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## CULTURETHÈQUE TECHNICAL ISSUES: what you need to know

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We hope you are enjoying your discovery of this wonderful resource. Please note that due to the complexity of the numerous database participants of CULTURETHÈQUE, as well as the different devices you can use, you may encounter some technical conflicts which affect performance. Please understand as well that since the CULTURETHÈQUE E-Library is managed by the Ministry of Foreign Affairs in Paris, the FIAF Library is not able to directly fix the problems as if it were our own site, and can only refer them to the technicians in Paris. In order to help you, we have prepared this guide by device type and the issues you may encounter depending on which one you use.

We thank you for your understanding and patience.

### AVOIDING GLITCHES:

Many problems can be avoided by using the optimal interface and downloading all necessary software ahead of time.

- CULTURETHÈQUE works best on a computer rather than a tablet.
- We would suggest that you create your account on a computer rather than a tablet, as it is easier to do.
- The CULTURETHÈQUE site works on **Chrome** (preferred) or Firefox, so you must have these internet browsers installed on your computer. It will not work well with Explorer!
- However.... if you have the most recent version of Windows (Windows 8), Chrome will not work properly, but Internet Explorer works fine with CULTURETHÈQUE. So if you do have Windows 8 installed, use Internet Explorer and *not* Chrome.
- In order for all the programs to work correctly, you must install the following programs onto your computer (all are free):
  - Microsoft Silverlight (for PCs/tablets other than Apple or Android) – for consulting Numilog ebooks online
  - Adobe Digital Editions (PC) – for ebooks
  - Windows Media Player – for for concerts
  - Adobe Flash player latest version (PC) – for animated kids' books, autoformation videos
  - Quicktime player (PC) – for audio guides
  - Adobe Shockwave Player (PC) – for audio guides
  - Bluefire (Apple)
  - Adobe ID (Apple)
  - Flip 4 (Apple)
- You will need a strong internet connection. Due to the high image file content on many of the programs, they may take quite a while to load.
- You can choose your language (French or English) by clicking on the little flag in the upper right hand corner of the home page. However, it appears that the English

interface does not allow you to open any documents. So **please use the French-language interface.**

#### **GENERAL NAVIGATION TIPS:**

- Magazines: the picture displayed for the magazine is not always the most recent issue. You can find the most recent one in the..."archives" section towards the bottom of the page.
- Ebooks (Numilog and Feedbooks) can be downloaded on your computer, Nook or iPad to read at any time.
- Be aware of the quota limits when consulting Numilog books: When you are selecting a book for either download or streaming by clicking on "téléchargement", it constitutes a loan, so readers may get the message « *Vous avez atteint le quota de livres empruntables* » even though you have not downloaded or opened up anything! Ebooks that you stream will remain "checked out" to your account for 24 hours (you can see the time (Paris time) listed on the book fiche) and it is not possible to return these books yourself.
- When doing a search in the category "jeunesse" by leaving the search field empty (which should bring up all resources), you only get the list of videos, not books or magazines. If you want to get a list of all the books for kids, in the drop down menu choose "Livres" and then click ok; and then look on the left side bar under "Subject" for the subject heading "Jeunesse" (you will have to click the expand + Voir plus button to have it appear).
- **Audio FLE Books :**
  - Due to the heavy content, the audio books may take a while to load, and you often need to wait a bit before the little microphone icon is activated in order for you to listen to the text.
  - Note that there will be several blank pages before you arrive to the first page of text. Patience!
  - The audio element of the Hachette Français facile books does not work on Firefox. There is a bug for some of the titles for the sound just does not seem to load.
  - You cannot rewind the audio for review. You can pause it before going on, but in order to repeat, you will have to start from the beginning of the page.
  - Some of the Hachette FLE books are also Numilog books that can be downloaded. However, the downloadable version does not include the accompanying audio file.

#### **KINDLES**

- ☹️ The Kindle E-ink Pearl type reader is incompatible with CT. **You cannot use your kindle to read or download CT materials.** We have not yet tested the Kindle fire for magazines or video capabilities.

#### **BARNES AND NOBLE NOOK (see user's guide)**

- 😊 Ebooks can be downloaded on your Nook.

#### **IPAD AND IPAD MINI (see user's guide)**

- In order for all the programs to work correctly, you must install the following programs onto your tablet (all are free):
  - Bluefire
  - Adobe ID
- **Magazines:** once you have opened a magazine and zoomed into an article, it may not be possible to scroll up or down for some articles, which makes reading the article difficult. The clarity of the typeface of the articles is sometimes not as clear as it could be.
- **E-books** ☹: In addition to downloading, some of these ebooks also give you the option to consult them online (streaming). However, is it **not** possible to stream ebooks on an iPad or an Android device, as the Microsoft Silverlight program which is necessary for this is not compatible with these products. If you are on an Ipad or Android, you will get a prompt asking you to download it, but the download will fail.
- **Kids videos** ☹: You will not be able to watch kids videos on an iPad because the Microsoft Silverlight program which is necessary for this function is not compatible with MAC products
- **Animated Kids books** ☹ (La Souris qui raconte): you *cannot* read the Souris qui raconte animated kids books on an iPad because the Adobe Flash player program which are necessary for this function is not compatible with MAC products
- **Auto-formation videos** (on the “Regarder” page) ☹ (370 lesson plans for learning on your own): you *cannot* view these because the Adobe Flash player program which are necessary for this function is not compatible with MAC products
- **Tout Apprendre- Commet Language learning modules:** ☹ you cannot view these exercises as they require the latest version of Java which is not allowed on Apple products
- **Concerts** do not always open up on an iPad or tablet

#### **OTHER TABLETS (SAMSUNG, ETC)**

- It is not possible for us to list each one, but many of the other tablet types have reported difficulties with reading the magazines

*Thank you and give us your feedback!*