



**Amazon Fire TV User Guide**



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# Amazon Fire TV Basics

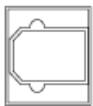
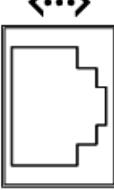
Learn how to navigate and access content and settings on Amazon Fire TV.

## Hardware Basics

Locate power, HDMI, and Ethernet ports on your Amazon Fire TV device.



Port	Description
POWER 	The power port connects the included power cord from Amazon Fire TV to a power outlet. To turn off Amazon Fire TV, unplug the power cord from the back of the device or from the wall outlet. A pulsing white light means your Amazon Fire TV is powering on, or is looking for a remote. If you don't see the light, try a different power outlet. <b>Note:</b> It is not necessary to turn off Amazon Fire TV when you are finished using it. Your Amazon Fire TV is designed to conserve energy by going into sleep mode after 30 minutes, while continuing to automatically receive important software updates.
HDMI 	The HDMI port connects an HDMI cable from Amazon Fire TV to your high-definition TV. <b>Note:</b> An HDMI cable is not included with Amazon Fire TV.

Port	Description
<b>OPTICAL AUDIO</b> 	The optical audio port can be used to connect to a stereo system. <b>Note:</b> An audio cable is not included with Amazon Fire TV.
<b>ETHERNET</b> 	Use the Ethernet port if you want to connect Amazon Fire TV to the Internet with a wired connection. The Ethernet port connects an Ethernet cable from Amazon Fire TV to a router or modem. A wired connection is not required to use Amazon Fire TV; it is designed to connect to the Internet with either a wireless or wired connection. <b>Note:</b> An Ethernet cable is not included with Amazon Fire TV.
<b>USB</b> 	The USB port currently does not support any accessories.

## Navigate Your Amazon Fire TV

Use your Amazon Fire TV remote to access the **Home** screen and your movies, TV shows, games, and apps. Press the 5-way directional track pad to move up, down, left, or right. Press the middle **Select** button to select a content item, function, or category.

To do this...	Try this...
Go to the <b>Home</b> screen	Press the <b>Home</b>  button.
Return to the previous screen	Press the <b>Back</b>  button.
Select a movie, TV show, game, or app	Press the middle <b>Select</b>  button.
Wake up Amazon Fire TV	Press any button to wake up Amazon Fire TV. Your Amazon Fire TV goes into sleep mode after 30 minutes of inactivity or shows the screensaver according to your screen saver settings.
Access purchased movies, TV shows, games, and apps	From the <b>Home</b> screen, select one of the following options from the <b>Main Menu</b> : <ul style="list-style-type: none"><li>○ <b>Video Library</b> - Your purchased or rented Amazon Instant Video movies and TV shows. <b>Note:</b> Movies and TV shows from third-party apps, such as Netflix and Hulu, are only accessible directly from the apps, not the <b>Video Library</b>.</li></ul>

To do this...	Try this...
	<ul style="list-style-type: none"><li>○ <b>Games</b> - Your purchased games appear in <b>Your Games Library</b>.</li><li>○ <b>Apps</b> - Your purchased apps appear in <b>Your Apps Library</b>.</li></ul>
Remove content from the <b>Home</b> screen	To remove an item from the <b>Recent</b> carousel, navigate to the item and then select <b>Remove from Recent</b> . To remove a title from <b>Recommended Moves and TV</b> , navigate to the item and then select <b>Not Interested</b> .
Change the screen saver settings	From the <b>Home</b> screen, select <b>Settings</b> , select <b>System</b> , and then select <b>Screen Saver</b> . Update the screen saver slide style, slide speed, start time, and photo album.
Turn off Amazon Fire TV	To turn off Amazon Fire TV, unplug the power cord from the back of the device or from the wall outlet. <b>Note:</b> It is not necessary to turn off Amazon Fire TV when you are finished using it. Your Amazon Fire TV is designed to go into sleep mode after 30 minutes, while continuing to automatically receive important software updates. The LED indicator on the front of the device will turn off when the device is in sleep mode.

## Main Menu Basics

The **Home** screen includes the **Main Menu**, which allows you to access your account and device settings, along with movie, TV show, game, and app content libraries.

From any screen on your Amazon Fire TV device, press the **Home** button to return to the **Home** screen and **Main Menu** options.

Main Menu Option	Description
<b>Search</b>	Search for movies, TV shows, games, apps, and music videos from Vevo. Use the remote to search for content titles using voice input or an onscreen keyboard.
<b>Home</b>	Review content recommendations and recent activity. <ul style="list-style-type: none"><li>○ <b>Recent</b> - Your recently viewed movies, TV shows, games, or apps. To remove an item from <b>Recent</b>, navigate to item and then select <b>Remove from Recent</b>.</li><li>○ <b>Featured Movies &amp; TV or Apps &amp; Games</b> - Timely and relevant promotions featured by Amazon and other content providers. You cannot remove items from the <b>Featured</b> listings.</li><li>○ <b>Other Movies, TV, Apps &amp; Games</b> – Automated listings that include Amazon's newest (<b>New Releases</b>, <b>Recently Added to Prime</b>), best (<b>Top Movies, Free Games</b>), or recommended content (<b>Recommended Movies</b>,</li></ul>

Main Menu Option	Description
	<b>Recommended TV)</b> . You can only remove items from the <b>Recommended Movies and TV</b> listings.
<b>Prime Video</b>	If you are an Amazon Prime member, you can quickly and easily browse the Prime Instant Video library and watch movies and TV shows in this category at no extra cost.
<b>Movies</b>	Rent, buy, and watch movies from the Amazon Instant Video store. If you are an Amazon Prime member, you can watch Prime Instant Video movies at no extra cost.
<b>TV</b>	Buy and watch TV show episodes or seasons from the Amazon Instant Video store. If you are an Amazon Prime member, you can watch Prime Instant Video TV shows at no extra cost.
<b>Watchlist</b>	Access your Amazon Instant Video Watchlist. Your Watchlist is a list of movies or TV shows you want to buy, rent, or watch later. Once you buy or rent the movie or TV show, it is available to stream from your Video Library.
<b>Video Library</b>	Access Your Video Library. Your Video Library includes all of the Amazon Instant Video movies and TV shows you've purchased or are currently renting, but does not include the movies and TV shows that you watched through Prime Instant Video. Content you purchase is stored in the <b>Cloud</b> and available to stream to your Amazon Fire TV. Movies and TV shows from third-party apps, such as Netflix and Hulu, are only accessible directly from the apps, not the Video Library.
<b>FreeTime</b>	Set up and manage Amazon FreeTime profiles from your Amazon Fire TV. Amazon FreeTime allows you to create up to four personalized profiles for your children to access videos, apps, and games that you selected for them.
<b>Games</b>	Shop for, buy, and play games from the Amazon Appstore. Use your Amazon GameCircle profile to view and compare achievements, leaderboards, and time played in a game. You can pair Amazon Fire or Bluetooth game controllers with Amazon Fire TV.
<b>Apps</b>	Shop for and buy games and apps from the Amazon Appstore. Movies and TV shows available through third-party apps, such as Netflix and Hulu, can be accessed through those apps in the <b>Apps</b> menu.
<b>Music</b>	Browse and stream the music from Your Amazon Music Library, including songs you purchased from the Digital Music Store or imported to Your Music Library. While listening to songs on Amazon Fire TV, X-Ray for Music displays the lyrics so you can follow along, if available.
<b>Photos</b>	Access photos and personal videos from your Amazon Cloud Drive account. You can also start photo slideshows and set individual photos as screen savers.
<b>Settings</b>	View and manage your Amazon Fire TV apps, controllers, parental controls, Internet connection, and more.

## Settings Basics

Your Amazon Fire TV is designed to make most configuration settings automatic, but you can use the Settings menu to further manage your apps, Internet connection, controllers, screen savers, and more.

From the **Home** screen, select **Settings**.

Setting	Description
<b>Display and Sounds</b>	Set a screen saver, configure the display, and manage audio settings.
<b>Parental Controls</b>	Enable or disable Amazon FreeTime, which allows you to create a personalized profile for your child to access videos, apps, and games that you selected for them.  Parental Controls restrict purchasing, content types, and access to other features.  <b>Note:</b> Parental Controls will not restrict content in third-party applications. Parental controls for third-party applications are determined by the app provider.
<b>Controllers</b>	Add, unpair, or update Amazon Fire TV Remotes and Bluetooth Game Controllers.
<b>Applications</b>	Manage Amazon GameCircle, Appstore, and install application settings. Enable or disable GameCircle nickname sharing, Whispersync for Games, Appstore automatic updates, and in-app purchases. You can also force stop, clear data, clear cache, or uninstall downloaded applications.  <b>Note:</b> If you clear data, the app will not be deleted; however, your saved information, such as game scores, may be lost.
<b>System</b>	View device information, change network or time zone settings, disable app notifications (Quiet Time), check for software updates, and factory reset your device.
<b>Help</b>	Access help videos, quick tips, and Amazon customer service information.
<b>My Account</b>	Register or deregister your Amazon Fire TV device with your Amazon account. You can also select <b>Sync Amazon Content</b> to make sure your latest content purchases are available on your Amazon Fire TV.

## Register or Deregister Your Amazon Fire TV

In order to use your Amazon Fire TV, register it to your Amazon account.

To register your Amazon Fire TV, you must be connected to the Internet.

If you purchased your Amazon Fire TV online from Amazon using your Amazon account, it

should already be registered to you. If you purchased your Amazon Fire TV from another retailer or received it as a gift, follow the on-screen instructions for entering your Amazon account information and password.

To verify that your Amazon Fire TV is registered to your Amazon account:

- From the **Home** screen, select **Settings**, and then select **My Account**. Review the registration information.
  - a. If no account is currently registered, select **Register** to register your Amazon Fire TV to the desired Amazon account.
  - b. If you would like to register a different Amazon account, select the Amazon account that is currently registered, and then select **Deregister**.

## Access & Remove Content

Your Amazon Fire TV device can access Amazon and third-party apps, games, music, videos, and more, which are referred to as "content" throughout our Help pages. There are several ways to access and remove content from your Amazon Fire TV device.

### Access Your Content

To find content, such as movies, TV shows, games and apps, select a content type from the **Main Menu** on the **Home** screen.

To access...	Do this...
<b>Prime Instant Video Movies &amp; TV shows</b>	Navigate to the <b>Recently Added Prime Movies &amp; TV</b> or <b>Top Prime Movies or TV</b> listings. If you are a Prime member and a movie or TV show is eligible for Prime Instant Video, select the artwork of the video to watch it at no additional cost.
<b>Amazon Instant Video purchases or rentals</b>	From the <b>Home</b> screen, select <b>Video Library</b> . Your Video Library includes all of the Amazon Instant Video movies and TV shows you've purchased and all active rentals. Once a rental period has expired, you will no longer see the video in your Video Library.
<b>Amazon Instant Videos to buy, rent, or watch later</b>	From the <b>Home</b> screen, select <b>Watchlist</b> . Your Watchlist is a list of Amazon Instant Video movies or TV shows you want to buy, rent, or watch later. After you buy or rent the movie or TV show, it is also available from your Video Library. <b>Note:</b> Content from third-party apps, such as Netflix and Hulu, cannot be added to your Watchlist or Video Library.
<b>Game purchases</b>	From the <b>Home</b> screen, select <b>Games</b> . Your purchased games appear in <b>Your Games Library</b> . Your Games Library includes all of the games you purchased from the Amazon Appstore.
<b>App purchases</b>	From the <b>Home</b> screen, select <b>Apps</b> . Your purchased apps appear in <b>Your Apps Library</b> . Your Apps Library includes all of the apps you purchased from the Amazon Appstore.

## Remove Content from Your Amazon Fire TV

If you have content that you no longer use, you can remove items appearing on your Amazon Fire TV. Any purchases made from Amazon are saved to the **Cloud** and can be downloaded again to your Amazon Fire TV.

**Note:** Individual app settings or in-app items may be lost when removed from Amazon Fire TV.

To remove content from...	Do this...
Watchlist	From <b>Watchlist</b> , navigate to a movie or TV show, and then select <b>Remove from Watchlist</b> .
Recently Watched sections	From <b>Movies</b> or <b>TV</b> , navigate to a movie or TV show, and then select the <b>Remove from Recently Watched</b> .
Video Library	You cannot remove content from your Video Library using Amazon Fire TV. The content you purchase is stored in the <b>Cloud</b> and can only be removed from Manage Your Content and Devices ( <a href="http://www.amazon.com/mycd">www.amazon.com/mycd</a> ).
Recent carousel	On the <b>Home</b> screen, you'll see personalized recommendations in the <b>Recent</b> section. The listings that display are based on your recent activity. To remove an item, navigate to the item and then select <b>Remove from Recent</b> . <b>Note:</b> You cannot remove <b>Featured</b> or <b>Top</b> content on the <b>Home</b> screen.

## Set Up Parental Controls

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With Parental Controls, you can block purchases and restrict access to Amazon movies, TV shows, games, apps, photos, and more.

**Note:** Parental controls do not restrict content in third-party applications. Parental controls for third-party applications are determined by the app provider.

1. From the **Home** screen, select **Settings**, and then select **Parental Controls**.
2. Using your remote, press the **Select** button to turn parental controls **On** or **Off**.
3. Enter your Parental Controls PIN, and then select **Next**.
4. Your PIN is the same PIN you use for other Amazon services such as Amazon Instant Video. **Note:** If you forget your PIN, visit [www.amazon.com/pin](http://www.amazon.com/pin) to reset your Parental Controls PIN.
5. After you set a PIN, you can set one or more of the following settings:
  - Require a PIN for all purchases.
  - Require a PIN for Amazon Instant Video only.
  - Block the ability to view or purchase certain content types, such as games, apps or photos.
  - Change your Parental Controls PIN.

After you enable Parental Controls, most actions related to content viewing, purchasing, or

changing settings will require you to enter your Parental Controls PIN.

## Use Your Voice to Search Amazon Fire TV

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The Voice Search feature on Amazon Fire TV allows you to use your voice to search for movies, TV shows, apps, games, and more. On your Amazon Fire TV remote, press and hold the **Voice**  button. A microphone icon should appear on the screen.

1. Holding the Amazon Fire TV remote 1-8 inches away from you, say keywords related to the content items you want to search for, such as the title or genre, and then release the **Voice** button when you're done speaking.
2. Amazon Fire TV will search your content library, the Amazon stores, and any compatible apps for related content. The results will appear on your TV screen.
3. Use the directional track pad to review your search results, and then press the **Select** button to view a content item.

**Note:** If you experience issues searching for Amazon content using voice input, press up on the remote to use Text Search to enter your search terms with an onscreen keyboard.

### Voice Search Tips

- Speak 1-8 inches from the microphone.
- Have one person speak at a time.
- Reduce background noise.
- Say a movie title, actor name, character name, or genre instead of full sentences or commands.

# Remote & Game Controller Basics

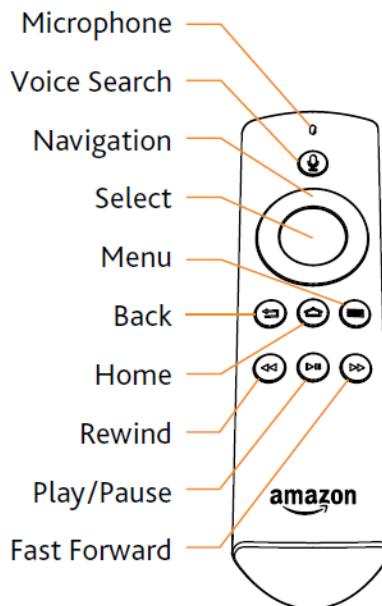
Navigate and interact with your Amazon Fire TV by pairing the included remote and optional game controllers.

## Remote Basics

Your Amazon Fire TV remote is wireless, voice-enabled, and features a 5-way directional track pad that allows you to quickly and easily navigate your Amazon Fire TV.

Before you can use the remote, you must install the 2 AAA batteries (included) and pair it with your Amazon Fire TV device.

**Note:** The Amazon Fire TV remote and 2 AAA batteries are shipped with Amazon Fire TV device.



Button	Description
Voice	Search for movies, TV shows, games, or apps using voice commands. Voice search uses two built-in microphones to search for items using your voice commands.
Directional Navigation	<ul style="list-style-type: none"><li>○ Press right to move to the right on your TV screen. Moving to the right from the Main Menu allows you to access the content libraries or storefronts such as movies, TV, games, apps, photos, and more.</li><li>○ Press left to move to the left on your TV screen. Moving to the left allows you to return to the <b>Main Menu</b> from any content library or storefront.</li></ul>

Button	Description
	<ul style="list-style-type: none"><li>○ Press up to move up and press down to move down.</li></ul>
<b>Select</b> 	Select an item, function, or category.
<b>Home</b> 	Returns you to the <b>Home</b> screen from any screen on Amazon Fire TV.
<b>Menu</b> 	Presents various functions and settings depending on which screen you are accessing.
<b>Back</b> 	Returns you to the previous screen or action.
<b>Rewind</b> 	
<b>Play/pause</b> 	Media control buttons let you rewind, play, pause, and fast-forward video. Press the rewind or forward button once to skip 10 seconds backward or forward. Press and hold the rewind or forward button to continue navigating backward or forward in the video. Additional presses allow you to cycle through the available speed options.
<b>Fast-Forward</b> 	

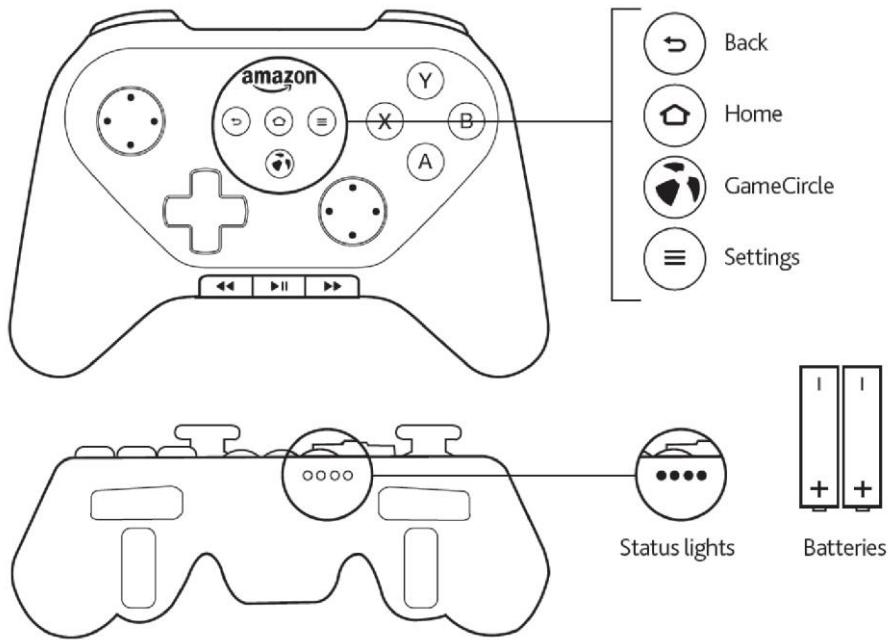
## Game Controller Basics

The Amazon Fire game controller (sold separately) is a wireless game controller that can be used to play games and access GameCircle with your Amazon Fire TV. The Amazon Fire game controller can also be used as a remote, allowing you to access your movies, TV shows, games, and apps.

Before you can use the Amazon Fire game controller, you must install 2 AA batteries and pair it with your Amazon Fire TV. As soon as you install the 2AA batteries, the controller is immediately “discoverable” by your Amazon Fire TV. If your Amazon Fire game controller isn’t discovered, press the **Home** button on the controller for at least five seconds, and then release it.

**Note:** The Amazon Fire game controller is not shipped with the Amazon Fire TV and is not compatible with all games. To see which controllers are compatible with a game, navigate to a game and then select **More Info**. On the overview page, you’ll find the controller information in the **Works With** box. When searching for games and apps, you can also filter the search results by **All**, **Fire TV Remote**, and **Fire TV Game Controller**.

Many third-party Bluetooth game controllers work with Amazon Fire TV. To learn more about compatible game controllers, visit [www.amazon.com/mfkcontrollers](http://www.amazon.com/mfkcontrollers).



Button	Description
<b>Back</b> 	Returns you to the previous screen or action.
<b>Home</b> 	Returns you to the <b>Home</b> screen from any screen on Amazon Fire TV.
<b>Amazon GameCircle</b> 	Access your GameCircle dashboard while in a game, or access your Games Library.
<b>Menu</b> 	View and manage your Amazon Fire TV apps, controllers, and more.
<b>Play, Pause, Rewind, Fast-Forward</b>	Media control buttons let you play, pause, rewind or fast-forward while watching a movie or TV show.
<b>Y, X, A, B, left and right shoulder and trigger buttons</b>	These buttons are mainly used for gaming. Their specific functions may change depending on the game being played.
<b>Status Lights</b>	LED indicators at the front of the controller light up when the remote is on to indicate what player number the controller has been assigned (if the game uses player numbers).

## Pair a Remote or Game Controller

Amazon Fire TV supports the pairing of Amazon Fire TV remotes, Amazon Fire game controllers, and compatible Bluetooth-enabled third-party wireless game controllers. Up to seven of these devices may be connected at a time.

**Note:** If you're setting up your included Amazon Fire TV remote for the first time, simply insert the two included AAA batteries into the remote, and it will be automatically paired with your Amazon Fire TV. If your remote isn't discovered, press the **Home** button for at least five seconds, and then release it.

### Pair an Additional or Replacement Remote

Before you pair an Amazon Fire TV remote, verify that the remote is compatible with Amazon Fire TV, is within range, and has the required batteries installed.

1. From the **Home** screen, select **Settings**, and then select **Controllers**.
2. Select **Amazon Fire TV Remotes**, and then select **Add New Remote**.
3. Press and hold the **Home** button on your remote for five seconds.
4. Amazon Fire TV searches for the wireless signal of the remote.

After the remote or game controller is discovered, select it from the list of discovered devices using your already paired, existing remote or game controller.

### Pair a Game Controller

Before you pair a game controller, verify that the game controller is compatible with Amazon Fire TV, is within range, and has the required batteries installed.

To see which controllers are compatible with a game, navigate to a game and then select **More Info**. On the overview page, you'll find the controller information in the **Works With** box. Many third-party Bluetooth game controllers work with Amazon Fire TV. To learn more about compatible game controllers, visit [www.amazon.com/mfkcontrollers](http://www.amazon.com/mfkcontrollers).

1. From the **Home** screen, select **Settings**, and then select **Controllers**.
2. Select **Bluetooth Game Controllers**, and then select **Add Bluetooth Controllers**.
3. Press and hold the **Home** button on your game controller for five seconds.
4. Amazon Fire TV searches for the wireless signal of the game controller.

After the game controller is discovered, select it from the list of discovered devices using your already paired, existing remote or game controller.

# Set Up Amazon Fire TV

To set up your Amazon Fire TV, you need an Amazon account, Internet connection, high-definition TV, and an HDMI cable.

## What do I need to use Amazon Fire TV?

- Amazon account
- Internet Connection (not included)
- You can use a wired or wireless connection to use Amazon Fire TV.
- High-definition TV (not included)
- Amazon Fire TV is compatible with high-definition TVs with HDMI.
- HDMI cable (not included)
- You'll use the HDMI cable to connect Amazon Fire TV to your high-definition TV.
- Amazon Fire TV equipment (included):
  - Amazon Fire TV device
  - Remote (wireless, voice-enabled)
  - 2 AAA batteries
  - Power cord



## Set Up Amazon Fire TV Hardware

After you unpack your Amazon Fire TV and remote, you are ready to connect Amazon Fire TV to your high-definition TV and set up the remote.

Before you begin, locate the 2 AAA batteries for the Amazon Fire TV remote and the HDMI cable. You'll use the HDMI cable (not included) to connect Amazon Fire TV to your TV.

1. Plug one end of the HDMI cable into the back of the Amazon Fire TV device, and

then plug the other end into the HDMI port of your TV.

2. **Note:** If your TV has more than one HDMI port, remember the number of the port into which you plugged the cable.
3. Plug one end of the included power cord into the back of the Amazon Fire TV device, and then plug the other end into a power outlet.
4. Turn on your TV and select the applicable HDMI input.
5. Insert the 2 AAA batteries (included) into the Amazon Fire TV remote.

After you insert the batteries, the Amazon Fire TV remote automatically becomes “discoverable” and will be automatically paired with your Amazon Fire TV. If your remote isn’t discovered, press the **Home** button for at least five seconds, and then release it.

## Set Up a Wireless or Wired Connection

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Amazon Fire TV supports wireless or wired Internet connections. Connect your Amazon Fire TV to a wireless or wired network in order to access movies, TV shows, games, and apps.

### Wireless Network Connection

1. From the **Home** screen, select **Settings**, select **System**, and then select **Wi-Fi**. Amazon Fire TV automatically detects nearby Wi-Fi networks that broadcast their network name. Some networks are open for everyone to join, while others require a password to connect.
2. Under **Available Networks**, select a wireless network and enter the network password (if required) using the onscreen keyboard.

**Note:** If you don’t see your desired network, scroll down and select **Join Other Network or Rescan**.

After you connect to wireless network, press the **Home** button to display the **Home** screen.

### Wired Network Connection

1. Connect one end of an Ethernet cable (not included) to the back of your Amazon Fire TV, and then connect the other end to your router.
2. From the **Home** screen, select **Settings**, and then select **System**. Next to **Network**, you will see **Wired**.  
**Note:** If you have a non-standard configuration, select **Network** and then select **Configure Network** to specify the IP address or other settings using the onscreen keyboard.

After you connect to a wired network, press the **Home** button to display the **Home** screen.

#### Tips:

- For optimal wireless performance, do not place your Amazon Fire TV in an enclosed cabinet, as it impacts signal strength to the device, remote, and game controllers.
- If you are switching from a wired to a wireless connection, disconnect the Ethernet cable

from your Amazon Fire TV device before switching to a wireless connection.

# Amazon FreeTime

Amazon FreeTime allows you to create a personalized profile for your child to access videos, apps, and games that you selected for them.

## Set Up Amazon FreeTime

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Get started with Amazon FreeTime by setting an Amazon Instant Video PIN and creating a profile for your child.

**Note:** Profiles that you create from your Amazon Fire TV will sync across all Kindle devices that are registered to the same Amazon account and support FreeTime, including Kindle Paperwhite, Kindle Fire 2<sup>nd</sup> Generation, Kindle HD, and Kindle Fire HDX tablets. Apps are currently not available with FreeTime Unlimited on Amazon Fire TV, and books are currently not available on Amazon Fire TV.

1. From the **Home** screen, select **FreeTime**.
2. Select **Get Started**.
  - If you already have an Amazon Instant Video PIN: Enter your existing PIN, and then select **Next**.
  - If you don't already have an Amazon Instant Video PIN: Enter a new 5-digit PIN, enter it again, and then select **Next**.
- Tip:** If you have forgotten your Amazon Instant Video PIN, you can reset it at [www.amazon.com/pin](http://www.amazon.com/pin).
3. Enter your child's name, gender, and date of birth. Select a profile picture, and then select **Next** to save the profile.
4. Add titles to your child's Library:
  - a. Filter your Library by **Videos**, **Apps**, or **For Kids** to see recommended family favorites.
  - b. Scroll right and left to view available videos and apps.
  - c. Select an item to add it to your child's library.
  - d. A checkmark appears on items that have already been added.
5. Select **Done** to save the changes.

If you aren't already a FreeTime Unlimited subscriber, you will have the opportunity to start a free trial during the FreeTime setup process. Select **Learn More** to view subscription plans and a sample of movies and TV shows that are included. Select **Start Free Trial** or **No Thanks** to continue. To learn more, go to [Subscribe or Unsubscribe from Amazon FreeTime Unlimited](#).

## Add or Edit an Amazon FreeTime Profile

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You can create and manage up to four personalized FreeTime profiles on your Amazon Fire TV.

1. From the **Home** screen, select **Settings**.
2. Select **Parental Controls**, select **FreeTime Settings**, and then select **Manage Child Profiles**.

To do this...	Do this...
Add a new profile	<ol style="list-style-type: none"><li>1. Select <b>Add New Profile</b>.</li><li>2. Enter your child's name, gender, and date of birth. Select a profile picture, and then select <b>Next</b> to save the profile.</li></ol>
Edit child's details	<ol style="list-style-type: none"><li>1. Select a child's profile.</li><li>2. In the pop-out menu, select <b>Edit Your Child's Details</b>.</li><li>3. You can edit your child's name, gender, date of birth, and profile picture.</li><li>4. Select <b>Save</b> to save the changes.</li></ol>
Set time limits	<ol style="list-style-type: none"><li>1. Select a child's profile.</li><li>2. In the pop-out menu, select <b>Time Limits</b>.</li><li>3. To set time limits, you need to first select <b>Turn On Time Limits</b>.</li><li>4. Set the <b>Screen Time</b>, which is how long your child can watch videos and play with apps each day.</li><li>5. Set the <b>Bedtime</b>, which is the time after which your child cannot use their FreeTime profile.</li><li>6. Select <b>Done</b> to save the changes.</li></ol> <p>To turn off time limits, select <b>Turn Off Time Limits</b>.</p>
Add content to a child's library	<ol style="list-style-type: none"><li>1. Select a child's profile.</li><li>2. In the pop-out menu, select <b>Add Titles to Your Child's Library</b>.</li><li>3. Scroll right and left to view available videos and apps.</li><li>4. Select an item to add it to your child's library. A checkmark appears on items that have already been added. <b>Tip:</b> Filter your Library by <b>Videos</b>, <b>Apps</b>, or <b>For Kids</b> to see recommended family favorites.</li><li>5. Select <b>Done</b> to save the changes.</li></ol>
Delete a profile	<ol style="list-style-type: none"><li>1. Select a child's profile.</li><li>2. In the pop-out menu, select <b>Delete Profile</b>.</li></ol>

## Using an Amazon FreeTime Profile

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Within their FreeTime profile, your child can use Amazon Fire TV to watch movies and TV shows.

1. From the **Home** screen, select **FreeTime**.
2. Select a profile to open it.
3. Navigate the lists and access content, just as you would in the Parent view of Amazon Fire TV.
4. To exit the profile, select the **Exit** icon, and then select **Exit to Parent**.

**Note:** Your Amazon Instant Video PIN is required to exit.

## Subscribe or Unsubscribe from Amazon FreeTime Unlimited

Amazon FreeTime Unlimited is an optional monthly content subscription designed for kids ages 3 to 8 that offers unlimited access to thousands of movies and TV shows.

**Note:** You can also access FreeTime Unlimited from any Kindle Fire 2nd Generation, Kindle Fire HD, or Kindle Fire HDX registered to the same account as the subscription. Apps are currently not available with FreeTime Unlimited on Amazon Fire TV, and books are currently not available on Amazon Fire TV.

To subscribe to FreeTime Unlimited:

1. From the **Home** screen, select **Settings**.
2. Select **Parental Controls**, select **FreeTime Settings**, and then select **Subscribe to FreeTime Unlimited**.
  1. All first-time customers of FreeTime Unlimited may try it free for one month.
  3. Select **Start Free Trial**, or select **No Thanks** to exit.
  2. You can also select **Learn More** to view subscription plans and browse a sample of included videos.
  4. After selecting **Start Free Trial**, select **Subscribe** to confirm your subscription.
  3. **Important:** A valid 1-Click payment method is required in order to subscribe. You can set your 1-Click payment method at [www.amazon.com/1click](http://www.amazon.com/1click).

FreeTime Unlimited subscriptions start at \$4.99 per month. If you have an Amazon Prime membership, you'll be eligible for a discounted monthly plan that starts at \$2.99 per month. For more information about pricing, go to [www.amazon.com/freetimeunlimited](http://www.amazon.com/freetimeunlimited).

To unsubscribe from FreeTime Unlimited:

1. From the **Home** screen, select **Settings**.
2. Select **Parental Controls**, select **FreeTime Settings**, and then select **Unsubscribe from FreeTime Unlimited**.

## Hide Amazon FreeTime

You can choose to hide or show Amazon FreeTime in the Main Menu.

To hide FreeTime:

1. From the **Home** screen, select **FreeTime**.
  - If you haven't set up FreeTime yet, select **Hide FreeTime**. In the confirmation dialog, select **Hide FreeTime** again.
  - If you already set up FreeTime but want to stop using it, you may delete all of your child profiles. You will then see the option to **Hide FreeTime**.

**Note:** Deleting profiles from Amazon Fire TV will also delete them from any Kindle Fire tablet and Kindle Paperwhite devices that are registered to the same account.

To show FreeTime:

1. From the **Home** screen, select **Settings**, and then select **Parental Controls**.
2. Select **Enable FreeTime**. In the confirmation dialog, select **Ok**.

## About Amazon FreeTime Privacy

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Amazon respects your privacy, and does not collect personally identifiable information from your child in Amazon FreeTime.

We do use your child's profile to provide a customized experience in Amazon FreeTime. In setting up your child's profile, we ask you to provide the child's screen name (which can be any word you choose), gender and birthdate, which is subject to our Amazon.com Privacy Notice ([www.amazon.com/privacy](http://www.amazon.com/privacy)) and is used to customize your child's FreeTime experience.

Third party apps you give your child access to in Amazon FreeTime may collect information from you or your device, for example, information regarding your interaction with the app. You can learn more about what information any particular third party app collects and how they use that information in the app's privacy notice.

Any information that a third party app collects from you or your device will be subject to that app's privacy notice, or similar terms that the app developer provides to you, and will not be subject to the Amazon.com Privacy Notice ([www.amazon.com/privacy](http://www.amazon.com/privacy)).

# Watch Movies & TV Shows

From Amazon Fire TV, you can buy, rent, and stream Amazon Instant Video movies, and buy and stream TV shows. You can also watch movies and TV shows through third-party apps like Netflix or Hulu.

## Buy or Rent Movies & TV Shows

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From Amazon Fire TV, you can buy, rent, and watch Amazon Instant Video movies, and buy and watch TV shows.

When you rent videos, you can watch them for a specified time period. When you purchase videos, they will be accessible from **Your Video Library** and you can watch them as often as you like.

1. Browse or search for the movie or TV show you want to watch:
  - Browse through the categories under **Movies or TV**.
  - Search for a video with your voice or the onscreen keyboard. Press and hold the  button on your remote, and then say a title, actor name, character name, or genre. Or, select **Search** from the **Home** screen.
2. From the search results, select a movie or TV show to view its product detail page.
3. **Note:** If you are an Amazon Prime member, look for the Prime badge [image] to watch thousands of Prime Instant Video movies and TV shows at no additional cost. You can also access the **Prime Video** category in the **Main Menu** to see all available Prime content.
4. Select **Buy or Rent** and follow the onscreen instructions. Your purchase is automatically charged to your 1-Click payment method and stored in **Your Video Library**.
5. **Tips:**
  - Select **More Ways to Watch** to see other purchase and viewing options. Amazon displays the best purchase offer available from Amazon and Hulu Plus based on your account information and installed apps.
  - Movies and TV shows from third-party apps, such as Netflix and Hulu, are only accessible directly from the apps, not **Your Video Library**.
  - Select **Add to Watchlist** to flag items you want to buy, rent, or watch later. These items will appear in the **Watchlist** category in the **Main Menu**. Your **Watchlist** will only display Movies and TV shows provided directly from Amazon.
6. Select **Watch Now** to immediately watch the movie or TV show from your Amazon Fire TV.

## Watch Movies & TV Shows

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Watch Amazon Instant Video movies or TV shows that you've purchased or rented on Amazon Fire TV. You can also stream Prime Instant Video movies or TV shows at no additional cost with an Amazon Prime membership.

**Note:** Not all videos available in the Amazon Instant Video store are available in the Prime Instant Video catalog.

To watch Amazon Instant Video movies or TV shows you've purchased or rented:

1. From the **Home** screen, select **Video Library**.
2. Locate the movie or TV show you want to watch and select **Watch Now** or **Resume** (if you previously didn't finish the video) to begin streaming the movie or TV show.

To watch Prime Instant Video movies or TV shows:

1. From the **Home** screen, navigate to the **Prime Video** category. You can also browse the **Recently Added to Prime** or **Top Movies and TV on Prime** lists on the **Home** screen or in the **Movies** and **TV** categories.
2. Locate the movie or TV show you want to watch and select the video artwork to start streaming the movie or TV show at no additional cost if you are an Amazon Prime member.

**Note:** Your **Video Library** includes all the Amazon Instant Video movies and TV shows you've purchased and active rentals, but does not include the movies and TV shows that you watched through Prime Instant Video. Content you purchase is stored in the Cloud and available to stream to your Amazon Fire TV. Movies and TV shows from third-party apps, such as Netflix and Hulu, can be accessed directly from the apps in the **Apps** section, not the **Video Library**.

## Use Amazon Fire TV as a Display Mirroring Destination

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You can wirelessly display your Kindle Fire HDX screen and audio on your TV screen using Amazon Fire TV.

**Important:** Before you begin, make sure your Amazon Fire TV and Kindle Fire HDX are turned on and connected to the same wireless network as each other.

To start Display Mirroring from your Kindle Fire HDX to your TV:

1. Swipe down from the top of the screen to open **Quick Settings** and then tap **Settings**.
2. Tap **Display & Sounds**, and then tap **Display Mirroring**.
3. Your Amazon Fire TV device should appear in the list of **Devices**.
4. Select your Amazon Fire TV device.
5. It may take 10-20 seconds for your Kindle Fire HDX screen to appear on your TV screen. To stop mirroring your Kindle Fire, tap **Stop Mirroring**.

## Use Amazon Fire TV with a Second Screen Device

You can enhance your experience with Amazon Fire TV by using Second Screen features from compatible devices like your Kindle Fire HDX.

Before you begin:

- Both your tablet and your Amazon Fire TV must be connected to the Internet. You will have the best results if both devices are connected to the same home network.
- Both devices must be registered to the same Amazon Account.

To use Second Screen from your tablet:

1. Find an Amazon Instant Video movie or TV show you want to watch.
2. The **Watch** button should have the **Send To**  icon enabled on it.
3. Select the **Send To**  icon and then select your Amazon Fire TV from the list.
4. The video will start playing on your TV. While watching, you can control playback by tapping the **Play** , **Pause** , or **Jump Back**  button, or using the video progress bar to move forward or go back. Your tablet will also display related X-Ray information (if available).

To use Second Screen when you already have content playing on your TV:

1. Swipe down from the top of your tablet to display the notifications screen.
2. You should see a notification for the content currently being played.
3. Select the **Play/Pause** button on the notification to pause or resume the video.
4. Select the notification row to control the video playback with the media controls or launch the synchronized X-Ray experience (if available).

## Turn on or Customize Closed Captions

While browsing Amazon Instant Video movies and TV shows, videos that include closed captions appear with the closed caption symbol (“CC”) on their overview pages. Most videos that support closed captions include English text. Other languages may also be available.

To watch a video with closed captions:

1. Play the video you want to watch.
2. Once playback has started, press the **Menu** button on the Amazon Fire TV remote and select **Turn Captions On**.
  - After you turn captions on, navigate left or right with the track pad on the remote to select the font size and color scheme for the caption text. Your selections apply to all videos you play until you change them again.
3. Press the **Menu** button again to return to video playback with captions on.
4. To turn captions off, press the **Menu** button on the remote and select **Turn Captions Off**.

**Tip:** You can also manage your Amazon Instant Video closed caption settings under Subtitle Preferences at [www.amazon.com/cc](http://www.amazon.com/cc). To update how closed caption text appears when you watch Netflix, visit Subtitle Appearance at [www.netflix.com/youraccount](http://www.netflix.com/youraccount). You may also be able to update how closed caption text appears within other video applications on Amazon Fire TV.

# Play Games & Apps

From Amazon Fire TV, shop for and download Amazon Appstore games and apps.

## Buy, Download and Uninstall Games & Apps

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To buy or download games and apps, you need to have a 1-Click payment method set up. To learn more, go to [www.amazon.com/1click](http://www.amazon.com/1click).

1. Locate the game or app you want to buy:
  - o Browse the categories under **Games or Apps**.
  - o From the **Home** screen, select **Search** to search for games or apps. Press the  **Voice** button on your remote to search using your voice or press up to use an onscreen keyboard.
2. From your search results, select a game or app to view its overview page.
3. On the overview page, you can see which controllers are compatible with the game or app in the **Works With** box. To learn more about compatible game controllers, visit [www.amazon.com/mfkcontrollers](http://www.amazon.com/mfkcontrollers).
4. Select the **Buy** button, or if the app is free, select the **Free** button.
5. You can choose to purchase your game or app with your 1-Click payment method or any Amazon Coins you have in your account. Once purchased, your game or app automatically begins downloading. When the download is complete, the button will change to **Open**.
6. Select **Open** to begin using your game or app.
7. The games or apps you purchase are available in **Your Games Library** or **Your Apps Library** on the main **Games or Apps** screens.

## Uninstall Games & Apps

You can uninstall games and apps directly from your Amazon Fire TV. Games and apps you purchased and uninstall can be reinstalled again from the game or app overview page.

1. From the **Home** screen, select **Settings**, and then select **Applications**.
2. Scroll up or down to find the app you want to uninstall, and select it.
3. Select **Uninstall**, and then follow the onscreen instructions.

**Note:** You can reinstall the game or app for free by viewing its overview page.

## Play Games & Apps

---

Play purchased games and apps from your Amazon Fire TV. Your purchased games and apps can be found in **Your Games Library** or **Your Apps Library**.

**Note:** Some games and apps can be played with the Amazon Fire TV Remote, while others

require you to pair the Amazon Fire game controller or a compatible wireless game controller to your Amazon Fire TV first.

To see which controllers are compatible with a game, navigate to a game and then select **More Info**. On the overview page, you'll find the controller information in the **Works With** box. When searching for games and apps, you can also filter the search results by **All**, **Fire TV Remote**, and **Fire TV Game Controller**.

To learn more about compatible game controllers, visit [www.amazon.com/mfkcontrollers](http://www.amazon.com/mfkcontrollers).

1. From the **Home** screen, select **Games or Apps**.
2. Under **Your Games Library** or **Your Apps Library**, you'll find your purchased games and apps.
3. Select a game or app to begin using or playing the game or app.

## Turn Off In-App Purchasing

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You can prevent accidental in-app purchases by turning on Parental Controls.

When purchasing is enabled, you can purchase items (such as in-game currency or premium unlocks) within a free or paid app. These items unlock additional functionality, such as new levels in a game, or allow you to purchase subscriptions and more. If you don't want in-app items to be purchased while using a game or app, you can disable the option on your Amazon Fire TV.

1. From the **Home** screen, select **Settings**, and then select **Parental Controls**.
2. Press the **Select** button again to change the button to **ON**.
3. Enter your Amazon Parental Controls PIN (if you already have one) or create a new one, and then select **Next**.  
Amazon Fire TV parental control options will display.
4. **Note:** If you forget your PIN, visit [www.amazon.com/pin](http://www.amazon.com/pin) to reset your Parental Controls PIN.
5. Select **PIN Protect Purchases** to change the button to **ON**.
6. With this Parental Controls option enabled, all purchases from Amazon Fire TV will require a PIN.

## About GameCircle

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Amazon GameCircle enhances your gaming experience by storing your achievements, high scores, and time played in the Cloud, so you can compare with your friends and other GameCircle users.

When you open a GameCircle-enabled game, a **Welcome Back** message is displayed. To see more information, press the **Home**  button on your remote or press the **GameCircle**  button on your Amazon Fire game controller.

For games and apps that use Whispersync for Games, GameCircle syncs your game progress

across all of your Amazon Fire devices.

## Hide Your GameCircle Profile

You can hide your gaming information from the GameCircle Settings screen.

**Note:** While your profile is hidden, you will not be able to send or receive friend requests, or view other users' profiles.

1. From the **Home** screen, select **Settings**, select **Applications**, and then select **Amazon GameCircle**.
2. Select **Share your GameCircle Nickname** so that the feature is turned **Off**.

# Listen to Music

Browse and stream the music from Your Amazon Music Library with your Amazon Fire TV.

## Listen to Music

---

Browse and stream the music from Your Music Library with your Amazon Fire TV, including songs you purchased from the Digital Music Store or imported to Your Music Library. Use Voice Search to quickly find artists, albums, and songs in your library.

To stream from Amazon Music, your Amazon Fire TV must be authorized to your Amazon account, based on our license agreements with the content providers. You can have up to 10 devices authorized to your account, and each device can only be authorized to one Amazon Music account at a time. To learn more, go to [Authorize Your Device](#).

**Note:** Prime Music and the Digital Music Store are currently not available from Amazon Fire TV. With your Amazon Fire TV connected to the Internet, you can stream music that you have already purchased or imported from a computer or other device to Your Music Library. Prime Music songs that you added to Your Music Library from other devices are not currently available to stream from your Amazon Fire TV.

1. From the **Home** screen, select **Music**.
2. Browse for music in the **Recently Played** list, your **Playlists**, **Artists**, **Albums**, or **Genres**.
3. **Tip:** You can also use Voice Search to search your music. Press and hold the **Voice** button on the remote, and then say an artist's name, album title, or song title.
4. Select a playlist, artist, album, or song to start playing. Use the playback controls on the remote to play, pause, forward, or rewind the music.

### Tips:

- Exit to the **Home** screen at any time – the music will keep playing while you view photos or play games. You can continue to use the playback controls on the remote.
- While browsing your music, press the **Menu** button on the remote to quickly return to the song that is currently playing.

## View Song Lyrics

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While listening to songs on Amazon Fire TV, X-Ray for Music displays the lyrics so you can follow along. Lyrics are highlighted line-by-line on your TV, in time with the song playback.

To find songs with lyrics:

1. From the **Home** screen, select **Music**.
2. Browse your **Albums** or search for an album. Or, press and hold the **Voice** button on the remote, and then say an album title.

3. In the list of songs on the album, songs that have lyrics appear with [+Lyrics].

**Tip:** While a song is playing and the lyrics are displayed, press down and up on the remote to scroll ahead and back through the lyrics, and then press **Select** to jump to that section of the song.

**Note:**

- With X-Ray for Music, you can view lyrics for many songs purchased from the Digital Music Store, or imported to Your Music library and matched to music in the Digital Music Store catalog.
- Lyrics available through our service may change. Lyrics will stop displaying for songs when the lyrics for that song are no longer available through our service.
- Lyrics cannot be turned off. You can navigate away from the lyrics screen while the music continues to play and you can continue to use the playback controls on the remote.

# Manage Photos & Screen Savers

When you register your Amazon Fire TV to your Amazon account, your Cloud Drive photos and personal videos are available on your Amazon Fire TV.

## View Photos & Personal Videos

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Any photos and personal videos you upload to Amazon Cloud Drive are automatically available on your Amazon Fire TV when you register your Amazon account. You can also display photos and personal videos from your Kindle Fire HD 2nd Generation or Kindle Fire HDX tablet to your TV with Second Screen.

**Note:** You can disable access to your photos and personal videos by setting up Parental Controls. To learn more, go to [Set Up Parental Controls](#).

To view photos and personal videos from your Cloud Drive:

From the **Home** screen, select **Photos**, and then navigate the lists:

- **All** – Scroll right and left to view thumbnails of all of your photos and videos. Use the filters at the top to jump to a specific year or month. Select a photo or video to view the full-sized version, and then scroll right and left to continue viewing the full-sized versions of your photos and videos. Press the Back button on your remote to return to the thumbnails.
- **Albums** – Select an album to view the photos and videos in it.
- **Videos** – Select a video to watch it. Use the playback controls on the remote to pause, play, rewind, and forward.

To display photos and personal videos directly from your Kindle Fire tablet:

1. On your tablet, tap **Photos**.
2. Swipe from the left edge of the screen, and select a category or album.
3. Tap the **Second Screen** icon at the top to display the photos and videos on your TV.

To learn more, go to [Use Amazon Fire TV with a Second Screen Device](#).

## Add Photos & Personal Videos to Your Cloud Drive

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Download the Cloud Drive mobile app to add photos and personal videos (under 20 minutes long) from your mobile device to your Cloud Drive account. This will enable you to view your photos and personal videos on other devices that are registered to the same Amazon account, such as your Amazon Fire TV.

From the **Home** screen, select **Photos**, and then select **Add Photos & Videos**.

Follow the onscreen instructions:

1. Select **Get the Mobile App** for iOS or Android. You can also visit [amazon.com/clouddriveapp](http://amazon.com/clouddriveapp).
2. Enter your phone number to receive a text message that includes a link to install the app.
3. Check your phone for the message, and then tap the link to automatically go to the Cloud Drive app detail page in the Apple App Store or Google Play Store.  
If you don't receive the message, select **Send Again** or **Send to a Different Number**.
4. After installing the app, open it and sign in with your Amazon account.
5. Accept the prompt to turn on **Auto-Save**. This will allow the photos and videos on your phone to be added to your Amazon Cloud Drive and be available on your Fire TV.

## View Slideshows

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From Amazon Fire TV, you can launch a full-screen slideshow of your photos on your TV.

1. From the **Home** screen, select **Photos** to view your photo albums.
2. Select a photo album, and then select **Start Slideshow**.
  - The album slideshow automatically advances through photos and personal videos located in the current album or list you are viewing.
  - Your slideshow automatically restarts when it reaches the end.
  - Press left or right to go forward or back in the album at your own speed.

**Note:** For personal videos, the first frame of the video will display as a photo in the slideshow.

## Set Screen Savers

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You can customize your Amazon Fire TV screen saver by selecting your most recent 500 photos or an album from Amazon Cloud Drive.

**Note:** Any photos and personal videos you upload to Amazon Cloud Drive are automatically available on your Amazon Fire TV when you register your Amazon account. To add photos to your Cloud Drive account from a mobile device or desktop computer, you can install the Cloud Drive app or you can add photos through your web browser. To learn more, go to Add Photos & Personal Videos to Your Cloud Drive.

1. From the **Home** screen, select **Photos** to view your photo albums.
2. Select a photo or album, and then select **Set As Screen Saver**. The screen saver will launch when your Amazon Fire TV is left idle.

**Tip:** To manage screen saver settings, such as the slide style, slide speed, and start time, press the **Home** button, select **Settings**, select **Display and Sounds**, and then select **Screen Saver**.

# Quick Fixes

## Can't Connect to Wi-Fi

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If you can't connect to a Wi-Fi network from Amazon Fire TV, check that your wireless connection is turned on.

### Check this first:

- Make sure you connect Amazon Fire TV to one of these network or router types:
  - Open, WEP, WPA/WPA2 PSK, and WPA/WPA2 EAP encrypted networks
  - B, G, and N routers on 2.4Ghz
  - A and N routers on 5Ghz
  - Hidden networks
- Make sure wireless connectivity is enabled on Amazon Fire TV. From the Home screen, select Settings, select System, and then select Wi-Fi.
- Make sure you know your network password (if required). If you see a lock icon, a network password is required. This password is not your Amazon account password.
- Make sure your Internet connection is not down. Restart your router and modem to solve most Wi-Fi network issues.
- Do not place Amazon Fire TV in a cabinet, as it impacts signal strength to your Wi-Fi router.

### Still having trouble?

Disconnect the power cord from your Amazon Fire TV for three seconds, and then plug the power cord back in.

## Can't Pair a Remote or Game Controller

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If you can't pair your Amazon Fire TV remote or wireless game controller, it may not be within range or compatible.

### Check this first:

- Amazon Fire TV is compatible with Amazon Fire TV remote, Amazon Fire game controller, and many Bluetooth-enabled third-party wireless game controllers. To learn more, visit [www.amazon.com/mfkcontrollers](http://www.amazon.com/mfkcontrollers).
- Do not place Amazon Fire TV in a cabinet, as it impacts signal strength to your remotes and game controllers.
- Your remote must be within 30 feet of Amazon Fire TV.
- Re-install the batteries. You have five minutes to pair your remote with Amazon Fire TV before it goes into sleep mode.
- If your remote isn't discovered, press the **Home** button for 5-10 seconds.

### Still having trouble?

Disconnect the power cord from your Amazon Fire TV for three seconds, and then plug the power cord back in.

## Basic Troubleshooting for Amazon Fire TV

Try these troubleshooting steps for resolving issues like a frozen screen, app errors, or problems with content such as movies, TV shows, games, and apps.

Many issues with your Amazon Fire TV can be solved by simply restarting your device. Disconnect the power cord from your Amazon Fire TV for three seconds, and then plug the power cord back in.

Issue...	Try this...
<b>Problems purchasing or accessing content</b>	<ul style="list-style-type: none"><li>Confirm that Amazon Fire TV is connected to the Internet. An Internet connection is required to buy, stream, and sync your content.</li><li>Verify that you are connected to the Internet by visiting <b>Home</b>, select <b>Settings, System</b>, and then <b>Wi-Fi</b>.</li><li>Verify that your 1-Click payment method is set up correctly. To learn more, go to <a href="http://www.amazon.com/1click">www.amazon.com/1click</a></li></ul>
<b>Movies, photos or purchased content not showing</b>	Verify that Amazon Fire TV is registered to the correct Amazon account. To verify your registration, go to the <b>Home</b> screen, select <b>Settings</b> , and then select <b>My Account</b> . If you see the wrong account listed, select the account, and then select <b>Deregister</b> . Select <b>Register</b> to register the correct account.
<b>Specific app issues</b>	From the <b>Home</b> screen, select <b>Settings</b> , and then select <b>Applications</b> . Select the application you want to modify. You can now change settings, clear data, clear cache, force stop or uninstall the application if you are having problems with it. <b>Note:</b> If you clear data, it won't delete the app, however, saved information such as game scores or account information may be lost or need to be re-entered.
<b>Remote not pairing</b>	<ul style="list-style-type: none"><li>Before trying to re-pair your remote, first check that it has a fresh pair of AAA batteries.</li><li>Try unplugging the power cord from your Amazon Fire TV and then plugging it back in.</li></ul>
<b>Forgot Amazon Instant Video PIN</b>	<ol style="list-style-type: none"><li>Go to <a href="http://www.amazon.com/pin">www.amazon.com/pin</a></li><li>In the <b>Your Amazon Instant Video PIN</b> section, type a 5-digit number to set up your PIN, or click <b>View/Edit Your PIN</b> to change your current PIN.</li></ol>

# Product Information

## Safety and Compliance Information

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**Use Responsibly.** Read all instructions and safety information before use.



FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

## Maintaining Your Amazon Fire TV

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Do not use your Amazon Fire TV or its accessories near sinks or other wet locations. Take care not to spill any food or liquid on your Amazon Fire TV and do not put any object filled with a liquid, such as a vase, on or near your Amazon Fire TV. If your device does get wet, carefully unplug all cables without getting your hands wet and wait for the device to dry completely before plugging it in again. Do not attempt to dry your Amazon Fire TV with an external heat source, such as a microwave oven or hair dryer.

Only handle your Amazon Fire TV with clean hands. Clean the device with a soft cloth that is slightly damp with water and a touch of rubbing alcohol; be careful not to wipe it with anything abrasive or to use any harsh chemicals. Don't expose your Amazon Fire TV to steam, extreme heat or cold. For example, do not install your Amazon Fire TV near any heat sources such as space heaters, heater vents, radiators, stoves, or other things that produce heat.

Use of third party accessories may impact your Amazon Fire TV's performance. In limited circumstances, use of third party accessories may void your Amazon Fire TV's limited warranty. Read all safety instructions for any accessories before using with your Amazon Fire TV.

Your Amazon Fire TV does not have an on/off button. If you wish to stop power from flowing into your device, unplug the power adapter. Only use the included power adapter with your Amazon Fire TV. Do not force the power adapter into a power outlet. If the power adapter or cable appears damaged, discontinue use immediately. Do not plug multiple electric devices into the same wall socket. Overloading a socket can cause it to overheat and may result in a fire.

Your Amazon Fire TV may get warm during normal use. To reduce the effect of the warming, place your Amazon Fire TV on a heat resistant surface.

## Batteries

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Your Amazon Fire TV remote requires batteries for use. Only use new 1.5V alkaline or 1.2 NiMH rechargeable AAA sized batteries. Never mix old and new batteries. Keep all the

batteries out of the reach of children. Do not puncture or heat the batteries and do not allow metal objects to touch the battery terminals on the remote as they can become hot and cause burns. Remove all batteries if they are worn out or before storing your Amazon Fire TV remote for an extended period of time. Dispose of all batteries in accordance with applicable laws and regulations and do not dispose of batteries by throwing them into a fire. If any batteries begin to leak, take steps to prevent the fluid from coming into direct contact with skin or clothes as the fluid could be corrosive and may be toxic. Remove the batteries and clean the battery compartment in accordance with the battery manufacturer's recommendations.

## Servicing Your Device

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If your device needs service, please contact Amazon Customer Support. Contact details can be found at [www.amazon.com/firetvsupport](http://www.amazon.com/firetvsupport).

Faulty service may void the warranty.

## Other Safety Considerations

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- A small percentage of people may be susceptible to blackouts or seizures (even if they have never had one before) when exposed to flashing lights or light patterns, such as when watching video or playing games. If you have experienced seizures or blackouts or have a family history of such occurrences, you should consult a doctor before watching videos or playing games.
- Engaging in repetitive motions such as pressing buttons or playing some games may cause you to experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body.
- Discontinue use of your device and consult a physician if you experience headaches, blackouts, seizures, convulsion, eye or muscle twitching, loss of awareness, involuntary movement, disorientation, or other discomfort. To reduce risk of these symptoms avoid prolonged use, watch your television from a far distance and in a well lit room, and take frequent breaks.
- Handle your Amazon Fire TV with care. Your Amazon Fire TV has pointed edges which can lead to scratches, cuts, or other physical injury.
- Do not touch your Amazon Fire TV or any wires connected to your Amazon Fire TV during a lightning storm.
- Small parts contained in your device and its accessories may present a choking hazard to small children.
- The American Academy of Pediatrics recommends that television should be avoided for infants and children under age 2.

## Using Your Amazon Fire TV Around Other Electronic Devices

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Amazon Fire TV generates, uses, and can radiate radio frequency (RF) energy and, if not used

in accordance with its instructions, may cause interference to radio communications and electronic equipment. External RF signals may affect improperly installed or inadequately shielded electronic operating systems, entertainment systems, and personal medical devices. While most modern electronic equipment is shielded from external RF signals, if in doubt, check with the manufacturer. For personal medical devices (such as pacemakers and hearing aids), consult with your physician or the manufacturer to determine if they are adequately shielded from external RF signals.

There are some places where RF signals could constitute a hazard, such as health care facilities, and construction sites. If you are not sure, look around for signs indicating that two-way radios or mobile phones should be turned off.

This device should be installed and operated with at least 20cm between the radiator and your body and is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

## FCC Compliance Statement

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The Amazon Fire TV and its related accessories like the remote and the adapter (the “Products”) comply with part 15 of the FCC Rules. Operation of each Product is subject to the following two conditions: (1) such Product may not cause harmful interference, and (2) such Product must accept any interference received, including interference that may cause undesired operation.

**Note:** The Products have been tested and found to comply with the limits for a Class B digital device or external switching power supply, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The Products generate, use and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If a Product does cause harmful interference to radio or television reception, which can be determined by unplugging and plugging in the Product, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to a Product by the user that are not expressly approved by the party responsible for compliance could make the Product no longer comply with the FCC Rules.

The Amazon Fire TV and the Amazon Fire TV remote meet the FCC Radio Frequency Emission Guidelines and are certified with the FCC. Information on these Products is on file with the FCC and can be found by inputting such Product’s FCC ID (which can be found on the back of the Amazon Fire TV or in the battery compartment of the remote) into the FCC ID Search form available at [transition.fcc.gov/oet/ea/fccid](http://transition.fcc.gov/oet/ea/fccid).

## Information Regarding Exposure to Radio Frequency Energy

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The output power of the radio technology used in the Products is below the radio frequency exposure limits set by the FCC. Nevertheless, it is advised to use the Products in such a manner that minimizes the potential for human contact during normal operation.

## Recycling Amazon Fire TV Properly

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In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of or recycle the Products in accordance with your local laws and regulations. For information about recycling the Products, go to [www.amazon.com/firetvsupport](http://www.amazon.com/firetvsupport).

## Product Specifications

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**Ports:** HDMI, Optical Audio, Ethernet, USB

**Video:** Decode: H.263, H.264, MPEG4-SP, VC1; Output: HDMI 1.4b, up to 1080p/60, supporting common video formats, 50/60 Hz

**Audio:** Decode: AAC, AC-3, E-AC-3, HE-A, PCM, MP3; Output: 2 channel stereo PCM, up to 7.1 channel Dolby Digital, Dolby Digital+ (DD+ on HDMI only)

**Photo:** JPG, PNG

**Power:** 5.5mm 6.25V 2.5A power adapter

**Connectivity:** Dual band, dual antenna Wi-Fi (2.4/5 GHz) MIMO 802.11 a/b/g/n or Ethernet

**Operating temperature:** 32°F to 104°F (0°C to 40°C).

**Storage temperature:** -4°F to 140°F (-20°C to 60°C).

## Legal Terms

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Please read the terms found at [www.amazon.com/firetvlicense](http://www.amazon.com/firetvlicense).

## Amazon Fire TV One-Year Limited Warranty

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This Warranty for the Amazon Fire TV (the “Device”) is provided by Amazon Fulfillment Services, Inc., 410 Terry Ave. North, Seattle, WA 98109- 5210, United States, who is sometimes referred to herein as “we.”

We warrant the Device against defects in materials and workmanship under ordinary consumer use for one year from the date of original retail purchase. During this warranty

period, if a defect arises in the Device, and you follow the instructions for returning the Device, we will at our option, to the extent permitted by law, either (i) repair the Device using either new or refurbished parts, (ii) replace the Device with a new or refurbished Device that is equivalent to the Device to be replaced, or (iii) refund to you all or part of the purchase price of the Device. This limited warranty applies, to the extent permitted by law, to any repair, replacement part or replacement device for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Devices for which a refund is given shall become our property. This limited warranty applies only to hardware components of the Device that are not subject to accident, misuse, neglect, fire or other external causes, alterations, repair, or commercial use.

**Instructions.** For specific instructions about how to obtain warranty service for your Device, please contact Customer Service using the contact information provided below. In general, you will need to deliver your Device in either its original packaging or in equally protective packaging to the address specified by Customer Service. Before you deliver your Device for warranty service, it is your responsibility to back up any data, software, or other materials you may have stored or preserved on your Device. It is possible that such data, software or other materials will be lost or reformatted during service, and we will not be responsible for any such damage or loss.

**Limitations.** TO THE EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, AND WE SPECIFICALLY DISCLAIM ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND AGAINST HIDDEN OR LATENT DEFECTS. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. WE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY. IN SOME JURISDICTIONS THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENCE ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

This limited warranty gives you specific rights. You may have additional rights under applicable law, and this limited warranty does not affect such rights.

## Additional Information

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You can find the Amazon Fire TV Terms of Use, User's Guide, customer service contact

information, and other Amazon Fire TV information at [www.amazon.com/firetvsupport](http://www.amazon.com/firetvsupport).

## Patent Notices

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The Amazon Fire TV device and methods used in association with the Amazon Fire TV device may be covered by one or more patents or pending patent applications.

MPEG Layer-3 audio decoding technology licensed from Fraunhofer IIS and Thomson.

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