

Frequently Asked Questions about the Voxa App

General Questions

What are the operating system requirements to install the Voxa app?

The minimum OS requirements are Android 8 or later, and iOS 14.0 or later. For Android devices, Google Play Services must be available.

Can e-books and audiobooks be accessed through a browser?

Only audiobooks can be accessed via a web browser.

Can e-books be read on an eReader (e.g., Kindle, Kobo, etc.)?

For now, e-books can only be read within the Voxa app (iOS / Android).

Can I read/listen to a title purchased from another platform in the app?

Currently, only the titles available on the Voxa platform can be read or listened to.

Can I download an e-book/audiobook to listen offline?

Yes, you can download content from the app. On Android devices, it will be saved for 7 days. On iOS devices, it will be saved for 30 days.

If I travel abroad, can I still access Voxa content?

Yes, Voxa content can be accessed from anywhere in the world.

What payment methods are available and where can I download my invoice?

Payment methods for subscribing are:

- Card payment (via the website)
- Apple / Google payment (from your iOS / Android device)

If you pay by card via the website, invoices can be found in your Voxa account by clicking "Update payment details."

Currently, we issue invoices only for individuals, not for companies.

What is the maximum number of devices I can use with one Voxa account?

The number of devices may vary depending on your subscription plan.

I have an active subscription, how do I cancel it?

Sorry to see you go! To cancel, go to:

Profile > My Account > Subscription Details > Change Subscription > Cancel Subscription.

Cancellation must be done from the same platform it was activated on (Web, iOS - Apple Pay, Android - Google Pay).

I have a subscription activated via Apple. How do I cancel it?

You can cancel it either from the Voxa app (see above), or directly from your iOS device:

Settings > Apple ID > Subscriptions > Voxa Unlimited > Cancel Subscription.

More information can be found [\[here\]](#).

What happens after the trial period ends?

After the trial ends, the selected subscription will continue at the price chosen during activation.

What happens if I cancel the subscription before the current period ends?

After canceling, you will still have access to all Voxa features until the end of your paid (or trial) period. You can reactivate your subscription at any time, but you won't receive another free trial.

"Refer a Friend" Program

What is the "Refer a Friend" program?

The "Refer a Friend" program allows any active Voxa user to invite friends to join Voxa. You'll get **one free month** for each friend who activates a subscription using your referral.

Note: iOS policy does not allow stacking multiple coupons. You can only benefit from **one** free month on iOS. We recommend using this program with subscriptions activated via the website (voxa.ro) or Android (Google Play).

Who is eligible for the program?

All users with an active Voxa account are eligible.

What are the benefits?

You'll receive a **discount coupon for one free month** for each friend who subscribes through your referral.

You can use the coupon whenever you like – it doesn't expire.

Coupons can be combined with other offers.*

*Except for subscriptions via Apple Pay, which can only use one discount coupon. This limitation is set by Apple, not Voxa.

How do I activate the program?

1. Go to **My Profile** and copy your referral link
2. Share the link with your friends
3. When a subscription is activated through your link, you'll receive a one-month free coupon
4. In **My Profile > Discount Coupons**, you can track and apply your coupons