

# audible

# PROJECT LISTEN UP

## GETTING STARTED GUIDE

As part of Audible's commitment to Newark, and to expand our ongoing collaboration with the city's high schoolers, Audible is launching Project Listen Up. As part of the program, all 15,000 participating students and teachers in Newark's district and charter schools will receive a free year of Audible membership, plus a custom library of more than 150 educator-selected Audible audiobooks. The package also includes a Fire tablet and headphones that students can keep. It's all designed to help students increase their vocabulary, their test scores, and develop a lifelong passion for books.

### SIGNING IN & GETTING STARTED

#### How do I sign in to my Fire tablet?

#### What is my username & password?

Every student and teacher participating in Audible's Project Listen Up has been given their own unique username and password. Your username and password have already been associated with your device and your device will recognize your account details when you turn it on. For reference, your username is your school email address. Both your username and password can be found inside the envelope inside your onboarding bag.

#### How do I change my password?

In order to change your password, go to the Settings app on your Fire device. Click on 'My Account,' then 'Amazon Account Settings,' then 'Account Settings.' Your Fire device may ask for you to enter your current password. Click on the 'Edit' link next to your password to change it.

#### I already have an existing Amazon/Audible account.

#### Can I link that account to this one?

No. You cannot link your Project Listen Up account to any existing Amazon or Audible account.

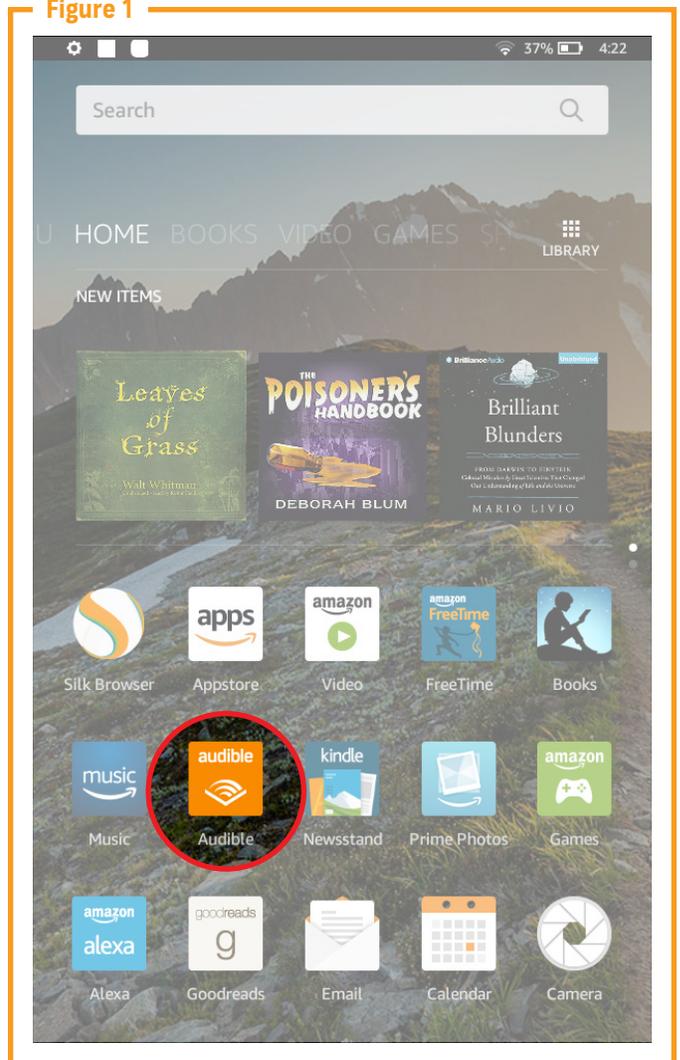
#### Where can I find Audible on my Fire tablet?

The easiest way to access your Audible account is to click on the Audible app icon located on your home screen (Figure 1). This will take you directly to your Audible library.

#### How do I sign in to Audible?

Your username and password for Audible is the same username and password for your Fire tablet. Once you

Figure 1



are signed in to the tablet, you will automatically be signed into the Audible app. Note that you can use these same credentials to log in to the Audible website or Audible app on other devices. For more information on listening to Audible on other devices, please visit [www.audible.com/howtolisten](http://www.audible.com/howtolisten) to learn more.

## YOUR AUDIBLE MEMBERSHIP

### What is included in the Audible Project Listen Up package?

Audible's Project Listen Up package includes free to all participating Newark district and charter high school students and teachers:

- One year of Audible membership
- A bundle of more than 150 educator-selected audiobooks
- Fire 7 tablet
- Audible headphones

### How does my Audible membership work?

Your free, one-year Audible membership comes with 12 audiobook credits. One credit is good for any audiobook in the Audible catalog, regardless of price. You will receive one credit per month for a total of 12 months as part of your membership.

### How do I use my audiobook credits?

To use your credits, search for any book within the Audible app on your Fire device. When you've found the audiobook you want to purchase, click the button that says 'Buy for 1 credit' to purchase (Figure 2). Click on the 'Listen Now' button to begin listening immediately (Figure 3). The audiobook will also appear in your library for future listening.

### Where can I see how many audiobook credits I have?

You will receive one audiobook credit per month as part of your Project Listen Up Audible membership. To see how many credits you have left, you must first sign on to the Audible website:

1. Open the "Silk Browser" on the home screen of your Fire tablet.
2. Enter "www.audible.com" into the browser's address bar.
3. Click on "Sign In" at the top right of the screen.
4. Enter your email and password.

Figure 2

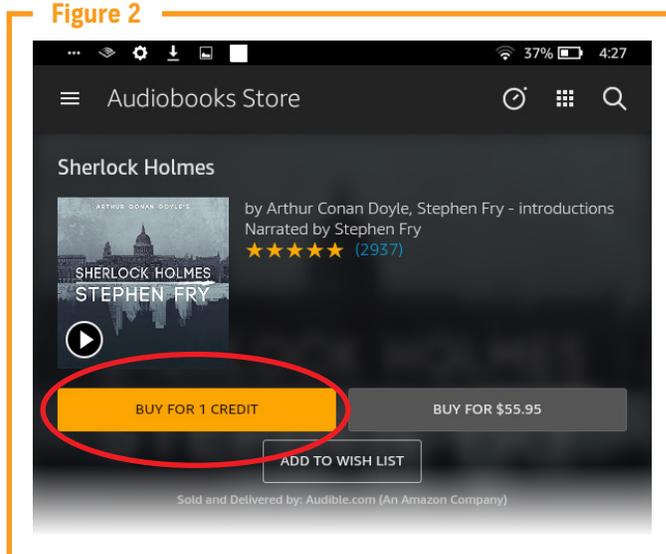
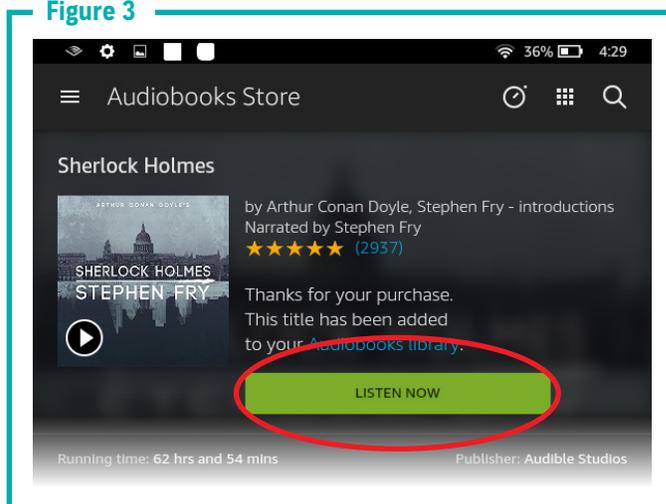


Figure 3



Once you have completed these steps, the number of credits you have will be displayed in the top right of the screen next to your name (Figure 4). Be sure to return to the app monthly to explore more titles and spend your new credits.

**How long do my credits last? Do they expire?**

You should check your account at least once a month to see if you have any unused credits available. You can only have a maximum of six credits in your account at any one time, so be sure to select your books and spend your credits when you receive them, otherwise you may lose them. The credit policy for Project Listen Up Audible memberships is the same as it is for the Audible Gold 12-month gift membership.

**Will Audible require a credit card to use the credits?**

No. The free 12-month gift membership, combined with your Audible account and 150+ free titles, will not require a credit card for access or use. However, any Audible purchases beyond the 12 free credits and 150+ free titles, as well as any Amazon purchases made on the Fire tablet, will require a credit card.

**What if I run out of credits?**

**Can I purchase additional books?**

To purchase additional audiobooks beyond your credit allotment, you must add a credit card (with permission from the credit card holder) to your account and follow the purchase instructions on the specific title page.

**Where is my bundle of 150+ free books?**

Your 150+ free books are already waiting for you in your Audible library (Figure 5). Go to your library in the Audible app and click on any title to start listening. Note that you must be connected to Wi-Fi to start listening.

**How were the 150+ free books selected for the bundle?**

**Are they required reading?**

Newark educators, Audible content experts, and Audible's Newark student interns (who are NPS and charter school students) helped compile the audiobooks in the Project Listen Up bundle. While many of these books will be used in class and may be "required reading," some were selected specifically as books that high school students might enjoy outside the school environment.

**What happens after my free year of Audible membership is over? Do I get to keep my books?**

Yes. After your free year of Audible membership is over, you will still have access to all the books in your library. This includes the 150+ free books that came with the Audible Project Listen Up package, plus any books you

Figure 4

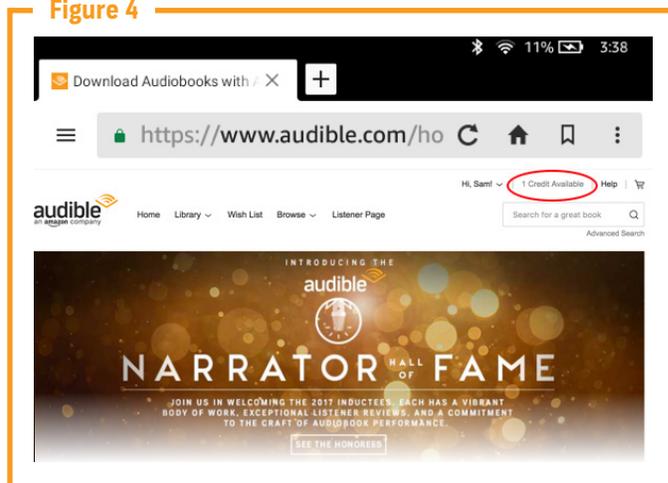
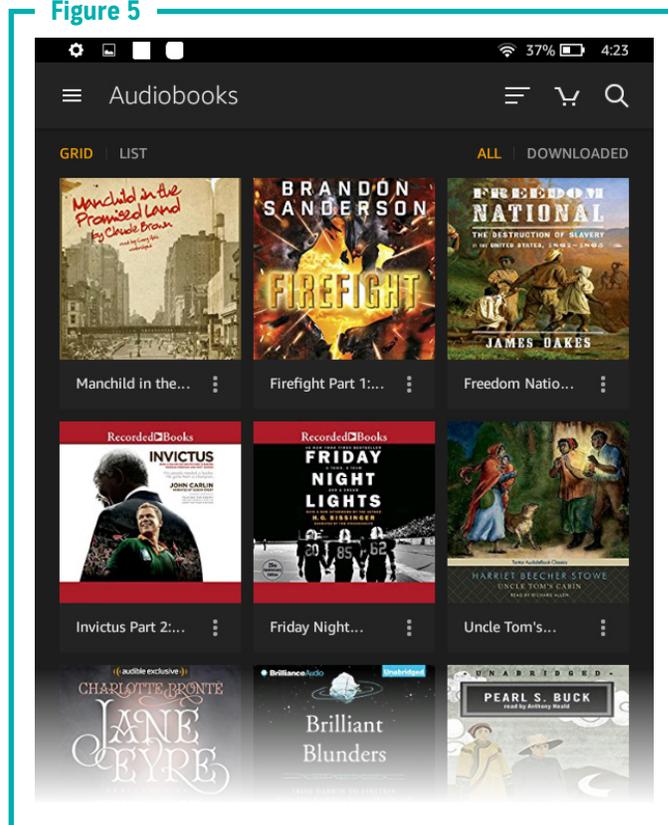


Figure 5



have purchased, either using your 12 free credits or with a credit card associated to your account.

## HOW TO LISTEN

### How do I listen to my books?

#### Do I need a Wi-Fi connection to listen?

You can stream any title and listen to it immediately, direct from your library. However, you must be connected to Wi-Fi to stream your title or to download it for offline listening. To download your title, click on the title in your library and it will begin downloading (Figure 6). Once downloaded, you can listen to your title anytime, anywhere, without an Internet connection.

#### Can I listen to Audible on other devices besides my Fire tablet?

Yes. You can listen to Audible on a number of additional devices using the Audible app, or online at [www.audible.com](http://www.audible.com). Visit [www.audible.com/howtolisten](http://www.audible.com/howtolisten) to learn more.

#### Will the Fire tablets be equipped with a cellular data package?

No. The devices will be Wi-Fi only. However, you can download all of the content in your Audible Library for offline listening when you don't have a Wi-Fi connection.

## ADDITIONAL INFORMATION

#### Do I get to keep my Fire tablet and Audible headphones?

Yes. The Fire tablet and Audible headphones are yours to keep forever.

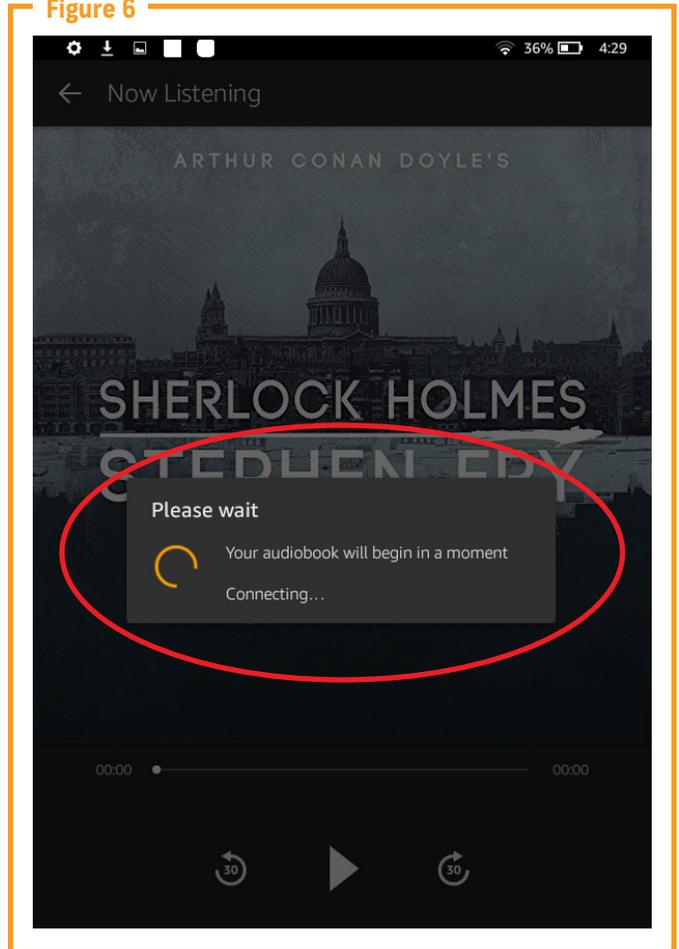
#### Why is Audible choosing Newark for this program?

Audible is a better company and a better place to work because of our decision to move to Newark ten years ago. We include many Newark high school students, Newark-born college students, and Newark-born and -educated people among our paid interns and employees. As we mark 20 years since we launched Audible.com, and ten years since we moved to Newark, we want to say thank you to our adopted hometown and its citizens through the Project Listen Up initiative.

#### Will I ever be charged for any of the items included with the Project Listen Up package?

No. There is no cost associated with the Audible Project Listen Up program. However, should you wish to purchase additional audiobooks above the 12 membership credits and 150+ free audiobooks, you will need to enter a credit card (with permission from the

Figure 6



credit card holder) and purchase books the same way as other Audible customers.

#### Is there a website for Project Listen Up?

Yes. There is a dedicated landing page for the Audible Project Listen Up program. Please visit: [www.audible.com/projectlistenup](http://www.audible.com/projectlistenup)

#### Who can I talk with if I have more questions?

If you have questions related to your Audible account, our dedicated Customer Care team is available to answer your questions 24/7. Please contact Audible customer support at: **1-888-283-5051** or via email at [customersupport@audible.com](mailto:customersupport@audible.com).

If you have questions regarding your Fire tablet, please contact Amazon customer service at **1-888-280-4364**.