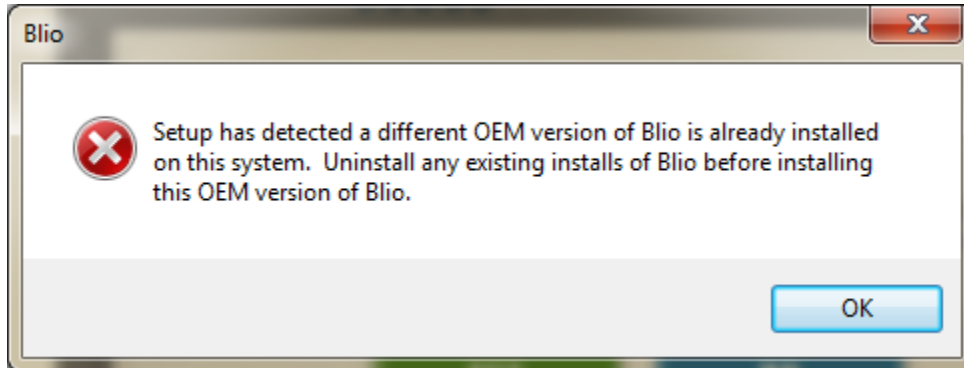


Blio Update Error

Updating the Windows PC version of Blio should be drama-free. However, there is a chance that users may encounter an error that looks like this:



If a user get this error, it means that they probably have the “store version” of Blio currently installed on their computer. When they try to update Blio with the “no-store” or “MBM” version (which is what Schools should be utilizing, from the Axis 360 App Zone), there is a conflict.

Solution? Uninstall Blio, then re-attempt the update.

How do you uninstall Blio?

1. Go to CONTROL PANEL>PROGRAMS AND FEATURES. Locate the Blio program in the program list.
2. Click once to highlight it.
3. Go to the TOP of the list and click UNINSTALL.
4. Are you sure? Click YES.
5. After uninstalling Blio, then go back to the Axis 360 App Zone and download Blio, which should install the MBM version of Blio, with the latest early return functionality.

Will users lose their books if they uninstall?

No. Remember, Blio accounts are cloud-based. So users’ titles are downloaded to but not hosted on their local devices. Their books will remain in their Blio account, but will require re-downloading on their computer.