

# Axis 360 Mobile App Frequently Asked Questions (FAQ)

## What is Axis 360?

Axis 360 gives library and school users the ability to search, browse, and discover eBooks and/or digital eAudiobooks available for lending through their public library or school with ease. Designed to provide a mobile experience for users of the Axis 360 digital media library, the Axis 360 app lets you sync with your local library or school's digital collection, allowing you to check out materials in a user interface optimized for your device.

The free app allows you to browse, check out, and read ebooks or listen to eAudiobooks in a single app.

## What devices can I use?

- All iOS devices running iOS 7 or later (click [here](#) to download the app)
- All Android devices running Android 4.0 or later (click [here](#) to download the app)
- Kindle Fire devices, (click [here](#) to download the app) To view which Kindle Fire devices are supported, click [here](#)
- For Windows PCs, you can use our new Axis 360 Desktop Reader. Visit the App Zone to download
- For Mac computers, you can check out content via the library's Axis 360 website and then read it on your mobile device via the Axis 360 mobile app

## Are the Android/Kindle Fire versions of the app different from the iOS version?

The Axis 360 app is designed to conform to the user interface and functionality supported by the mobile device's Operating System. For example, menu items appear on the bottom of the screen for iOS and on the top of the screen for Android/Kindle Fire. Additionally, the Android/Kindle Fire app does not currently support the option to speed up playback when listening to an eAudiobook.

## How do I log in to the Axis 360 mobile app and library website?

- To log in to the mobile app, search for and locate your library, then enter your Library ID (this is usually your library card) and PIN (if required), and tap Log In. If you're a new user, you'll be prompted to create an account for the Axis 360 mobile app.
- To log in to the library's Axis 360 website, click the Login link and enter your credentials. If you're a new user, you'll be prompted to create an account for the Axis 360 website.

## What do I do if I can't remember my PIN?

- If you can't remember your PIN, just click the Forgot PIN? Link within the app and answer the Security Question you answered when you set up your Axis 360 account
- If you can't remember the answer to your Security Question, ask your librarian to reset your PIN

## **How do I check out content from the Axis 360 mobile app?**

To check out content, simply find the title you wish to check out and then tap the Check Out button. Your title will immediately begin to download and will open automatically inside the Axis 360 app.

Note: If you are on the library's Axis 360 website, click on the Check Out button next to the item you wish to check out.

## **Can I renew my eBooks and eAudiobooks in the mobile app?**

Not at this time. To renew your eBooks and eAudiobooks, log on to the library's Axis 360 website and renew your items via the Items on Loan list. You will receive an email notification when the title is available to check out again. Renewals via the mobile app are future development.

## **How do I return an eBook or eAudiobook early?**

If you are using the Axis 360 mobile app, you can return your title via the My Stuff section. In iOS, swipe to the left to reveal a Return button and then tap it to return your item. In Android, tap the menu icon next to the title you wish to return and then tap the Return button that appears.

If you are reading on the Axis 360 Desktop application, hover over the title and click the Info button. Click Return Item.

## **What do I do when I finish reading or listening to my digital content?**

Digital content will be returned automatically at the end of the checkout period.

## **If I place a title on hold, how will I know when it's ready for check out?**

You will receive an email notice when an on-hold title is available for you to check out.

## **What should I do when I receive notice that my on-hold title is ready for check out?**

Axis 360 provides a direct link to your Hold Queue within the email notification. Simply click on this link to go to the library's Axis 360 website and check out your book. You can also go directly to your Axis 360 mobile app and check out the title there.

### **When I place an item on hold, how can I tell where I am in line?**

The Axis 360 App On Hold list (found within My Stuff) will provide your current hold position, as well as the estimated hold period. When you are logged into the library's Axis 360 website, you can find your hold position within the Hold Queue list.

### **Why is there a wait list to check out digital content?**

Borrowing eBooks is similar to checking out physical books: there is one copy per patron. If another patron has already checked out an eBook, you can place it on hold.

### **How can I refine my search to show just eBooks or eAudiobooks?**

Tap the Filter link at the top of the screen when viewing search results. From the Filter page, you can choose to view only eBooks or eAudiobooks. You can also opt to display only content that is Available Now. Note that these filters will stay in place until you return to the Filter screen to disable them.

### **How can I refine my search to show only titles that are available now?**

Tap the Filter link at the top of the screen when viewing your search results. From the Filter page, select Available Now to view only titles that are currently available for check out. Note that these filters will stay in place until you return to the Filter screen to disable them.

### **How many titles can I check out at one time?**

To see the limits set by your library, tap on the Account button in the Axis 360 app. On the library's Axis 360 website, click on the My Account link to view checkout limits.

### **Can I remove a downloaded title from one device while still keeping it on another device?**

Yes. You can remove a title from one device by tapping Remove next to the title you wish to remove within your Checked Out Items list located in My Stuff. Please note that if you return an item (as opposed to removing it) from one device, it will be removed from all of your devices.

### **Can I set bookmarks in my titles? Will they sync across devices?**

Yes, you can create bookmarks within your eBooks and eAudiobooks. At this time, bookmarks are not synced across devices.

### **Can I use Apple's AirPlay to play my eAudiobook through Apple TV, Smart TV, or other consoles?**

Yes. To do so, please consult the help that was provided with your device.

### **Why won't my expired titles automatically be removed from my device?**

To avoid having to manually remove your expired titles, go to the Preferences page in the Axis 360 app and select Automatically Delete Expired Titles. Once you have done so, any time a title expires, it will be automatically removed from your mobile device.

### **Can I start listening to my eAudiobook before the download is complete?**

Yes. To immediately begin listening to your eAudiobook, tap Listen Now. The eAudiobook will begin to play while the file continues to download in the background.

### **How do I prevent my eAudiobook from automatically playing?**

Go to the Preferences screen in the Axis 360 app and turn off the Auto Play Title? option.

### **Can I download content on my mobile device without being connected to Wi-fi?**

Yes. You can download content on the Axis 360 mobile app via your cellular data plan. To enable this option, go to Preferences. You must have an internet connection to download any content to the Axis 360 Desktop application. Once titles have been downloaded, an internet connection is not required to read or listen.

### **Can I listen to an eAudiobook using the Axis 360 Desktop Reader on my PC?**

Not at this time. You can, however, listen to eAudiobooks within the Axis 360 mobile app.