

# Troubleshooting Hoopla Issues

***Unlike our other e-resources, access to Bucks County Library System's Hoopla collection is limited to Bucks County residents with a valid library card.***

## ***Supported Operating Systems***

### **Web Access:**

Titles accessed through a web browser are only available for streaming. They cannot be downloaded and transferred to an mp3 or e-reader. Downloading is only available with the hoopla app on a mobile device.

Hoopla currently supports Windows 7, 8.1, and 10 and MacOS 10.7 (Lion).

Hoopla is compatible with Microsoft Edge and recent versions of Google Chrome, Firefox and Safari.

### **Apple:**

Hoopla will run iOS 11.3-13 with version 4.42 of the app. If you are running iOS 13+, you will be able to update to the newest versions of the app. For best results, it is recommended to use the latest versions of both the operating system and the app.

The app is available on 4<sup>th</sup> and 5<sup>th</sup> generation Apple TV devices and hoopla supports AirPlay on 2<sup>nd</sup>-5<sup>th</sup> generation devices.

### **Android:**

Supports most devices running Android 6.0 and above. If running 4.4.4 – 6.0, hoopla can continue to be used but you will not be able to update the app.

Currently supports casting to 1<sup>st</sup> and 2<sup>nd</sup> generation Chromecasts.

Supports all Android TV set-top boxes.

### **Amazon:**

Supports Kindle Fire tablets running Fire OS 6.0.0 and newer. If running 5.0-6.0, hoopla can still be used but the app will not update.

Supports all 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> generation Fire TVs.

### **Roku:**

Hoopla offers a Roku channel for devices running 7.6.3 and higher.

### ***Patron Account Issues***

Patrons may receive a card error message if they are attempting to create an account in hoopla using incorrect credentials. The library card number and PIN they enter in hoopla must match those on record in Sirsi and it must be current (not expired) and in good standing (under the fine threshold for borrowing).

To update their hoopla account settings, after logging in with their email address and password, they can click on the settings on the menu. There they can choose to make the necessary changes to their library account information, email, or password.

### ***Common Problems and Issues***

**Do not return and re-borrow a title as a troubleshooting step. The additional checkout will count towards the patron's monthly limit.**

To avoid several common issues with hoopla, make certain the patron has the most recent version of the app installed.

If a video is repeatedly skipping or stopping, check the internet connection speed. Hoopla works over 3G/4G or WiFi network connection, but slow network speeds can cause video playback to lag or skip.

### ***Problems with Titles Not Opening or Playing Correctly***

Perform the follow steps:

- Log out of the app
- Delete the app
- Shut the device down for a minute then turn it back on
- Reinstall the app from the app store
- Log in

If this doesn't resolve the issue, tap on the title in the "Borrowed" list to bring up its information. Scroll to the bottom and click on the "Having trouble with this title? Let us know!" link to report the problem directly to Hoopla. Hoopla support will send an email to follow up.

### ***App Permissions***

#### **iOS App Permissions:**

Allowing access to their location may make it easier to locate their library and complete the registration process.

Granting access to the device's storage enables the downloading of a title.

### **Android Permissions:**

Granting GPS permission may make it easier to locate their library and complete the registration process.

Permission to access a patron's phone must be allowed to enable hoopla to pause playback when a phone call is received.

Download permission must be granted to enable access to a device's storage.

### ***Troubleshooting iOS***

If the patron is receiving an "unsupported browser" error, remind them that mobile browsers are not supported. They need to install the hoopla app from the app store.

If eBooks are not allowing pages to be turned, reboot the device and reinstall the hoopla app.

If re-borrowed titles are not working, bad data is getting stored from older apps and corrupting content. Delete the download and re-download the title. If that does not correct the issue, uninstall the app and reinstall it.

### ***Troubleshooting Android***

Some Android devices have issues with audio playback when the available RAM gets low caused by many apps being open in the background. Try closing all open apps, powering off the device for 10 seconds, and then restarting the device. Attempt playback when hoopla is the only app open.

If titles are playing for only a few minutes, the operating system is forcing the closing of the app operating in the background. Go to the device's settings, then into app settings, locate the hoopla app, select battery, and finally "Allow Background Activity". Once this option is on, hoopla will no longer close every few minutes while operating in the background.

### ***Troubleshooting Hoopla Website***

Hoopla is compatible with Microsoft Edge and recent versions of Google Chrome, Firefox and Safari. Make certain the chosen browser is updated to the most recent version.

### **Firefox issues:**

In order to play audio and video, Firefox needs to DRM (digital right management) enabled. The Widevine Content Decryption Module, which is pre-installed and a part of normal Firefox installations must be enabled. Help this process can be found at [Watch DRM content on Firefox | Firefox Help \(mozilla.org\)](#).

If Firefox will not open hoopla, the cause may be the browser has cached corrupted cookies. Follow the steps below to refresh the browser:

- Close Firefox
- Hold the shift key down
- Double click the Firefox icon
- Select the “Refresh Firefox” option
- Hoopla should now work

### **Safari issues:**

Hoopla video playback requires Silverlight for Safari. When Safari updates, it disables hoopla access to the Silverlight plugin. If videos are not playing with Safari, instructions for managing Safari plugins can be found here [How to install Safari extensions on your Mac - Apple Support](#).

Apple disabled autoplay for audio and video blocking in the release of Safari 11. If audio and video will no longer play after installing this update, while on the hoopla digital web page in Safari 11.0, perform the following steps:

- Click on the Safari menu item in the upper left corner
- Click on “Settings for this Website...”
- In the middle of the pop-up window, there is an Auto-Play option that, by default, is set to “Never Auto-Play”. Change it to “Allow All Auto-Play”
- You may have to close out of Safari completely and re-open it before the player controls work for hoopla

Apple enabled Safari’s built-in eReader in the release of Safari 11. If eBooks will not work after installing this update, while on the hoopla digital web page in Safari 11.0, perform the following steps:

- Click on the Safari menu item in the upper left corner
- Click on “Settings for this Website...”
- Disable the option for “Use reader when available”
- You may have to close out of Safari completely and re-open it before the player controls work for hoopla

### ***Hoopla Help Pages***

Many common problems and questions can be resolved by accessing hoopla’s support site at [hoopladigital.com/help](http://hoopladigital.com/help). Under the FAQ menu, you can find general information, how-to-videos, user guides, and troubleshooting suggestions.

### **Contact Hoopla Technical Support**

If a patron can't find help for a specific need among the FAQs, they can contact Hoopla Technical Support. Use the Submit Feedback link at the bottom on [hoopladigital.com](http://hoopladigital.com) or in Settings of the digital mobile app or send an email to [feedback@hoopla.com](mailto:feedback@hoopla.com)

***If the above actions don't resolve the problem, open a CMD Help Ticket at [helpdesk.buckslib.org/portal/page/17-open-cmd-help-ticket](https://helpdesk.buckslib.org/portal/page/17-open-cmd-help-ticket)***

Include as much of the following information as possible:

- Specify hoopla
- Device/model
- Version of device's operating system
- Version of hoopla app installed (confirm by tapping Settings, then Help (?), and scroll to the bottom of the page
- Specific title the issue is occurring with – specify title, author, and format
- Is the device connected to the internet when the problem occurs?
- Screenshot of error/issue
- Library card number and PIN

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