

# kindle fire

## Tips for Beginners

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## 1. WHAT IS A KINDLE FIRE?

**Tablet:** The Kindle Fire is a tablet computer. “Tablets are the perfect choice for a take-it-with you, do-all, device, good for e-mail, web surfing, action games and more. Displays are crisp and bright enough for you to enjoy movies, books, magazines, etc.” (Consumer Reports, August 2012, page 38.)

**Compare Kindle Fires:** Go to Exhibit B for detailed information.

**Wi-Fi:** All Kindle Fires access information via "wireless fidelity". The term refers to certain kinds of wireless local area networks, or WLAN (as opposed to LAN, or computers that are networked together with wires). At home, you will need a modem to update information. WI-Fi is available free at most public buildings, hotels and restaurants.

**4G:** Some Kindle Fires are available with 4G LTE capability. This refers to the fourth generation of mobile telephony (that is, cellular) technology. 4G requires an extra charge subscription from AT&T or Verizon.

## 2. WHERE CAN I GET HELP?

**Kindle Fire Device:** Tap the question mark (?) Help app. All Fires have a User Guide and Phone & Email support. ... In addition, **HDX has Mayday:** Live on-device expert technical support just a tap away, available 24/7, 365 days a year, and it's free. Expert will tell you how to do it, show you how to do it, or do it for you. No other tablet has this.

**Amazon:** [www.amazon.com/devicesupport](http://www.amazon.com/devicesupport) . Select your device and find 64 Help topics in 14 categories.. ... You can watch helpful videos at [www.amazon.com/help/kindlevideos](http://www.amazon.com/help/kindlevideos) Customer Support **1-866-216-1072**.

**Computer Club of Hot Springs Village:** [www.cchsv.org/sig](http://www.cchsv.org/sig)

**e-Books:** Go to Books, Store and search on “Kindle Fire HDX”. The last time I checked, I found 110 matching titles. You may want to “Refine” this by Customer Reviews, Price, etc. Almost all can be borrowed for free with a Prime membership (see Section 5).

### 3.1. APPS (Applications) & GAMES

**Free:** Get “Today’s Free App of the Day” (Apps-Store, upper left). Also, look at “Recommended For You”.

**Menu:** Note “Collections”, App Store – Categories, Help.

**Categories:** Amazon offers 29 categories of apps. Among them are: Books & Comics, City Info, Communication, Cooking, Education, Entertainment, Finance, Games, Health & Fitness, Kids, Lifestyle, Music, Navigation, News & Magazines, Novelty, Photography, Podcasts, Productivity, Real Estate, Reference, Ringtones, Shopping, Social Networking, Sports, Themes, Travel, Utilities, Weather, and Web Browsers. Each category has several sub-categories.

**Types of Apps:**

- **Stand Alone:** These do not require Wi-Fi. You can use them in the car when traveling. Examples include: Andoku Sudoku, CIA World Factbook, North American Trees, and MobilLearn Talking Phrase Book.
- **Requires Wi-Fi:** Examples include: MapQuest, Tune In Radio, The Weather Channel, and MONEY Magazine (requires subscription).
- **Half & Half:** These work without Wi-Fi, but require Wi-Fi for added features. Examples include: USA Today 24/7, Art Authority, and Classical Music: Essential Collection.

**Apps that will save you money:** The June 2012 issue of Money Magazine contains “The 35 Best Money Apps”. The 5 categories are: Banking & Budgeting, Investing, Home, Cars, Travel and Shopping.

**Updates:** You will be notified of free updates for the apps you “purchased” (even the free ones).

### 3.2 BOOKS, AUDIOBOOKS & NEWSSTAND

**Menu:** Note “Collections”, Categories (31), 3.8 million books, Immersion Reading, Kindle Owners Lending Library, Help.

**Amazon:** Buy at Books, Store. Get free books with Prime or search on “0.00”.

**Kindle Owners’ Lending Library:** 270,000 “free” books require Amazon Prime (see section 5). No waiting. No due dates. One per month.

**Libraries:** Garland and Saline County residents can borrow e-books from their county’s respective library and the Central Arkansas Library System (CALs). For more information go to <http://www.cchsv.com/kindle.html>. Click on the applicable Handout.

**Lending Kindle Books:** Some Kindle books can be loaned to another reader for a period of 14 days. Titles eligible for lending will have “Lending: Enabled” on the product detail page. You can send it from Manage Your Content and Devices ([www.amazon.com/mycd](http://www.amazon.com/mycd)).

**Enhancements:** Immersion Reading, Text-to-Speech, X-Ray, Dictionary/Wikipedia, Translate, Underline, Notes, Kindle Lending Library, and Collections.

### 3.3 MUSIC

**Menu:** Note Cloud Library, Prime Music, Help.

**Buy:** Buy music from Music - Store. (Buy audio books at Books - Store or Apps - Audible.).

**Free:** If you have bought any music (CDs) from Amazon since 1998, you can get a free MP3 version (compatible with your Kindle Fire) on your Cloud. For more information check on the AutoRip service.

**Load CDs into Kindle Fire:** For detailed instructions, go to [www.cchsv.com](http://www.cchsv.com) (Kindle Users Group, Handouts “Steps to turn a music CD into MP3 files, on your computer, and transfer them to your Kindle).  
**Play Fire on car radio:** Use a 3.5mm Stereo Audio Cable. (Amazon does not recommend the use of a USB connection.)

### 3.4 VIDEOS

**Menu:** Note Prime Video and Help.

**Movies & TV Shows:** You can watch over 120,000 movies and TV shows on your Kindle. Many free with Prime. If you have a Kindle Fire HD or HDX, you can watch them on your HD television.

**HD HDMI:** Buy an HDMI cable with the following two connectors: Type A (for HDTV) with type D micro-USB (for Kindle Fire HD). On your TV, you will need to set-up the HDMI input/source. For help, phone the Amazon Instant Video specialists at 866-749-7539. (Note that this only works with the original 2012 Kindle Fire HD, not the 2<sup>nd</sup> generation 2013 Kindle Fire HD.) Also note the Amazon Kindle TV Fire Stick.

**HDX Mirroring:** Help, User Guide, Connect Wirelessly, Mirror Your Display on Your HD TV or Media Streaming Device. Also reference Second Screen.

### 3.5 WEB

**Menu:** Bookmarks, Help

**Too Many Open Tabs:** Press tabs (at top) then “Close All Tabs”.

### 3.6 PHOTOS & DOCS

**Screenshot:** Press and hold the reduce-volume button and the power button together for a second, and an animation will appear indicating that a screenshot was taken. The screenshots are saved in your Photos section of the Shortcut Bar.

**Camera:** Help(?), User Guide, “Take & Manage Photos and Personal Videos”.

**Transfer Files:** You can e-mail attachments to Docs or Photos via your Kindle Fire e-mail address (Settings, My Account, xxx@kindle.com).

## 4. E-MAIL & SOCIAL NETWORKS

**App:** Your Kindle Fire comes with an app for email and an app for managing your email contacts. You can read your email, send emails and even view email attachments. For more information, go to: Help(?), User Guide, “Communicate with E-mail, Contacts, and Calendar”.

**Web:** Another E-mail method is via your existing Internet Service Provider (ISP). Tap Web, search for your ISP, enter your Username and Password and Log In.

**Social Networks:** To set up Facebook and/or Twitter: Go to Setting, My Account, Social Network Accounts.

## 5. AMAZON PRIME

**Benefits:** As an Amazon Prime member, you get the best of Amazon on your Fire. Watch a movie, read a popular Kindle book and get Free Two-Day Shipping when you shop with your prime membership. ... Amazon Prime includes: Prime Photos (Get secure free photo storage and automatic photo backup with anywhere access.) Prime Music (Listen to over a million songs and hundreds of playlists.) Free Two-Day Shipping (Get fast, free shipping on over 20 million items.) Prime Instant Video (Watch over 40,000 movies and TV episodes. **Replace Netflix?**) Kindle Owners Lending Library (the ability to borrow books). ... The annual cost is \$99. Amazon offers a free month of Prime for new users.

## 6. AMAZON CUSTOMER SERVICE ANSWERS

**Battery Charging:** 1) You should charge your Kindle Fire when you see the message: “Low Battery, only 15% remaining.” 2) Charging the battery before it is fully depleted, does not affect the Kindle. 3) If you're not using your Kindle Fire, it's best to shut down the device completely and turn it on when you need to use it. 4) Other battery saving suggestions: lower screen brightness, turn off wireless, lower screen timeout, reduce email inbox check frequency, use headphones, and adjust notification settings.

**Transfer Files:** You can “sideload” files (e.g., Microsoft Word, Excel and PowerPoint) from your computer to the Kindle Fire. Connect the computer to the Fire via a USB 2.0 (micro-B connector). Drag & Drop. (5/18/2012). ...

**File Types:** The Kindle Fire recognizes the following: Document Formats: (AZW, TXT, PDF, MOBI, PRC, DOC, and DOCX). Image Formats (JPEG, GIF, PNG, BMP). Music Formats (MP3, Non-DRM AAC, MIDI, OGG, WAV). Video Formats (MP4, VP8). Audible.com (AA, AAX). .....(12/6/2012)

**Anti-virus Protection:** The Kindle Fire device itself does not require an anti-virus program. This is because Kindle Fire comes with preloaded security malware which is built-in. The Kindle Fire will not be affected by any virus or malware functions and hence they do not recommend to install any external anti virus. Furthermore, any non-recommended external anti-virus program may cause damage to the functioning of the device as Kindle Fire comes with preloaded security malware. Browsing websites from the device is always free from virus attacks. ... Sending an email and attachment to your Kindle Fire won't affect your device (5/9/2012 & 1/11/2013). If you are only getting your apps from Amazon, there is no need to get an anti-virus app for it.

**Warranties:** The Fire comes with a one-year limited warranty. An optional 2-year warranty ranges in price from \$45 to \$99 depending on the model. The warranty plus accident protection is available from Square Trade Inc. For more details go to [www.amazon.com](http://www.amazon.com).

**Trouble Shooting:** If you have issues with your Kindle Fire try a “hard reset”. Press and hold the power button for 20 seconds and then release. Then press the power button to restart your Fire.

**Change Kindle Fire Name:** [www.amazon.com/manageyourkindle](http://www.amazon.com/manageyourkindle), Manage Your Devices, Edit, enter new name and click Update, connect device to Wi-Fi to update device.

**Collections:** This feature is available in Apps, Books, Newsstand, Audiobooks and Docs, on the HDX and the HD (2<sup>nd</sup> generation 2013).

**Storage/Cloud:** The Fire's base storage is adequate for most users since Amazon offers free Cloud storage: for all purchases made from Amazon (Games, Apps, Books, Videos, Music, Audiobooks), all photos (with Prime), plus 5GB for personal items (Docs etc.) If desired, one can buy additional Cloud storage. For more information call 1-866-395-6761.

## 7. COMPARE FIRE TABLET TO KINDLE E-READER

### **Functional:**

- **Both:** Read e-books, web browsing, downloading, magazines, newspapers, and documents.
- **Fire adds:** E-mail, apps, camera(s), photos, music, audio books, videos, streaming, and Mayday.

### **Technical Advantages:**

- **Fire:** Color, display resolution, display size, processor speed, storage, landscape mode.
- **E-reader:** Lower weight, increased battery life, no glare.

**Compare e-readers:** Go to <https://www.amazon.com/compare-kindleereaders> .

**2014:** The 6-inch Fire HD tablet has the same screen size as a Kindle e-reader. The tablet has a lower price than 2 of the 3 e-readers!

## EXHIBIT A

### CONSUMER REPORTS BUYING GUIDE 2015 Recommended Tablets (Wi-Fi Only)

|    | <b>Best Buy</b> | <b>Brand &amp; Model</b><br>CR evaluated 42 7 to 8 inch Wi-Fi Tablets | <b>GB</b> | <b>Price</b> | <b>Overall Score</b> | <b>Operating System</b> |
|----|-----------------|---|-----------|--------------|----------------------|-------------------------|
| 1  |                 | <b>Samsung</b> Galaxy Tab Pro 9.4                                     | 16        | \$330        | 87                   | Android                 |
| 2  |                 | <b>Samsung</b> Galaxy Tab S 8.4                                       | 16        | 400          | 86                   | Android                 |
| 3  |                 | <b>Apple</b> iPad Mini with Retina Display                            | 16        | 400          | 83                   | iOS                     |
| 4  |                 | <b>Google</b> Nexus 7   | 16        | 230          | 81                   | Android                 |
| 5  |                 | <b>Acer</b> Iconia W4820-2466   | 64        | 350          | 80                   | Windows                 |
| 6  | Yes             | <b>EVGA</b> Tegra Note 7  | 16        | 200          | 80                   | Android                 |
| 7  | Yes             | <b>Amazon</b> Kindle Fire HDX   | 16        | 200          | 78                   | Android                 |
| 8  |                 | <b>Dell</b> Venue 8 Pro   | 32        | 250          | 78                   | Windows                 |
| 9  | Yes             | <b>Toshiba</b> Encore)  | 32        | 200          | 77                   | Windows                 |
| 10 |                 | <b>Samsung</b> Galaxy Tab 4 8.0                                       | 16        | 270          | 77                   | Android                 |
| 11 | Yes             | <b>LG</b> G Pad 7.0   | 8         | 150          | 77                   | Android                 |
| 12 |                 | <b>LG</b> G Pad 8.3   | 16        | 250          | 76                   | Android                 |
| 13 |                 | <b>Samsung</b> Galaxy Tab 3 8.0                                       | 16        | 250          | 75                   | Android                 |
| 14 |                 | <b>Samsung</b> Galaxy Tab 4 7.0 (Nook)                                | 8         | 180          | 74                   | Android                 |

|    | <b>Best Buy</b> | <b>Brand &amp; Model</b><br>CR evaluated 30 9 to 12 inch Wi-Fi Tablets | <b>GB</b> | <b>Price</b> | <b>Overall Score</b> | <b>Operating System</b> |
|----|-----------------|--|-----------|--------------|----------------------|-------------------------|
| 1  | Yes             | <b>Samsung</b> Galaxy Tab Pro 10.1                                     | 16        | \$400        | 88                   | Android                 |
| 2  |                 | <b>Sony</b> Xperia Z2 Tablet   | 16        | 500          | 86                   | Android                 |
| 3  |                 | <b>Samsung</b> Galaxy Note Pro 12.2                                    | 32        | 650          | 86                   | Android                 |
| 4  |                 | <b>Samsung</b> Galaxy Tab S 10.5                                       | 16        | 500          | 86                   | Android                 |
| 5  |                 | <b>Samsung</b> Galaxy Tab Pro 12.2                                     | 32        | 550          | 85                   | Android                 |
| 6  |                 | <b>Apple</b> iPad Air  | 16        | 500          | 84                   | iOS                     |
| 7  |                 | <b>Samsung</b> Galaxy Note 10.1 2014 Edition                           | 16        | 500          | 83                   | Android                 |
| 8  | Yes             | <b>Amazon</b> Kindle Fire HDX 8.9                                      | 16        | 340          | 82                   | Android                 |
| 9  |                 | <b>Apple</b> iPad with Retina display                                  | 16        | 400          | 79                   | iOS                     |
| 10 |                 | <b>Microsoft</b> Surface Pro 3   | 128       | 1,000        | 77                   | Windows                 |
| 11 |                 | <b>Microsoft</b> Surface 2   | 32        | 450          | 77                   | Windows                 |
| 12 | Yes             | <b>Samsung</b> Galaxy Tab 4 10.1                                       | 16        | 350          | 76                   | Android                 |
| 13 | Yes             | <b>Lenovo</b> Yoga Tablet 10 HD+                                       | 32        | 350          | 76                   | Android                 |
| 14 | Yes             | <b>Samsung</b> Galaxy Tab 3 10.1                                       | 16        | 330          | 75                   | Android                 |

Consumer Reports reviewed a total of 93 tablets. 45 were recommended. 10 were labeled “Best Buys”. Two of the 10 were Amazon Kindle Fire HDX’s! See pages 116 – 121 for more information.

“Amazon Ranks Highest in Customer Satisfaction with Tablet Computers”. (J.D. Power 2014 U.S. Tablet Satisfaction Study – Volume 2. October 30, 2014.)

## EXHIBIT B

### Erwin's Buying Guide

As of September 18, 2015

| Sept | Gen | Models (Base)    | Wi-Fi + 4G Option | GB (2) | Pixels /Inch | Speed GHz | Wgt Oz | Mayday (3) | HD TV | Cam | Original Price | Lowest Price (Used) |
|------|-----|------------------|-------------------|--------|--------------|-----------|--------|------------|-------|-----|----------------|---------------------|
|      |     | <b>7 Inch</b>    |                   |        |              |           |        |            |       |     |                |                     |
| 2015 |     | Fire             | ---               | 8      | 171          | 1.3       | 11.0   | Mayday     |       | 2   | \$49           |                     |
| 2014 | 4   | Fire HD          | ---               | 8      | 216          | 1.5       | 11.9   | ---        | No    | 2   | \$139          | \$79                |
| 2013 | 3*  | Kindle Fire HDX  | 4G                | 16     | 323          | 2.2       | 10.7   | Mayday     | Stick | 1   | \$239          | \$118               |
| 2013 | 3   | Kindle Fire HD   | ---               | 8      | 216          | 1.5       | 12.2   | ---        | No    | --- | \$139          | \$62                |
| 2012 | 2*  | Kindle Fire HD   | ---               | 16     | 216          | 1.2       | 13.9   | ---        | Cable | 1   | \$199          |                     |
| 2012 | 2   | Kindle Fire      | ---               | 8      | 169          | 1.2       | 14.1   | ---        | No    | --- | \$159          | \$50                |
| 2011 | 1*  | Kindle Fire      | ---               | 8      | 169          | 1.2       | 14.6   | ---        | No    | --- | \$199          | \$35                |
|      |     | <b>8 Inch</b>    |                   |        |              |           |        |            |       |     |                |                     |
| 2015 |     | Fire HD          | ---               | 8      | 189          | 1.5       | 11.0   | Mayday     |       | 2   | \$149          |                     |
|      |     | <b>8.9 Inch</b>  |                   |        |              |           |        |            |       |     |                |                     |
| 2014 | 4   | Fire HDX         | 4G                | 16     | 339          | 2.5       | 13.2   | Mayday     | Stick | 2   | \$379          | \$299               |
| 2013 | 3   | Kindle Fire HDX  | 4G                | 16     | 339          | 2.2       | 13.2   | Mayday     | Stick | 2   | \$379          | \$224               |
| 2012 | 2   | Kindle Fire HD   | 4G                | 16     | 254          | 1.5       | 20.0   | ---        | Cable | 1   | \$299          | \$175               |
|      |     | <b>10.1 Inch</b> |                   |        |              |           |        |            |       |     |                |                     |
| 2015 |     | Fire HD          | ---               | 16     | 149          | 1.5       | 15.2   | Mayday     |       | 2   | \$229          |                     |
|      |     | <b>6 Inch</b>    |                   |        |              |           |        |            |       |     |                |                     |
| 2015 |     | Fire HD          | ---               | 8      | 252          | 1.5       | 10.1   | Mayday     |       | 2   | \$99           |                     |
| 2014 | 4   | Fire HD          | ---               | 8      | 252          | 1.5       | 10.1   | ---        | No    | 2   | \$99           | \$69                |

(\*) Owned by Erwin Hoefl. "Lowest Sale Price", *italics* = used.

- (1) Wi-Fi is standard on all models. 4G LTE is available on selected models at an extra cost (\$100) plus a Phone Data Plan.
- (2) Base storage is shown. Increased storage is available up to 64 GB (\$20 - \$100). Use free Cloud instead.)
- (3) All models include a User Guide, Phone & Email support and Tutorials. The HDX models include Mayday (see below.)

#### 1) Notes:

- a) Compare: To compare Fire tablet computers: <https://www.amazon.com/compare-kindlefiretablets>
- b) Kids: Several "Kid's Editions" are available. Not covered here.
- c) General: Newer models offer: higher resolution (pixels/inch), a faster processor (GHz), lighter weight, camera(s), longer battery life, more speakers, stronger Wi-Fi, more functionality, etc.

#### 2) Fire Tablet Computer Recommendations:

- a) Recommendation: Recommend you buy or upgrade (trade-in) to "Mayday" models.
- b) Mayday: Live on-device expert technical support just a tap away, available 24/7, 365 days a year, and it's free. Expert will: tell you how to do it, show you how to do it, or do it for you. No other tablet has this!
- c) HDX Functional Features: Mayday, Collections (Apps, Books, Newsstand, Audiobooks, and Docs), Photos (Share & Print), Web (Bookmarks & History), Email (empty Trash), Fire Stick, etc.
- d) HDX Technical Features: Higher resolution, faster processor, longer battery life, larger optional storage, less weight, and "mirroring" (via Fire TV Stick).
- e) Sales: Watch for the 2015 sales (Black Friday November 27 and Cyber Monday November 30).
- f) Trade-In Program. Go to <http://amazon.com/tradein/howto> or <http://amazon.com/tradein>. (For the highest trade-in have original package, all contents and in good condition).