

HyRead Mobile App 'HyRead 3' Frequently Asked Questions

1. What is 'HyRead'?

'HyRead' is a Chinese eBooks and eMagazines platform offering mainly titles published in Taiwan. It also includes Chinese publications from Hong Kong, China, Singapore and Malaysia. The content includes Fiction, Literature, Humanities, Business, Comics, etc. Users can access the eBooks and eMagazines via PC, or through the HyRead 3 mobile app which is available from the Apple App Store or Google Play Store.

2. What can I do with the app 'HyRead 3'?

This mobile application allows users to browse, checkout, download and read Chinese eBooks and eMagazines from NLB's HyRead collection. As an NLB library member with a myLibrary ID, you will be able to enjoy this service.

3. Where can I get this app?

The HyRead 3 app is free for download on iOS, Android and Windows devices.

iOS app

Search for 'HyRead 3' in the Apple App Store. Alternatively, use this [link](#) to locate the app.

Android app

Search for 'HyRead 3' in the Google Play Store. Alternatively, use this [link](#) to locate the app.

Windows app

Search for 'HyRead 3' in the Windows Store. Alternative, use this [link](#) to locate the app.



4. What are the recommended settings for the mobile apps?

For an optimal experience, HyRead recommends your mobile device should meet the minimum requirements listed below:

App Type	Compatible device	Operating system
iOS	iPhone, iPad, iPod touch	iOS 8.0 and up
Android	All android phones and tablets	Android 4.1 and up
Windows	All tablets, laptops and desktops	Xbox One, Windows 10 version 10586.0 or higher

For more information, refer to the HyRead 3 mobile app page:

<https://ebook.hyread.com.tw/Template/store/hyreadApp3/index.jsp>

5. Will I incur any cost when accessing eBooks and/or eMagazines via 'HyRead 3'?

Use of the app is free but standard carrier charges apply. Please check with your respective carrier for more information.

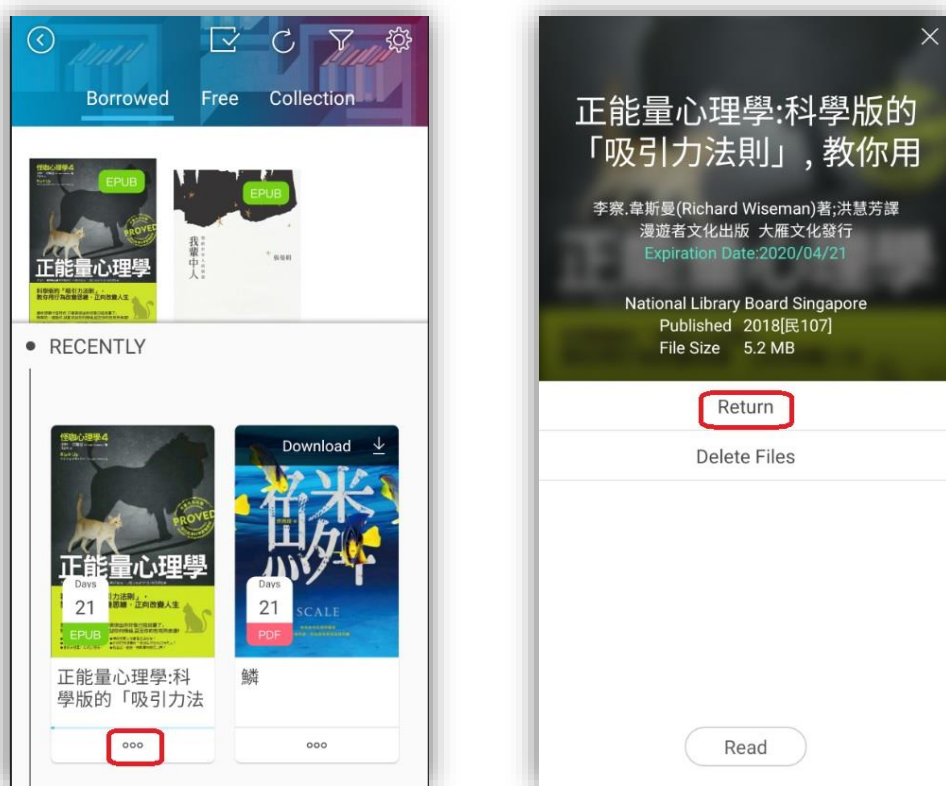
6. How many eBooks and eMagazines can I checkout/borrow?

Each account has a loan quota of 16 eBooks and 16 eMagazines. Please note that these loans are considered independent of your physical book loan quota with the libraries or your eBook/ eMagazine loan quotas with OverDrive, Apabi and iRead (formerly known as Airitibooks) services.

7. I need to free up loan quota, can I return the eBook and/or eMagazine even before the expiry date? If yes, how should I go about doing that?

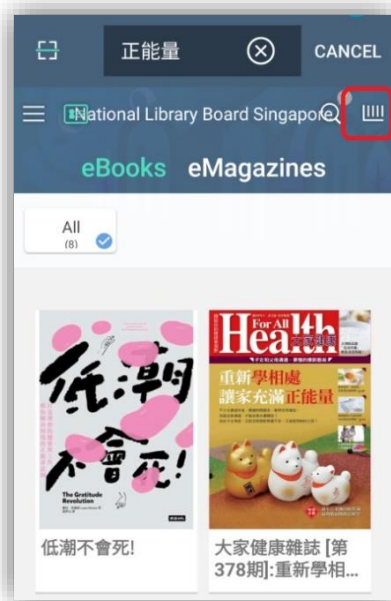
Yes, you can return an eBook and/or eMagazine early via the 'HyRead 3' mobile app.

At the 'Borrowed' page, tap on the 3 dots under the cover image, then tap on the 'Return' button to return the borrowed title.



8. Where are the eBooks/ eMagazines I have borrowed or downloaded? I can't find them.

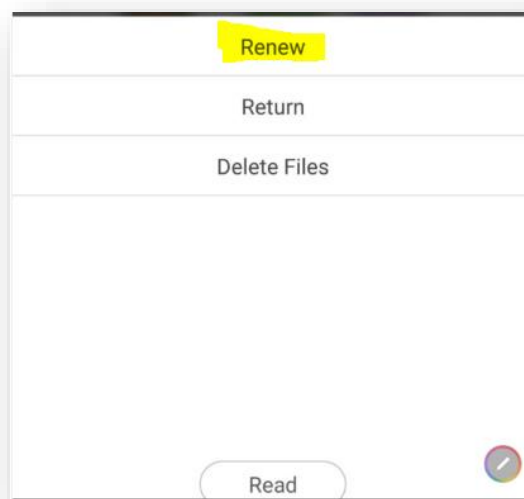
Borrowed and downloaded eBooks/ eMagazines are available under the 'Borrowed' view.



9. I would like to renew an eBook or eMagazine before the expiry date. How can I do this?

You can renew an ebook and/or eMagazine 3 days before the expiry via the 'HyRead 3' mobile app.

At the 'Borrowed' page, tap on the 3 dots under the cover image, then tap on the 'Renew' button to renew the title for 21 days.



10. I am not able to use the app and I need help. What should I do?

Please email our contact centre at enquiry@nlb.gov.sg and provide details of the issue you face e.g. the screenshot of the issue encountered.

A HyRead 3 step-by-step guide is also available from: <https://eresources.nlb.gov.sg/main/Help/HyRead>