FAQs

What is iVOX?

Read, Watch, and Interact. All in one app!

iVox is an interactive storybook app for children ages 4-8. Designed for little hands and big imaginations, iVOX brings favorite stories to life with three dimensional characters and scenes that children can explore. Confident readers can practice their skills in a new and fun way, while emerging readers will be helped along by the engaging narration. iVox captivates children and parents by creating a truly educational and hands on reading experience.

It's as easy as downloading the app, selecting a book, and tapping play!

Where do I get iVOX?

iVOX is available for free with your local public library credentials.

If your library does not offer iVOX yet, be sure to ask when it will arrive!

What is the target age group for iVOX?

iVOX is available in a wide range of reading levels and is appropriate for children ages 4-8.

What you need:
• A library account from your local library.
• The iVOX app from the Apple or Google Play Store.
• An Android (i.e. Samsung, Google, etc.) or iOS (Apple) mobile device or tablet.

What to do:
• Download the iVOX app.
• Enter your zip code, library, and password associated with your library account.
• Choose your book and press play!

About iVOX experiences:
• Listen for the narration and the music. Adjust the audio volume on your device as necessary.
• 3D characters and scenes will pop up that correspond to the page. You can move your device up or down and zoom in or out by pinching the screen to enhance your viewing experience.
• A sound effect will play when it's time to turn the page. Simply tap the right arrow key to turn the page when you are ready.

Is registration required?

Registration is not required to use iVOX, and you will not have to enter any personal information. Simply open the app, enter your existing library account information and begin using the app. If you don't have a library account, you can visit your local library or become a member online.

What devices work with iVOX Books?

The iVOX app is supported by the majority of iOS and Android smart phones and tablet devices released since 2015.

Not all smart phones and tables have the gyroscope sensor required for the tilt option in the app to work for viewing the animation in different viewing angels. Please check with your device manufacture if your model contains the gyroscope sensor.

List of supported Apple devices:

Supported iPhone Models	Supported iPad Models:
iPhone 12 mini	iPad Pro 12.9-inch (4th generation)
iPhone 12	iPad Pro 12.9-inch (3rd generation)
iPhone 12 Pro	iPad Pro 11-inch (2nd generation)
iPhone 12 Pro Max	iPad Pro 11-inch (1st generation)
iPhone 11	iPad Air (4th generation)
iPhone 11 Pro	iPad Pro 10.5-inch
iPhone 11 Pro Max	iPad Pro 9.7-inch
iPhone XR	iPad Air (3rd generation)
iPhone XS	iPad Air 2
iPhone XS Max	iPad (8th generation)
iPhone X	iPad (7th generation)
iPhone 8	iPad (6th generation)
iPhone 8 Plus	iPad (5th generation)
iPhone 7	iPad mini (5th generation)
iPhone 7 Plus	iPad mini 4
iPhone 6s	
iPhone 6s Plus	
iPhone SE (1st generation)	

Android support

Operating system	Version 4.4 (API 19)+
CPU	ARMv7 with Neon Support (32-bit) or ARM64
Graphics API	OpenGL ES 2.0+, OpenGL ES 3.0+, Vulkan
Additional requirements	1GB+ RAM.
Supported hardware devices must meet or exceed Google's Android Compatibility Definition (Version 9.0) limited to the following Device Types: 1. Handheld (Section 2.2) 2. Television (Section 2.3) 3. Tablets (Section 2.6)	
1GB+ RAM. Supported hardware devices must meet or exceed Google's Android Compatibility Definition (Version 9.0) limited to the following Device Types: 1. Handheld (Section 2.2) 2. Television (Section 2.3) 3. Tablets (Section 2.6) Hardware must natively be running Android OS. Android within a Container or Emulator is not supported.	

Chromebooks

Chromebooks that support Android Apps on the Google Play store are supported by iVOX. Nearly every Chrome OS device launched since 2019 features Android app support unless the manufacturer specifies otherwise. Support on devices launched in 2018 and earlier is rolled out on a per-device basis, but the list of these devices is still growing.

Pre-2019 devices that can utilize Android apps: https://www.androidauthority.com/chromebook-linux-android-apps-874984/

Kindle Fire

- Kindle Fire HD 7
- Kindle Fire HD 8

How do I use iVOX?

You must be online to long in, browse the bookshelf and download books. Once books are downloaded, you do not need to be connected to the internet to enjoy the iVOX Book experience.

Download the iVOX app from the Apple or Google Play store.
When prompted, enter your zip code and select your library. Upon selecting your library, the login screen will appear where you will be asked for your library card number and PIN. Once validated, you will be in the iVOX App's main area where you can browse, search, and download iVOX Books. If you have any problems logging in, please contact your local library.

From the homepage bookshelf, choose a book and select "Check Out Now." Your book will begin download-ing immediately.
Once your book opens, a short tutorial will play showing you how to use iVOX. Tap the book cover and it will start playing automatically. A sound effect will let you know when it's time to turn to the next page; you can do so by selecting the RIGHT ARROW key. To go back a page, press the LEFT ARROW key. You can PAUSE / PLAY the book at any time.

To enhance your viewing experience, move your device UP or DOWN to see the 3D scenes from different angles. You can also pinch and zoom your screen to alter your experience.

To view how much time is remaining on your book, go to the Home Screen (Bookshelf) and select the "My Books" button located on the top right side of your screen (Orange circle with a down arrow). From the "My Books" section, you can check the time remaining and return and remove a book from your device.

Once you complete the book, you can read it again it by tapping the replay button just below the RIGHT arrow key. This will return you to the beginning of the book.

Do I need to be connected to the internet to use iVOX?
You must be online to log in, browse the bookshelf and download books. Once books are downloaded, you do not need to be connected to connected to the internet to enjoy the iVOX Book experience.

How do I return or delete a book from the app?

You can return or delete a book in your library at any time.

From the Home Screen (Bookshelf), press the "My Books" button in the upper right corner (Orange circle with a down arrow). Select the book you want to return and remove from your device.

Why is iVOX not working?

It could be that you do not have a compatible smartphone. Most iOS and Android devices smart phones and tablets models within the past 6 years should work, but older models my not have the processing speed ca-pable of supporting the animation.

For the tilt to work (moving the animation up or down), your device must have a gyroscope sensor. Most de-vices will have gyroscope sensors, but not certain phones and tablets may not have this option. Please check with your device manufacture to check if your device includes the gyroscope sensor.

Check your library credentials to ensure your account information is correct.

Verify that your local library offers iVOX.