BryteWave
Read. Note. Study. Share.

FAQ

1. **I need help! Who should I contact?**

   You can visit the BryteWave support site (brytewave.zendesk.com) for how-to articles and contact information for the support team. BryteWave support is available 24/7 via email (support@brytewave.com) and phone (1-877-612-2233, option 1).

2. **Should I use a specific browser for my ebooks?**

   The BryteWave reader is compatible with Chrome, Firefox, Safari, Internet Explorer, Microsoft Edge, Mobile Safari, and Chrome for Android. You should allow your browser to accept cookies. For the most up to date info on browser support for the BryteWave reader, click here.

3. **Can I read my ebooks offline?**

   With your BryteWave ebook, you also have access to the VitalSource Bookshelf offline apps. There is a desktop Bookshelf app available for Mac and Windows, and mobile apps are available for Apple, Android, and Kindle Fire devices. The Android app is also available for Chromebooks.

   For instructions on downloading the desktop app, click here.

   For instructions on downloading the mobile apps, click here.

4. **How long do I have access to my ebook?**

   This will vary based on what you've purchased. If you need to check, contact BryteWave Customer Support.
   Email: customerservice@brytewave.com
   Phone: 1-877-612-2233

5. **If I need to retake my class, will I need to purchase my ebook again?**

   This depends on if you purchased a rental option or not, and how long the rental would've given you access to the ebook. If it is a rental that has expired, yes you will need to repurchase the title. If it is an ownership model, you will not need to purchase again.

6. **What kind of features does the BryteWave reader have?**

   With the BryteWave reader, you can:

   -make notes and highlights that synch across all your devices
   -set bookmarks that synch across all your devices
   -share notes & highlights with students or classmates
   -use Read Aloud (desktop & mobile apps only)
   -export notes to Microsoft OneNote
   -and more!

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