead>
</table>
| **Desktops and laptops**      | **Supported browsers:**
                                | Microsoft IE 10
                                | Firefox 26
                                | Google Chrome
                                | Apple Safari 6
                                | **Display:**
                                | 1024 x 768 Resolution                                                      | **Supported Browsers:**
                                | Microsoft IE 11
                                | Firefox 30
                                | Google Chrome
                                | Apple Safari 7
                                | **Display:**
                                | 1024 x 768 Resolution or higher                                               |
| **Tablets**                   | **Android 4.0**
                                | Android browser
                                | Chrome browser
                                | Firefox browser
                                | **iOS 6**
                                | Safari browser
                                | Chrome browser
                                | **Microsoft Windows RT/Windows 8 Pro**
                                | Microsoft IE 10
| **Smartphones and other mobile devices** | **Android 4.0**
                                | Android browser
                                | Chrome browser
                                | Firefox browser
                                | **iOS 6**
                                | Safari browser
                                | Chrome browser
                                | **Microsoft Windows Phone 8**
                                | Microsoft IE 10
                                | **Android 4.4**
                                | Android browser
                                | Chrome browser
                                | Firefox browser
                                | **iOS 8**
                                | Safari browser
                                | Chrome browser
                                | **Microsoft Windows Phone 8**
                                | Microsoft IE 11
### BryteWave - App:

<table>
<thead>
<tr>
<th>Platform</th>
<th>Minimum Requirements</th>
<th>Recommended Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Desktops and laptops</strong></td>
<td>Microsoft Windows 7&lt;br&gt;2GB of RAM&lt;br&gt;200MB of hard drive space&lt;br&gt;&lt;br&gt;Apple OS X 10.8&lt;br&gt;2GB of RAM&lt;br&gt;200MB of hard drive space&lt;br&gt;Display:&lt;br&gt;1024 x 768 Resolution</td>
<td>Microsoft Windows 7 or newer&lt;br&gt;400GB of RAM&lt;br&gt;400MB of hard drive space&lt;br&gt;&lt;br&gt;Apple OS X 10.9&lt;br&gt;4GB of RAM&lt;br&gt;200MB of hard drive space&lt;br&gt;Display:&lt;br&gt;1024 x 768 Resolution</td>
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<tr>
<td><strong>Tablets</strong></td>
<td>Android 4.0&lt;br&gt;iOS 6</td>
<td>Android 4.4&lt;br&gt;iOS 8</td>
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<tr>
<td><strong>Smartphones and other mobile devices</strong></td>
<td>Android 4.0&lt;br&gt;iOS 6</td>
<td>Android 4.4&lt;br&gt;iOS 8</td>
</tr>
</tbody>
</table>
**FAQ: Account Information**

**Q: How do I create a BryteWave reader account?**

1. Access [reader.brytewave.com](http://reader.brytewave.com)
2. Select **Create an account**.
3. Fill in all fields.
4. Start typing your school name and 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 BryteWave reader account?**

Go to [reader.brytewave.com](http://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](http://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](http://BryteWave.com).

**Q: I already activated my book. Can I still get a refund?**

A: Yes. Purchases on [BryteWave.com](http://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](http://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, 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](http://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 Digital Rights Management (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 information.