Safari Ebook Loading Issue

Last Modified on 11/13/2024 12:00 pm EST

Having trouble loading ebooks on iOS/OS devices?

If you're noticing a blank white page when attempting to launch an ebook chapter on an iPhone, iPad, or MacBook device, it's possible that your device is not up to date running the latest version of Safari.

Please view the Norton Ebook Reader System Requirements and make sure you are running Safari version 16 or higher.

- **iOS iPhone/iPad Devices:** Go to the Settings app, select General, and Software Updates.
- **OS MacBook Devices:** Select the Apple menu in the top left corner, go to System Settings, select General, and Software Updates.

 If your device meets system requirements and updating does not resolve the issue, please open a support case and a specialist will assist you.