SEAMBooks FAQ

1. What is SEAMBooks App?
Answer: SEAMBooks App is a digital book store where Authors and Publishers can list eBooks and sell to the students directly. It is developed with the overall aim of increasing the effectiveness of teaching and improving students' learning.

2. Who can use the SEAMBooks App?
Answer: Anyone who is teaching or learning under graduate course can use SEAMBooks App. Professors can use the SEAMBooks App in the class to enhance the traditional ways of teaching and to keep students more engaged.

3. Which Types of handsets supports the SEAMBooks App?
Answer: SEAMBooks App is available on both Android and iOS platforms and it supports Android minimum Lollipop to Pie operating system. For iOS minimum 11.2 iOS to 13.2 for a more precise check, you can check out on Play Store or App Store page with your account logged-in it will show you the accessibility.

4. Are there any registration charges for the SEAMBooks App?
Answer: There are no registration charges for using the SEAMBooks App.

5. How do I purchase/subscribe eBooks from SEAMBooks?
Answer: Open the SEAMBooks App go to the store, click on the bottom right corner of the store icon, follow the instruction on-screen

6. How much memory is required to download the book?
Answer: Subscribed books are not available for download. For each downloadable purchased book, you should have *15 MB free space on your device, and sometimes book size can vary according to the subject but mostly it falls under 15 MB range.

7. Can I refer the purchased book without using the internet?
Answer: Yes, if you have purchased a book and downloaded then you can access it without the internet from the in-App menu called "Offline Book".

8. How many books can I purchase on the App?
Answer: You can purchase as many books you want.

9. What if I change my handset from Android to IOS? Can I still see the book?
Answer: Yes, you can check out your books even if you change the device from Android to iOS or vice versa.

10. Can I share my SEAMBooks App.?
Answer: Yes, you can share the application via an App sharing option or using the app store or Play Store link.

11. What if my SEAMBooks App has been deleted or uninstalled by mistake?
Answer: You can again install the App from Play Store or the App Store and then log in from existed Email id and password to restore all the data related to you.

12. How do I register if my phone gets lost?
Answer: You cannot register again. you can just mail to refresh your account from Register email id to support@seambooks.com and "submit a ticket" with subject "SESSION-RESTORE" we will get in touch with you within 24 hr.

13. Can I re-register using the same email or phone number?
Answer: No, because the system already knows you from previous mail id.

14. I have registered in SEAMBooks App still I'm getting an error message. What could be the reason?
Answer: Send mail giving full details about error message from your registered email id to support@seambooks.com We will get back to you within 24hrs with the solution. In order to help us more, you can take a screenshot of the error and describe the step which you performed with the error message.

15. I am trying to install and register in SEAM App but getting an error message, how can I fix it?
Answer: Send mail giving full details about error message from your registered email id to support@seambooks.com We will get back to you within 24hrs with the solution. In order to help us more, you can take a screenshot of the error and describe the step which you performed with the error message.

16. I have a dual sim mobile; can I download 2 SEAMBooks apps on the handset
Answer: No, you cannot log in from the same email id in 2 or more devices. Such activities are against the policy and terms of the SEAM Application and relevant account will be banned also liable for legal actions.

17. I have two mobile handsets; can I use the SEAMBooks app in both devices from the same Mail Id?
Answer: No, you cannot log in from the same email id in 2 or more devices. Such activities are against the policy and terms of the SEAM Application and relevant account will be banned and also liable for legal actions.

18. What if my money is deducted without the purchase of book

Answer: If money is deducted from your account, please share your payment receipt received over mail to our support team at support@seambooks.com.

19. Money is deducted but the book is not visible in a collection or not able to access a book?
Answer: If money is deducted from your account, please share your payment receipt received over mail to our support team at support@seambooks.com.

20. What if I forget my password?
Answer: There is a forgot password button available below the password field in the login screen. You just need to enter your email address and click on that forgot password button. Reset password link will be mailed on the provided/registered email id. Just check your email id and follow the procedure. In case of any difficulty, contact support team at support@seambooks.com.

21. What if I change my handset?
Answer: In this condition, you should Sign out from the old device and Sign-in into a new device, make sure you Sign Out from the old device.

22. What if my phone is being formatted?
Answer: After format, you have to reinstall the application from the App Store or Play Store and try to Sign in again, if you see the message "active session already exists" then for reactivation of user, you have to "submit a ticket" with the subject "SESSION-RESTORE" to support@seambooks.com.. We will get back to you within 24hrs with the solution.

23. Do I need to register with a specific internet service provider?
Answer: No. You can use any Internet Service Provider to access the SEAM App, However, Static Version of the SEAM books can be viewed without internet also.

24. How do I Sign out from the SEAMBooks App?
Answer: There is a menu button on the top left corner of the home screen. When you click on it, you will see the Sign out option in new appeared screen it.

25. How many payments mode SEAMBooks app can support?
Answer: Payment can be done using Credit Card/ Debit Card/ Net banking / Digital Wallets

26. How can I know regarding the updates or new books uploaded?
Answer: You will be informed regarding the updates or new books through SMS, emails and in-app notification.

27. Will I get the confirmation of the payment?
Answer: Yes, you will get the confirmation of payment via SMS and Email.

28. How many books can be stored in the SEAMBooks App?
Answer: It depends on your device storage capacity. If storage is available then you can store all the purchased books.

29. How will I know the changes made in the book?
Answer: You will be notified through SMS, emails, and app notification.

30. Can I print the SEAMBooks App book?
Answer: No, Terms and Condition applied.