

Instead of the cover, a sequence of numbers and letters appears on the Tolino

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This error occurs whenever something went wrong while downloading a title.

The sequence of numbers and letters instead of the cover shows the file name of the medium. Such files are unusable and must therefore be deleted in any case.

The most common causes of this error are:

- bad Internet connection
- Performance problems of the eReader
- manual cancellation of the download
- full memory of the eReader

Please check the points above and go through the following solution steps:

- Delete the affected file from all devices
- Ensure a sufficiently stable and good WiFi connection
- Ensure that there is enough free space on the device
- Activate the BETA feature "tolino reading experience" for LCP encryption in the settings under "Reading settings"
- Load tracks directly from the Tolino
- Do not make any further inputs on the eReader after the process of transferring / loading the file has started

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