

## **Customer Questions and Our Answers**

**1) I downloaded the free version and I cannot see the categories.**

An: On the iPad, the preferred view is the landscape mode. Some people lock their ipads in portrait mode and the categories are not shown. You can swipe left to right on the left hand side to see the categories. There is a toggle switch on the iPad. Please unlock and lock in landscape mode to use Able AAC free or paid.

**2) I bought the paid version and I cannot hear anything**

An: Your sound toggle switch is turned off. Please turn it on.

1. Double-click the Home button and swipe Task Bar to the right

2. Check the volume and mute settings. The mute button should not have a line across and the volume should be maximum. Please see below.



3) **Before I buy a voice I would like to hear or test them.**

An: We only provide HQ Acapela voices. To test them, go to Acapela Box product link below

<https://acapela-box.com/AcaBox/index.php>

You can put some text in the box, pick a voice and listen. We have more English voices than what is listed here. A windows computer with internet explorer or Google chrome or firefox should be used. Safari browser on Apple devices don't seem to work for the link above for some reason.

Able AAC free has 3 voices activated for the simple interface. Ryan, Heather, Kenny (child). Our intro video on YouTube has UK voice Graham. Just type ablevox.

Look for the intro video. We also have 20 videos in various international voices. There is 6 english voices in my audios category. Different accents. For English there are 20 HQ voices available for purchase. When you buy a voice you can modify speed and pitch and you will also get a pronunciation editor.

**4) Does Able work on the iPad.**

Able AAC works on all apple devices. iPad, iPad mini, iPhone, iPod touch. You only buy once. Use the same I'd and password, the app can be downloaded across all devices mentioned above. Hope we answered your question

**5) Does Able AAC work with Hebrew?.**

There is no voice engine available in Hebrew.

But you can do this. Create a new Hebrew language in Able. Choose a Hebrew keyboard on your apple device. Delete the English word, type the corresponding Hebrew word, record your voice, Able makes it easy to do this. This is a little tedious, but you will have a AAC in your language.

**6) I received your email about the multilingual app AbleVox. Is the app multilingual in the sense that two languages can be used at once (for bilingual Eng-Chinese kids with some**

**vocabulary in either language but not both)? If not, do you know any apps that do this?**

Thanks for your question. You can do 2, 3 or 4 languages at the same time Eg Child uses Chinese at home. Comes to school, switches to English. The databases for each language is separate. If you put 10 new words or phrases in the English database. It will not appear for Chinese vice versa. For Able AAC, the particular language database comes with the voice purchase. For example Dutch has 8 voices available for purchase. If you buy 1 Dutch voice or all 8 dutch voices. You will have one Dutch database which all Dutch voice engines read off. Hope we answered your question.

**7) I downloaded the lite version of the app, but I can't open it. It starts to open, then it crashes. I have an ipad 3 with IOS6**

Thanks for letting us know. Sorry about your issue, we will try to resolve your problem. We have had several thousand downloads with no issues. There are 3 reasons why the app will not run.

A insufficient ipad memory

B incomplete or interrupted first time launch

C incomplete or interrupted download

A) insufficient memory

what is the memory size of the iPad (16, 32 or 64 gb) how much have you used.

To find this go iPad settings, touch General, then touch usage. On the top left under storage it will tell you how much memory is available. Able free needs 191 mb to launch. If you have enough then we will go to the next step.

B) interrupted first time launch.

The app needs 90 seconds or so to unzip its internal files the first time.

Lets kill the app and restart. Double click the home button, you will see the apps running in the background on the bottom. Look for Able AAC free, then touch and hold it for two seconds. You will see a x on top of the icon. Touch it again. The app will disappear and is not running in the background. Touch the home button restart Able AAC free. If it does not work. Go to the next step.

C) incomplete or interrupted download

Remove the app from the iPad. Touch the app and hold for 2 seconds. You will see a x on the top touch again. Reload the app.

**8) So just to clarify, if my student purchased Able AAC then he could have one user file saved in English, then switch to a different user or**

**file saved in Spanish or another language available on the app? What we're looking for is a smooth interface between what is stored in English and used at school and what's stored in Spanish and used at home**

If you buy 3 English voices and you save say peanut under One of the voices it will only appear for all 3 English voices. The Spanish database is completely separate. The parent or child will have to add peanut to the Spanish database.

You also can do this, your student learnt 6 new English word today, you can add the six English words to both databases (Spanish and English). If you don't know Spanish, tell the parent through the Notes category what you did. They can convert the six English words in the Spanish database to Spanish using the Spanish keyboard. The character set for Spanish and English is fairly close so this works. Even if you don't convert it, the Spanish voice engine will say the English word, but not perfectly. (pitch and speed)

If you have any questions, please let us know. We are ready to help.

**9) Are they any voices for Norwegian and are they for children**

These are three voice engines available for Norwegian.

Norwegian: Bente, Kari, Olav

Each engine cost us \$ 9.99. With the purchase of any voice engine you are given 2 parameters to modify. Voice pitch and speed. You can adjust it to make it sound more child like.

**10) I downloaded the free version, there are no sounds. Why do you put out a evaluation copy without any sound**

The simple interface for Able AAC Free has the voices activated. Heather, Ryan and Kenny (child). To switch go to settings looks like a gear (bottom right). Touch languages then pick the voice then save

**11) I found several inaccuracies with Spanish and Arabic translation. You need to fix it before you put it out.**

We are making the corrections. The translation was done using a tool called Google translate. When you pay 9.99 for a international voice you are just paying for the voice. We are providing a free translation service. Corrections can be

made very quickly on your end if you find a  
issue using the edit button.