

## **Playaway FAQ's**

- Information on Using Your Playaway
- General Product Information
- Buying Playaway for Your Authority (Library)

### **Information on Using Your Playaway**

#### **How do I change the battery?**

Locate the battery door at the wide base of the player (the door is covered with the small title label on the wide base). Then, use your thumb, coin or a screwdriver to push the door away from the player so it snaps off. Some battery covers may be harder to remove than others, so you may have to use a bit of force or a tool to help it off. Once you have the battery door off, remove the old battery and replace with a fully charged battery. Lastly, snap the cover back into place.

#### **How long does one AAA battery last?**

Every Playaway comes pre-loaded with a standard Energizer AAA battery that will provide an average of 20 hours of playtime. The majority of our titles will require one battery to listen to the entire book.

#### **How do I know how much battery life is left in my unit?**

The Playaway LCD has a small battery icon that is displayed on screen. There are three levels of battery life reflected in the icon. When one bar is left in the battery icon, you have 20% power left.

#### **How do I use the lanyard?**

Locate the lanyard attachment area at the narrow top of the player. To attach the lanyard, simply thread and loop the lanyard into the indentation.

#### **What do I do if my Playaway locks up?**

Like any good storyteller, sometimes your Playaway just needs a moment to catch its breath. First, turn it on and off. If that doesn't solve the problem, remove and reinsert the battery.

#### **My Playaway will not turn on. What do I do?**

First, we recommend inserting a fresh battery. If the player still does not turn on, please contact customer service.

#### **Tips + Tricks**

The following are a few shortcuts that you can use for better Playaway usability:

- Erase all bookmarks: While Playaway is in an unpaused state, press EQ+SP+FWD+REV.
- Complete Reset: (back to the start of the Playaway, erase all bookmarks, and erase last volume setting): While Playaway is in a paused state, press SP+REV.

## **General Product Information**

### **How big is a Playaway and how much content can it hold?**

Playaway is about half the size of a deck of cards and will hold the audio for an entire book, up to 80 hours of playtime.

### **What does the audio sound like on a Playaway?**

Playaway audio is of equal or greater quality to digital downloads available today, due to proprietary audio processing, production and leading edge codecs.

### **Why can't I add, delete or transfer content on or from a Playaway?**

In order to protect the copyrighted works of authors and publishers as traditional books do, you are unable to make copies of Playaway. But you can share them with friends just like you would lend your new bestseller.

### **How does Playaway compare to audio on cassette or CD?**

Playaway is more convenient and easier to enjoy than juggling multiple CDs, cassettes or a separate player. Playaway allows the listener to control the speed of the narrator's voice and automatically bookmarks the last place they left off after powering down.

### **How does Playaway compare to digital downloads and other forms of on-the-go downloading like cell phones?**

Playaway comes pre-loaded with great digital content, so it does not require information transfer fees, subscriptions, memberships, or even an Internet connection. Just plug-in your headphones and listen wherever you go.

### **Can I use another set of headphones with my Playaway?**

Absolutely. In addition to the earphones provided, Playaway was designed with a universal headphone jack to work with almost any type of headphones, speakers or car adapters.

### **Can I use Playaway in my car?**

Yes. Playaway was specifically designed to use most commonly available cassette adapters and FM transmitters. Also, and auxiliary cable can be used in most 'newer' cars.

## **Buying Playaway for Your Authority - (from BBC Audiobooks)**

### **Why can I only order a certain number of Playaway titles from you?**

From our website, you can buy all titles that BBC Audiobooks available on Playaway. These titles are available for purchase by public libraries.

### **Do you directly manufacture Playaway?**

Playaway is manufactured by Findaway World, a privately-held company based in Cleveland, Ohio USA. Findaway World specializes in creating innovative, easy-to-use digital audio products.

### **What type of library packaging do you include with Playaway titles? Do I need to purchase any accessories separately?**

Each library order comes ready to shelve and ready to circulate. In the United States, each Playaway comes in a lockable VHS-style case, complete with a professionally designed graphical insert, user instructions, and foam insert. Inside the case, you will find the Playaway with a battery inside and one pair of earbuds. Locking clip and key accessories can be purchased separately for libraries wishing to lock each case.

### **Can my library purchase extra packaging items?**

Absolutely. While we do include one complete package solution for every item ordered, libraries can purchase additional packaging items as well. If you have a need that is not listed in the accessories section of our online catalog, please contact your sales representative or use our contact form.

### **How should my library present Playaway titles to our patrons?**

Every library is different and therefore may present Playaway titles differently to patrons. Many libraries use existing waist-high shelving or gondola systems. Other libraries prefer rolling shelving carts to present Playaway in different areas of the library. Please refer to the Playaway online marketing toolkit to download materials to give to your libraries -

<http://www.playawaylibrary.com/MarketingToolkit.cfm>\*