

## HyRead Mobile App 'HyRead' Frequently Asked Questions

### 1. What is 'HyRead'?

'HyRead' is a Chinese eBooks/eAudiobooks 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 titles via PC, or through the HyRead mobile app which is available from the Apple App Store or Google Play Store.

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

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

### 3. Where can I get this app?

The HyRead app is free for download on iOS and Android.

#### iOS app

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

#### Android app

Search for 'HyRead' in the Google Play Store. Alternatively, 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	iOS 13.0 and up
Android	All android phones and tablets	Android 7.0 and up

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

<https://nlb.sg/ebook.hyread.com.tw/Template/RWD3.0/download.jsp>

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

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

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

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

**7. Where are the eBooks/eAudiobook or eMagazines that I have borrowed or downloaded? I can't find them.**

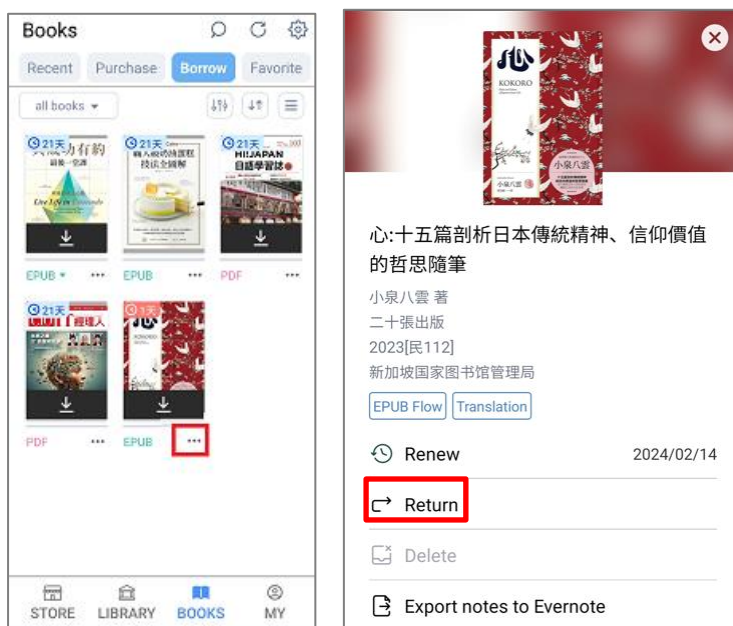
Borrowed eBooks/eAudiobook or eMagazines are available under the 'Books' > 'Borrow' page.



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

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

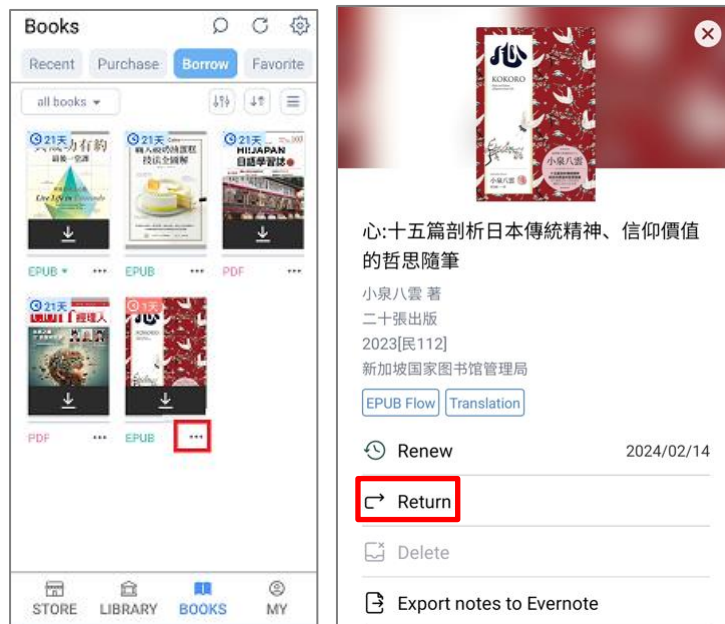
At the 'Borrow' page, tap on the 3 dots under the cover image, then tap on the 'Return' button to return the borrowed title.



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

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

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



**10. Can HyRead titles be read from eReaders e.g. Kobo?**

HyRead titles can be accessed through:

- The HyRead mobile app (available on iOS and Android devices)
- Compatible eReaders that support app installation

Please note that some eReaders, including Kobo, use closed systems and do not allow installation of third-party reading apps like HyRead.

**11. 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](mailto:enquiry@nlb.gov.sg) and provide details of the issue you face e.g. the screenshot of the issue encountered.

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