

DDP ebook conversion Frequently Asked Questions [FAQ]:

1. What format should my uploaded documents be in?

- All uploaded documents should be in PDF format and under the size/page limit specified by the specific DDP plan you have signed up for.
- It is recommended that input PDF files do not contain transparencies as complex transparencies can lead to visual issues inside the finished ebook on some platforms. Transparency issues can normally be resolved by saving a PDF as a Version 4 PDF or below before submitting the PDF to DDP.
- For an ebook to work correctly it is important all real pages are on a separate page of the PDF. Therefore do not upload PDF files with two pages spread across a single page in the PDF.
- For the ebook to scale correctly all pages must be the same size. Our system will scale all documents to the size of the first page of the PDF you upload so ensure all pages are the same size for optimum visual results.
- Any resolution PDF file can be used, however 150DPI and medium-low compression is highly recommended.
- The lowest sized PDF while still maintaining acceptable visual quality will ensure the fastest possible ebook display and loading for your visitors. This is because the quality and file size of the PDF effects the visual quality and file size of the resultant ebook after conversion.
- PDFs should be in 4 colour rather spot colour as this allows for better on screen colour rendering for ebooks.
- If your PDF refers to custom fonts the fonts must be embedded in the PDF file so our system can extract the fonts and use them in the ebook. If you fail to do this custom fonts that are not included in the PDF will be replaced with Helvetica. This can lead to visual irregularities with headings and spacing of letters etc.

2. I have created an ebook but the links to web sites or email addresses inside do not work.

- DDP's conversion process requires that all links are 'real' links created in Adobe Acrobat, Adobe Indesign, or similar software. Simply listing a word such as www.yourcompany.com is not enough. Even though Adobe Acrobat may display the above as a link, that does not mean it is a 'real' link within your uploaded PDF file. DDP's software can only find and convert 'real' links inside your source PDF files. One fast way to create 'real' links in your PDF is to open the document in Adobe Acrobat Pro and select 'Advanced->Links->Create from URLs in document'.
- If you are creating a link manually in a PDF ensure the link starts with http:// and not just www. , otherwise this can cause links to open incorrectly when the finished ebook is uploaded to the Internet.

3. My ebook has pages with pixilation or low visual quality.

- Most often visual problems with conversions are linked to inconsistencies in the source PDF files or problems with advanced PDF transparencies not converting correctly on some platforms. See the notes in section 1 regarding saving PDFs as Version 4 PDFs to resolve this issue in most cases.
- Another solution that works for many documents is to export the PDF to Postscript (PS) and then convert the Postscript File back to a PDF before submitting it to DDP. This process will flatten the document and resolve many observed conversion issues. This process is achieved via Adobe Acrobat Pro, please consult your documentation for more information. If you chose to convert your PDF files to PS and back it is recommend to use the 'Press Quality' setting to ensure quality is not lost during the PDF->PS->PDF conversion process in Adobe Acrobat. Note this process will remove any web links you have created, so its recommended you add links after the PS->PDF conversion step.

4. I have created an ebook but wish to upload a new document to replace the ebook at the current URL. When I try to do this via the DDP site I am told that the document already exists, how do I fix this?

- Use the "Upload New PDF" button on the dashboard

5. Can sound, video or animation be embedded in the ebook?

- Yes many DDP packages allow access to DDP's art studio who can embed rich media into your ebooks or you can provide Adobe Flash files to be used in place of specific pages for inclusion after your ebook is converted from PDF. The dimensions of the Adobe Flash files to be supplied will depend on your specific source document so please contact DDP support for more information. The key caveat when using embedded Flash files is to ensure that there is always an object on the Flash stage which is the total dimension of the Flash movie and to ensure that there are no objects over the border of the flash movie for the first 10 frames of the animation.

6. Some of my ebooks take a long time to load when previewed in my browser, is there a way to speed them up?

- The load time of a document or individual pages depends entirely on the content and level of compression of the PDF supplied for conversion.
- For customers using DDP's Content Distribution Network it is expected the first 5 full accesses to a document will be slower than normal due to DDP's global network needing to 'cache' the files. Therefore as customers start accessing your documents from your country or around the world the access speeds will increase significantly.
- Most speed problems are directly related to the visitors Internet connection, please check this before contacting DDP Support.