

Fire phone Help




Fire Phone Help



Support for
Fire Phone

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Getting Started

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Hardware Basics

Locate the Power, Volume Up, Volume Down, Camera, and Home buttons on your Fire phone.

Video: Getting Started

Button	Description
Power	<p>To turn on your phone, press and hold the Power button on the top of the device for 2-3 seconds.</p> <p>To lock your phone and put it in standby mode, press the Power button once. To wake your phone and access the lock screen, press the Power button once, or press the Home button.</p> <p>To turn off or restart your phone, press and hold the Power button for 2-3 seconds, and then tap Power off or Restart.</p> <p>If your phone is frozen, press and hold the Power button for 8-10 seconds to shut it down, and then turn it back on again.</p>
Volume Up / Volume Down	<p>Press the Volume Up button or Volume Down buttons on the left side of your phone to quickly increase or decrease the volume.</p> <p>To learn more, go to Manage Ringtones & Notifications.</p>
Camera / Firefly	<p>Press the Camera button on the left side of your phone to access the camera from any screen, even if your phone is locked.</p> <p>Press and hold the same button to open the Firefly window.</p> <p>To learn more, go to Take and Share Photos & Personal Videos or Identify Movies, Music, Products & More with Firefly.</p>
Home	<p>While using your phone, press the Home button to return to the Home screen at any time.</p> <p>While on the Home screen, press the Home button to toggle between carousel view and app grid view. You can also swipe up and down to toggle between views.</p> <p>Press and hold the Home button to use Voice Control to make a call or send a text message or an e-mail. To learn more, go to Talk to Your Phone.</p>

What's in the Box?

Video: What's in the Box

Fire phone comes with:

- Fire phone
- Premium Headphones
- USB Cable
- Power Adaptor
- SIM removal tool
- Quick Start Guide

Charge the Battery

Your Fire phone comes with a micro-USB cable and power adaptor to charge your phone. Using the power adaptor, your phone will charge in under five hours.

Video: Charging and Battery Life

Charge your phone with the USB cable and power adaptor that came with your device. Using another power adaptor or USB cable, or charging from the USB port on your computer, will increase charging time.

To charge your phone, connect the micro-USB cable to your phone and to the power adaptor, and then plug the power adaptor into a power outlet.

When your phone is charging, a lightning bolt appears in the battery indicator. If you don't see a lightning bolt, your phone is not charging.

To view the battery percentage and charging status, hold your phone at a slight angle to the left or right, or “peek”, to view the status bar at the top. If you'd like to display the battery percentage and charging status continuously, open the Quick Actions panel, and then tap **Settings > Display > Show status bar**. To learn more about peeking, go to [One-Handed Shortcuts](#).

Conserve Battery Life

Conserve your battery life by turning off features and adjusting settings on your Fire phone.

Battery life will vary based on device settings and usage. Use the following tips to conserve battery life on your device.

Lower screen brightness – Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then move the slider to a dimmer setting, or turn on **Auto** to have your device adjust the brightness automatically.

Turn off Wi-Fi and/or Bluetooth – From the **Quick Actions** panel, tap the **Wi-Fi** or **Bluetooth** icon to turn them off when not in use. If you don't need access to your mobile network, tap the **Aeroplane Mode** icon to put your phone in Aeroplane Mode.

Use headphones - Plug headphones into the headphone jack on the top of your phone to avoid extended use of the audio speakers.

Adjust screen timeout to less than 30 minutes – From the Quick Actions panel, tap the **Settings** icon. Tap **Display**, and then tap **Change time to sleep** to access the Screen Timeout settings. Select the time it takes for your phone to go into sleep mode when you're not using it.

Reduce the inbox check frequency for the Email app - From the Quick Actions panel, tap the **Settings** icon. Tap **Applications & Parental Controls**, tap **Configure Amazon application settings**, and then tap **Email, Contacts, Calendar**. Select an e-mail account, and then tap **Inbox Check Frequency** to change how frequently your Inbox checks for new e-mails from that account.

Register Your Phone

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

From **Settings**, tap **My Accounts**.

Tap **Register your phone**.

If your phone is already registered to an Amazon account, you will see the option to **Deregister your phone**. Tap this option to go to the My Accounts screen and verify that your phone is registered to the desired account. If you'd like to register your phone to another Amazon account, tap **Deregister**. After you deregister your phone from your Amazon account, you won't be able to access items stored in the Cloud or items previously downloaded through other Amazon devices or applications.

Tap **Register**.

If you already have an Amazon account: Enter the e-mail address and password associated with your Amazon account, and then tap **Register**.

If you do not have an Amazon account: Tap **Start Here**, and then follow the instructions to set up a new Amazon account.

Deregister Your Phone

Deregister your Fire phone if you would like to register it to a different account or if you no longer want to use it to purchase books, apps, games, music, movies, TV shows, and other digital content. You can deregister directly from your device or from a computer.

After you deregister your phone from your Amazon account, you won't be able to access items stored in the **Cloud** or items previously downloaded through other Amazon devices or applications.

From your device:

- a. From **Settings**, tap **My Accounts**.
- b. Tap **Deregister your phone**, and then tap **Deregister**.

From a computer:

- a. Go to **Manage Your Content and Devices** ([Manage Your Content and Devices](#)), and then click **Manage Your Devices**.
- b. Under **Devices**, select your Fire phone, and then click **Deregister**.
- c. To confirm, click **Deregister** again.

After deregistering, you can register your phone to another Amazon account.

Fire Phone Basics

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Navigate Your Fire Phone

Fire phone has three primary screens: a centre screen, a left panel, and a right panel.

Video: Navigating Your Phone

Home Screen: Carousel View or App Grid View

Access items from the Home screen in carousel view or app grid view.

In carousel view:

Navigate the carousel: Swipe your finger left or right across the screen to move through the carousel. Your most recently accessed items appear first.

Preview items: Below most items in the carousel, you will find a preview of relevant items, such as your most recent text messages, e-mails, or photos under the Messaging, Email, and Photos apps, recommendations related to a Kindle book, or your most recently accessed settings.

Open an item: Tap an item in the carousel or one of the preview items to go directly to it.

Switch to the app grid: Press the **Home** button. You can also swipe up from the four app icons at the bottom of the screen.

Pin an item to the carousel: Press and hold an item, and then select **Pin to Front** from the pop-up menu. To remove an item from the carousel, press and hold a pinned item, and then select **Remove from Carousel**.

In app grid view:

Navigate the app grid: If they span multiple screens, swipe up and down to view all of your apps. Toggle the **Cloud / Device** switch in the upper left to view the apps you have in the Cloud available to download to your device, and the apps you already have downloaded to your device.

Open an item: Tap an app to open it.

Organise your apps: Press and drag an app to move it around the screen and reorganise your apps.

Switch to the carousel: Swipe down to navigate back up to the carousel.

Create a Collection: To create a Collection, press and drag a media item (such as a book, video, or app) on top of another media item from the same media category, and then add a name for the Collection. For example, a book can be added to a Collection that contains other books; however, a book cannot be added to a Collection that contains apps.

Left and Right Panels

On the Home screen and in many apps, you can access the left panel for menus and navigation, and/or the right panel for actions or contextual information relevant to what you're doing. For example, when listening to music, access the right panel to view the Recommendations For You menu. When sending a text message, access the right panel to quickly attach a photo.

To launch the left panel, swipe in from the left edge of the screen. To close it, swipe out from the center to the left.

To launch the right panel, swipe in from the right edge of the screen. To close it, swipe out from the center to the right.

You can also access the left and right panels using a one-handed shortcut called "tilting". To learn more, go to [One-Handed Shortcuts](#).

One-Handed Shortcuts

In addition to tapping and swiping the touchscreen to get around your phone, you can use one-handed shortcuts to access settings and additional information while holding your phone with one hand. You can also quickly go back to the previous screen and automatically scroll up and down on a web page.

Video: Shortcuts and Dynamic Perspective

To launch an interactive tutorial about using one-handed shortcuts, tap the **Quick Start** app icon in the carousel or app grid on the Home screen of your Fire phone.

One-handed Shortcut	Description
Peek	<p>Peek, or hold your phone at a very slight angle left or right to quickly reveal additional helpful bits of information related to the content currently on your screen.</p> <p>For example:</p> <ul style="list-style-type: none">While shopping the Kindle Store, peek to see the star ratings of Kindle books.While viewing the Quick Actions panel, peek to see the name of each icon.
Tilt	<p>Tilt to access the left and right panels on your phone.</p> <p>To open the left panel, tilt the left edge of the phone toward you and then back to the start position in one continuous motion. To close the left panel, tilt the left edge of the phone away from you and then back to the start position.</p> <p>To open the right panel, tilt the right edge of the phone toward you and then back to the start position in one continuous motion. To close the right panel, tilt the right edge of the phone away from you and then back to the start position.</p> <p>To learn more, go to Left and Right Panels.</p>
Swivel	<p>While holding the phone in portrait mode, Swivel your wrist down left or right to open the Quick Actions panel from any screen on your phone, including the lock screen (if enabled).</p> <p>To learn more, go to Access the Quick Actions Panel.</p>
Go Back	<p>From anywhere on your phone, swipe up from the bottom of the screen to go back to the previous screen.</p> <p>Make sure you place your finger below the screen on the left or right side of the Home button and swipe up toward the top of the phone.</p>









One-handed Shortcut	Description
Auto-Scroll	<p>While browsing in Silk, your Kindle library, or other supported apps, angle the device toward you or away from you to scroll down or up. Increasing the angle of the pitch accelerates scrolling in either direction.</p> <p>To learn more, go to Browser Settings.</p>

Access the Quick Actions Panel

Swivel your phone or swipe down from the top of the screen to access the Quick Actions panel.

Video: Quick Actions and Notifications

From the Quick Actions panel, you can turn Wi-Fi, the flashlight, or Aeroplane Mode on or off, as well as quickly go to **Settings**.

Icon	Description
	Tap to turn Aeroplane Mode on or off. To learn more, go to Turn On Aeroplane Mode .
	Tap to turn Wi-Fi on or off. To learn more, go to Connect to Wi-Fi .
	Tap to turn Bluetooth on or off. Press and hold to access Bluetooth settings or pair a device. To learn more, go to Connect to Bluetooth .
	Tap to turn the flashlight on or off. To learn more, go to Flashlight .
	Sync your device to receive recently purchased content from the Amazon Appstore or the Kindle store, or to receive app or software updates. To learn more, go to Access Your Content .
	Tap to access Fire phone settings. To learn more, go to Settings Basics .
	Tap to quickly connect to an Amazon Tech Advisor. To learn more, go to Get Help with Mayday .
	Tap to search the content on your device or in the Cloud, your apps, the web, and the Amazon stores.
Brightness	Slide to manually adjust the brightness on your phone, or tap Auto to let your Fire phone set this automatically.

Customise the Lock Screen

Select a lock screen scene or personal photo to display on the lock screen of your Fire phone.

Video: Lockscreens and Scenes

From Settings, tap **Lock Screen**, and then tap **Select a lock-screen scene**.

Swipe down through the available scenes, and then tap to select one. Alternatively, tap **Your Photo** to select a personal photo to display.

By default, your phone will rotate through all of the available lock screen scenes daily. To turn this feature off, tap **Never** next to Rotate Scene at the top of the screen or select a specific scene.

When the battery is low on your Fire phone, Dynamic Perspective lock screen scenes will stop reacting to your movements to conserve battery life.

Access Notifications & Quick Actions from the Lock Screen

You can enable a setting that allows you to access recent notifications and the **Quick Actions** panel while your phone is locked by swivelling your phone or swiping down from the top of the screen.

From **Settings**, tap **Lock Screen**, and then tap **Turn on notifications on the lock screen**.

Tap **ON** next to Notifications.

To learn more about notifications, go to [Manage Ringtones & Notifications](#).

From the Quick Actions panel, you can also tap the icons to quickly access Settings, Search, Flashlight, and more. If your phone has a lock screen password or PIN, you may need to enter it to unlock your phone before you go directly to the action you selected. To learn more, go to [Set a Lock Screen Password or PIN](#).

Manage Ringtones & Notifications

You can change your default ringtone, and select different ringtones to notify you when specific people call you and send you a text message. You can also modify how your apps notify you.

Video: Quick Actions and Notifications

To change your ringtone:

- a. From Settings, tap **Sounds and Notifications**, tap **Change your ringtone**, and then tap **Sound**.
- b. Tap the name of a sound to hear a sample.
- c. Select a sound to use it as your ringtone. If you don't want a ringtone, tap **No Sound** at the top.

To select ringtones for specific people:

- a. From Settings, tap **Sounds and Notifications**, and then tap **Select ringtones for specific people**.
- b. Tap a contact, and then select a sound to hear when they call or text you.

To view notifications:

- a. Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel. Any recent notifications, such as new text messages or app updates, will be displayed below the Quick Actions icons.

Notifications with two lines at the bottom centre can be expanded to view more content and actions. Swipe down with two fingers or pinch outward to expand.

- b. Tap a notification to go to the related app, or swipe the notification to the right or to the left to dismiss it. To dismiss all notifications, tap **Clear**.

Ongoing notifications, such as music player controls, will not be cleared.

To modify notification settings:

- a. From Settings, tap **Sounds and Notifications**, and then tap **Manage notifications**.
- b. Select an app from the list to customise whether notifications from that app appear in the top panel, display a banner at the top of the screen, and/or play a sound.

From the Quick Actions panel, press and hold a notification to quickly access the notification settings for that application.

Access Your Content

From your Fire phone, you can sync to receive content, download content from the Cloud, and transfer content via USB. You can also sync Kindle book, Audible audiobook, Appstore game, and Amazon Instant Video progress across devices.

In This Section

[Sync Your Phone](#)

[Download Content from the Cloud](#)

[Transfer Content to Your Fire Phone via USB](#)

Sync Your Phone

Sync your Fire phone to receive new items.

Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel.

Tap the **Sync** icon to make sure your latest content purchases are available on your phone.

Download Content from the Cloud

After you purchase content with your Amazon account, it is automatically saved to the Cloud. When you are connected wirelessly, you can download items from the Cloud to your Fire phone.

From the left panel of the Home screen, tap a content library (for example, **Books** or **Music**).

Find an item to download to your phone:

Apps – By default, the app grid on the Home screen displays all of the apps downloaded to your phone. Tap the switch in the upper left corner to view your apps that are stored in the Cloud. Tap an app in the Cloud to download it to your device.

Games – Tap a game to download it. Games that have already been downloaded to your phone display “On Device” and a checkmark in the lower right corner.

Music – View the left panel, and tap the switch next to Library to view your songs that are on your phone or stored in the Cloud. Tap a song to stream it, or press and hold a song and select **Download** to download it to your device.

Videos – View the left panel, and tap the switch next to Your Video Library to view your videos that are stored in the Cloud. Tap a video and then select **Watch Now** or **Download**.

Photos – View the left panel, and tap **Cloud Drive**. Press and hold a photo from your Cloud Drive, and then tap **Download**.

Books – Tap a book to download it. Books that have already been downloaded to your phone display a checkmark in the lower right corner of the cover image.

Docs – View the left panel, and tap the switch next to **Library** to view your personal documents that are stored in the Cloud. Tap a document to download it. Docs that have already been downloaded to your phone display a checkmark on the right.

Transfer Content to Your Fire Phone via USB

To transfer content from your computer to your Fire phone, use the micro-USB cable that was included with your device.

Transfer content from a PC:

- a. Connect your phone to your computer with the micro-USB cable.

You will need to unlock the screen on your Fire phone before your computer will recognise Fire phone. To unlock the screen, press the **Power** button on Fire phone and swipe up on the screen. If you have a password or PIN, enter it when prompted.

- b. A notification will appear on your computer screen when Fire phone is connected. Select this notification, and then select the option to open the device to view files.

Your Fire phone will appear in the **Computer** or **My Computer** folder.

- c. Open the Fire phone folder on your computer, open the **Internal storage** folder, and then open the folder for the content type you want to transfer.
- d. Locate the content you want to transfer from your computer to your phone, and then drag-and-drop the content into the corresponding content folder on Fire phone.

For example, if you're transferring a song file to your Fire phone, you would drag-and-drop the file to the **Music** folder.

- e. Disconnect your phone from your computer.
- f. To view your transferred content on your Fire phone, go to the Home screen of Fire phone, and then swipe from the left edge of the screen (or tilt the phone to the right) to open the left panel. Then, select the content library that you want to see (for example, **Music**).
- g. In the content library, open the left panel, and then tap **Device** to view your content.

Transfer content from a Mac:

- a. Download [Android File Transfer](#) on your Mac. After the download completes, open **androidfiletransfer.dmg**, and then drag Android File Transfer to **Applications**.
- b. Connect your Fire phone to your computer with a micro-USB cable. Your Fire phone will appear on the desktop. You will need to unlock the screen on your Fire phone before your Mac can access Fire phone. To unlock the screen, press the **Power** button on Fire phone and swipe up on the screen. If you have a password or PIN, enter it when prompted.
- c. Open the Fire phone folder on your computer, open the **Internal storage** folder, and then open the folder for the content type you want to transfer.
- d. Locate the content you want to transfer from your computer to your phone, and then drag-and-drop the content into the corresponding content folder on Fire phone.

For example, if you're transferring a song file to your Fire phone, you would drag-and-drop the file to the **Music** folder.

- e. Disconnect your phone from your computer.
- f. To view your transferred content on your Fire phone, go to the Home screen of Fire phone, and then swipe from the left edge of the screen (or tilt the phone to the right) to open the left panel. Then, select the content library that you want to see (for example, **Music**).
- g. In the content library, open the left panel, and then tap **Device** to view your content.

Fire phone supports these content types:

Audio: Dolby Digital (AC-3), Dolby Digital Plus (E-AC-3), non-DRM AAC, MP3, MIDI, OGG, PCM/WAVE, AAC LC/ELD, HE-AAC (v1 & v2), AMR-NB, AMR-WB, AMR-WB+, Audible Enhanced format (AAX)

Video: MPEG4, VP8, H.264/MPEG4/AVC, MPEG4 SP, H.263, AVI

Images: JPG, GIF, PNG, BMP, GIF87a, GIF89a

Books / Documents: PDF, unprotected MOBI, PRC natively, DOC, DOCX, Kindle (AZW), KF8, TXT

Files with Digital Rights Management (DRM) can't be transferred to your phone.

Personal videos transferred to your phone will appear in the **Photos** content library. Personal videos recorded with an iOS device should be converted to a supported file format before they can be viewed on Fire phone.

You can use [Manage Your Content and Devices](http://www.amazon.co.uk/mycd) (www.amazon.co.uk/mycd) to deliver purchased content from Amazon to your computer. Apps from the Amazon Appstore for Android and movies and TV shows from Amazon Instant Video can't be downloaded from the Manage Your Content and Devices page to your computer.

Link Your Phone to Facebook or Twitter

Link your Fire phone to Facebook or Twitter to share your notes, photos, web bookmarks, or book highlights. You can also import calendars, contacts, and photos from your Facebook account to your phone.

From Settings, tap **My Accounts**, and then tap **Connect your social networks**.
Tap **Connect Your Facebook Account** or **Connect Your Twitter Account**.
Enter the account information for your social network, and then tap **Done**.
You can unlink your social network accounts at any time.

Sync Your Facebook Contacts & Events

Sync your Facebook contacts and events when first linking your account or later through Contacts and Calendar settings.

To enable syncing when you first link your Facebook account:

- a. From **Settings**, tap **My Accounts**, and then tap **Connect your social networks**.
- b. Tap **Connect Your Facebook Account**.
- c. Enter your login information, and then tap **Connect**.
- d. Toggle **Sync Calendar** and **Sync Contacts** to **ON**.

To enable syncing from the Settings menu at any time:

- a. From **Settings**, tap **My Accounts**, and then tap **Manage email accounts**.
- b. Tap **Contacts Settings** or **Calendar Settings**.
- c. Toggle **Sync Facebook Contacts** and/or **Sync Facebook Events** to **ON**.

To disable syncing from the Settings menu at any time:

- a. From **Settings**, tap **My Accounts**, and then tap **Manage email accounts**.
- b. Tap **Contacts Settings** or **Calendar Settings**.
- c. Toggle **Sync Facebook Contacts** and/or **Sync Facebook Events** to **OFF**.

To learn more about manage your contacts and calendar, go to [Contacts](#) or [Calendar](#).

Switch Between and Close Recent Apps

With Quick Switch, you can quickly switch to recently opened content or dismiss recently opened items.

To use Quick Switch:

Quickly press the Home button twice to open Quick Switch.

Tap a recently opened item to navigate to that app or content, or swipe up on any item to dismiss it.

Dismissing an item does not remove the item from your device; however, it can be helpful for preserving battery life.

Accessibility Features

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- [Guide to Screen Reader and Explore by Touch](#)
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- [Use a Hearing Aid with Your Phone](#)
- [Use a Teletypewriter \(TTY\)](#)
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- [Turn On Low Motion Mode](#)
- [Guide to Reading Books with Screen Reader and Explore by Touch](#)
- [Use Explore by Touch Shortcut Menus](#)

Turn Accessibility Features On or Off

With accessibility features, you can magnify the screen on your Fire phone. You can also navigate your phone using shortcuts, and hear spoken feedback about the items you touch and open.

The accessibility features on Fire phone are designed for users with vision, hearing, or mobility impairments. If you turn on an accessibility feature, your phone may function differently (such as different gestures for navigation). If your phone isn't responding to your touch, or you hear a voice whenever you touch the screen, you may have accidentally turned on the Screen Reader and Explore by Touch.

To turn on accessibility features:

- Swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.
- Tap **Device**, and then tap **Manage accessibility**.
- Select your accessibility options.

(See the tables below for available options.)

To turn off the Screen Reader and Explore by Touch:

- Swipe down from the top of the screen with two fingers to open the Quick Actions panel.

If you're on the lock screen, place two fingers on the screen, swipe to the left, and then open Quick Actions.

- Tap **Settings**, and then double-tap the screen to open the Settings menu.
- Tap **Device**, and then double-tap the screen to expand the options.
- Tap **Manage accessibility**, and then double-tap the screen to open the Accessibility menu.
- Next to the Screen Reader setting, tap **Off**, and then double-tap the screen to confirm your selection.
- In the dialogue that appears, tap **Continue**, and then double-tap the screen. When the Screen Reader is disabled, Explore by Touch is turned off automatically.

Accessibility Options

Vision Settings	Description
Screen Reader	Describes what you touch and interact with on the screen (for example, the title of a book in the carousel). Peeking is disabled when the Screen Reader is turned on. To learn

Accessibility Options

	<p>more, go to Guide to Screen Reader and Explore by Touch.</p> <hr/> <p>Tap Reading Speed to adjust the reading speed of the Screen Reader.</p> <hr/>
Explore by Touch	Navigate your phone with gestures to explore the screen by touch. Your phone recognises five accessibility shortcuts that help you quickly navigate to home, go back, and access the Quick Actions panel, accessibility settings, or the local context menu. When the Screen Reader is turned on, Explore by Touch turns on automatically. To learn more, go to Guide to Screen Reader and Explore by Touch .
Screen Magnifier	Use gestures to magnify the screen. To learn more, go to Guide to Screen Magnifier .
Power Button Ends Call	Press the Power button to end calls.
Low Motion Mode	When Low Motion Mode is enabled, the tilt, swivel, peek, and dynamic perspective features are turned off. The way you look at and hold your phone will not automatically launch any actions or panels. You will need to tap and swipe with your fingers to navigate.
Spoken Caller ID	Your phone will read aloud the contact name or phone number for incoming calls.

Hearing Settings	Description
Convert Stereo to Mono	Disable stereo sound and play all audio through a single channel.
Hearing Aid Mode	Optimise your phone for use with hearing aids. To learn more, go to Use a Hearing Aid with Your Phone .
TTY Mode	Connect your phone to a Teletypewriter device. To learn more, go to Use a Teletypewriter (TTY) .
Closed Captioning	Show captions for movies and TV shows from Amazon Instant Video and web videos in the Silk Browser (when available for the title).

Accessibility Services	Description
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Accessibility Options

BrailleBack	<p>Connect a supported braille display to your device using Bluetooth on Fire phone. Screen content will be presented on the braille display and you'll be able to navigate and interact with your device using the keypad on the display.</p> <p>To use BrailleBack, go to the Amazon Appstore on your Fire phone to download and install BrailleBack (Fire OS Edition). After you install the app, swipe down from the top of the screen to open the Quick Actions panel, and then tap Settings > Device > Manage accessibility, and then scroll to the bottom of the page to view BrailleBack and configure its settings.</p> <hr/> <p>Other accessibility services may be available in the Amazon Appstore.</p>
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Guide to Screen Reader and Explore by Touch

When the Screen Reader is turned on, Explore by Touch will turn on automatically. With Explore by Touch, you can use gestures to navigate your Fire phone and interact with your content while the Screen Reader describes the actions you make on screen.

Action	Gesture
Turn on Screen Reader and Explore by Touch from any screen	Press the Power button until you feel a vibration, and then place two fingers (slightly apart) on the screen and hold for five seconds.
Explore menus and items	Drag a finger over each item on the screen.
Go to the next item	Swipe right or down using a finger.
Go to the previous item	Swipe left or up using a finger.
Open an item	Select the item, and then double-tap anywhere on the screen. If the item doesn't open, try slowing down or speeding up your tapping speed.
Go to the Home screen	Swipe up then left with a finger in a single motion.
Go back to the previous screen	Swipe up from bottom of the phone with two fingers. Alternatively, swipe down and then left with a finger in a single motion.
Open Quick Actions and Notifications	Swipe down from the top of the screen with two fingers.
Open the left or right panels	Swipe in from left / right edge of the screen with two fingers or tilt the phone if Low Motion is turned off.

Action	Gesture
Type on the keyboard	Move a finger slowly over the keys to hear them being read to you. When you hear the letter, lift your finger from the keyboard to add the letter. If you hear a high-pitched tone, your finger has moved outside the keyboard.
Select a word from suggested word list	Type a letter of a word, and then slide your finger from the bottom of screen until you hear a high-pitched tone. Without lifting your finger, draw circles clockwise to hear a list of suggested words. Draw circles counterclockwise to cycle backwards through the words. Lift your finger to select the word.
Go to the next page or previous page	Swipe left or right with two fingers.
Scroll up or down	Swipe up or down with two fingers when you can scroll on the screen.
Scroll right or left	Swipe right or left with two fingers when you can scroll on the screen.
Scroll list by one page	Swipe right then left with a finger in a single motion.
Turn on Screen Reader and Explore by Touch from any screen	Press the Power button until you see a message asking you if you want to shut down your Fire phone, and then place two fingers (slightly apart) on the screen and hold for five seconds.
Adjust a seek control	Seek controls are used to adjust settings such as volume or screen brightness. To adjust a seek control: Move Screen Reader focus to the control you want to adjust. Swipe right then left, or left then right, with a finger in a single motion. Alternatively, double-tap and hold, and then slide a finger to adjust the control.
Press and hold an item to view additional information and/or to drag an item	Double-tap and hold for one second. After you hear a tone, swipe to navigate the pop-up menu.
Unlock the screen	When the screen is locked, swipe up from the bottom of the screen with two fingers to unlock your device.

Guide to Screen Magnifier

When the Screen Magnifier is turned on, you can magnify your screen to read items more easily. The Screen Magnifier can be helpful for users with low vision.

Action	Gesture
Turn screen magnification on or off	Triple-tap the screen with a finger. If the screen doesn't magnify, try slowing down your tapping speed. Make sure the Screen Magnifier setting is enabled. From Settings, tap Device , and then tap Manage accessibility .
Pan	Drag two fingers across the screen. Hold your fingers slightly apart while panning.
Change zoom level	Triple-tap the screen with a finger and hold. To pan, drag your finger across the screen. When you're finished, lift your finger.

Action	Gesture
Temporarily turn screen magnification off	Pinch inward or outward with two fingers when the screen is magnified.

Use a Hearing Aid with Your Phone

Depending on the type of hearing aids you use, a hearing aid may enhance your experience with Fire phone.

Your phone has a Hearing Aid Compatibility rating of T4/M4.*

To optimise your experience using a hearing aid with your phone, enable **Hearing Aid Mode** and then simply position the receiver near your hearing aid's built-in microphone(s).

If your hearing aid does not have a t-coil ("T") mode, there are third-party neck loop devices available that connect to your phone through the headphone jack or via Bluetooth.

To enable **Hearing Aid Mode**:

- Swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.
- Tap **Device**, and then tap **Manage Accessibility**.
- Under Hearing Settings, tap **On** next to Hearing Aid Mode.

*This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or Amazon for information on hearing aid compatibility. If you have questions about return or exchange policies, consult Amazon Customer Support at www.amazon.co.uk/contact-us.

Use a Teletypewriter (TTY)

Connect a Teletypewriter (TTY) device to your Fire phone.

To use a Teletypewriter, you may need a third-party TTY adaptor (sold separately) to connect your phone to a TTY device. You will also need to enable TTY Mode on your phone.

TTY Mode offers three different options:

Full – allows TTY users to read incoming messages and respond to them using the TTY

HCO (Hearing Carry Over) – allows users to hear the other person through the phone and respond to them using the TTY

VCO (Voice Carry Over) – allows TTY users to speak through the phone and read responses on their TTY

To enable TTY Mode:

- Swipe down from the top of the screen to access Quick Actions, and then tap the **Settings** icon.
- Tap **Device**, and then tap **Manage accessibility**.
- Under Hearing Settings, tap **TTY Mode**, and then select your preferred mode.
- Connect your phone to a TTY device.

Turn On Closed Captions

Show closed captions for movies and TV shows from Amazon Instant Video and web videos in the Silk Browser (when available for the title). There are three ways to enable closed captioning on Fire phone.

From Accessibility Settings:

- a. From Settings, tap **Device**, and then tap **Manage accessibility**.
- b. Under Hearing Settings, tap the switch to turn Closed Captioning **On**.
This will enable your phone to display closed captions when available.

From the Instant Video app:

- a. Play the video you want to watch.
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.
- b. After playback has started, tap the **Menu > Captions > On**.
In the captions menu, you can also customise the font size and colour scheme for the caption text. Your selections apply to all videos you play until you change them again.
- c. Tap outside the closed captions menu to return to video playback with captions on.
- d. To turn captions off, tap the **Menu > Captions > Off**.
You can also manage your Amazon Instant Video closed caption settings under Subtitle Preferences at www.amazon.co.uk/cc.

From the Silk Browser:

- a. From the Silk Browser, access the left panel and tap **Settings**.
- b. Tap **Advanced**, and then tap **Closed Captions**.
- c. Select from the available customisation options, such as text size, and then swipe up from the bottom of the phone to return to the browser.
Some options may not be available.

Turn On Low Motion Mode

With Low Motion Mode enabled, features like peek, tilt, swivel, auto scroll, and Dynamic Perspective are disabled on your Fire phone.

To turn on **Low Motion Mode**:

- a. Swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.
- b. Tap **Device**, and then tap **Manage accessibility**.
- c. Tap **Low Motion**.

You can toggle individual features on or off, or tap **Off** next to Low Motion Mode at the top of the screen to turn all features off.

Guide to Reading Books with Screen Reader and Explore by Touch

When the Screen Reader and Explore by Touch are turned on, you can use gestures and Text-to-Speech to read and interact with your book. When you open a book, Text-to-Speech will automatically read your book and turn the pages for you.

You can switch between two modes of reading: continuous and non-continuous. Continuous reading will read all pages in the book, while non-continuous reading will read a page, character, or word on the page—whichever you prefer.

Action	Gesture
Start reading	When you open a book, Text-to-Speech begins reading the book and automatically turns the pages.

Action	Gesture
Switch from continuous to non-continuous reading	Non-continuous reading uses the Screen Reader's Text-to-Speech voice and reading speed settings. Tap the screen to switch from reading continuously to reading one page, word, line, or character at a time. The default reading level is one page at a time. Depending on the content being read, some reading level options may not be available.
Show reading toolbar	While reading, tap the screen, and then double-tap the screen to show the reading toolbar.
Change continuous reading speed	The continuous reading speed control is located towards the bottom left corner of the screen when the reading toolbar is open. Tap the control, and then double-tap the screen to change the reading speed.
Read one page, paragraph, character, or word at a time	Swipe up then right in a continuous motion with a finger to activate the Local Context Menu . With the Local Context Menu open, select your preferred reading level: character, word, line, paragraph, page, or default. Depending on the content being read, some reading level options may not be available.
Turn page	Swipe left with two fingers to go to the next page. Swipe right with two fingers to go to the previous page.
Open the Go To menu	Tilt the left side of phone or swipe from the left edge of the screen with two fingers. From here, double-tap a chapter or section, Search Inside This Book , Go to Page or Location , or Sync to Furthest Page Read .
Select text	Explore the screen with a finger to find the word you want to select. Double-tap the word, and then hold to listen to the definition of the word being read to you. You can also swipe to the left or right to choose a highlight colour, add a note, share your notes and highlights, and more.
Adjust text selection	Selection markers are available in the menu after selecting text. Select the markers to increase or decrease the text selection size.

Use Explore by Touch Shortcut Menus

Shortcut menus allow you to access menus, settings, and items on your Fire phone quickly when the Screen Reader and Explore by Touch are enabled.

Local Context Menu – Swipe up then right in a continuous motion with a finger to activate the Local Context Menu. With the Local Context Menu open, you can explore the following items:

Reading Granularity Options – Switch between character, word, line, paragraph, page, and default reading levels. Depending on the content being read, some reading granularity options may not be available.

Navigation Options – Switch between section, list, control, and special content navigation levels when browsing a webpage in the Silk Browser.

Cursor Control Options (for editing text) – Move the cursor before the first or after the last character in a text edit box.

Device Menu – Swipe down then right in a continuous motion with a finger to activate the Device Menu. With the Device Menu open, you can explore the following items:

Read from top – Read all items on the screen, starting with the top item.

Read from next item – Read all items on the screen starting with the next item.

Spell last utterance – Spell the last utterance read to you.

Quick Navigation – Cycle through a radial list of all selectable items on screen. Without lifting your finger, draw a circle to hear a list of items. Lift your finger to select the item.

Pause feedback – Suspend the Screen Reader and Explore by Touch. Your device will not provide audio feedback, and Explore by Touch will be disabled. **Pause feedback** is located in the upper left portion of the **Device Menu**. To resume feedback, open the Quick Actions panel, and then tap the Screen Reader is Suspended notification.

Accessibility Settings – Return to the Accessibility Settings screen to select your accessibility options.

Special Features

In This Section

[Identify Movies, Music, Products & More with Firefly Dynamic Perspective](#)

[Talk to Your Phone](#)

Identify Movies, Music, Products & More with Firefly

Use Firefly to scan physical products to identify the product and find more details and purchase information, if available. You can also use Firefly to listen to audio in order to identify music, movies, and TV shows.

Video: Using Firefly

Before you use Firefly, make sure your phone has an active wireless connection (either Wi-Fi or mobile).

Firefly can identify:

- Phone numbers, e-mail address, and web addresses
- Music, movies, and TV shows
- Books, DVDs, Blu-ray discs, CDs, and video games
- Packaged household products
- Barcodes and QR codes

Not all products and media can be identified by Firefly.

Press and hold the **Firefly** button.

This is the bottom button on the left side of the phone (which is also the **Camera** button).

Point the camera at a product to scan it, or hold your phone near the source of any audio. You will see firefly lights on the screen hover around and highlight the object.

To identify songs, tap the **Music** icon.

To identify movies or TV shows, tap the **Video** icon.

Hold your phone steady and close to the object you're trying to scan.

Tap the screen to help Firefly to focus on the object.

If available, try scanning a product barcode if Firefly is unable to recognise the front of the product.

If Firefly can identify an object, a label will appear at the bottom of the screen. If it can't, try scanning again or submit feedback.

Tap the label for additional options, including a direct link to shop for the item or content on Amazon.

View & Delete Your Firefly History

When you search for content or a product with Firefly, it's automatically saved in your search history.

To view your search history, swipe up from the bottom of the Firefly window.

Your most recent searches will be displayed.

Select a recent search to learn more about the item or access additional features, such as sharing. Or, tap **Delete from History** to remove the search from your history.

There is currently no option to turn off your search history.

Dynamic Perspective

Dynamic Perspective on your Fire phone is a custom-designed sensor system that responds to how you hold, view, and move your phone. Experience using your phone in a new, unique way.

Video: Shortcuts and Dynamic Perspective

To view and manage your Dynamic Perspective settings:

- a. Swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.
- b. Tap **Device**, tap **Manage accessibility**, and then tap **Low Motion** to configure your Dynamic Perspective settings and one-handed shortcuts to your own personal needs.

Talk to Your Phone

Your Fire phone features a growing number of speech-powered features to help you get things done by simply asking. These capabilities range from dictation (allowing you to enter text by talking) to being able to ask your phone to make calls, send text messages, and much more.

Video: Voice Commands and Dictation

Dictation

Use voice dictation anywhere you use your keyboard. Dictate an e-mail or text message, search the web, or write a note.

To use dictation, bring up the keyboard, and then tap the microphone icon. Speak clearly into your phone's microphone. Once you've paused or finished speaking, your phone will display the corresponding text.

To insert punctuation or format your text, simply say the punctuation mark, such as "comma", "question mark", or "new line". The dictation feature will insert the proper mark or format. For example, saying "Hi John comma how are you question mark" will be recorded as "Hi John, how are you?" in your text message.

Voice Commands

Use voice commands to make a call, initiate an e-mail or text message, or search the web, all without opening an app.

To do this...	Do this...
Make a phone call	<p>Press and hold the Home button, and then say "Make a call".</p> <p>When prompted, say the name of the person who you want to call.</p> <p>Or, do it all in one step: Press and hold the Home button, and then say "Call John Smith's mobile."</p>
Send a text message	<p>Press and hold the Home button, and then say "Send a text message".</p> <p>When prompted, say the name of the person who you want to send a text message to.</p> <p>Dictate your text message, and then review the text. If needed, you can say "Edit" to edit the text message.</p> <p>When asked, "Do you want to send it?" you can say "Yes" or "Send".</p> <p>Or, do it all in one step: Press and hold the Home button, and then say "Tell John Smith that the meeting begins at 5PM." This will create a text message to John Smith with "the meeting begins at 5PM" as the message.</p>
Send an e-mail	<p>Press and hold the Home button, and then say "Send an e-mail."</p> <p>When prompted, say the name of the person who you want to send an e-mail to.</p>

To do this...	Do this...
	<p>Dictate your e-mail subject and body, and then review the text. If needed, you can say "Edit" to edit the email.</p> <p>When asked, "Do you want to send it?" you can say "Yes" or "Send".</p> <p>Or, do it all in one step: Press and hold the Home button, and then say "Send John Smith an e-mail with the subject of Vacation 2014 and the message I will be on vacation from May 22 until June 7". This will create an e-mail message to John Smith with "Vacation 2014" as the subject and "I will be on vacation from May 22 until June 7" as the message.</p>
Search for products on Amazon.co.uk	<p>Press and hold the Home button, and then say "Search Amazon for..." or "Shop Amazon for..." followed by a specific or general product.</p> <p>Results will be displayed within the Amazon Shop app.</p>
Search the web	<p>Press and hold the Home button, and then say "Search" or "Search the web."</p> <p>Dictate what you are looking for, such as "Breakfast places" or "Art museums" and the results will appear in the Silk Browser.</p>

Related Help Topics

[Voice Settings](#)

Voice Settings

There are a number of important settings that control your speech recognition experience on your Fire phone. Your phone can recognise and speak a growing number of languages.

In addition, you can choose to have speech recognition enabled even when the phone is locked with a PIN – this can make it easy to activate via a Bluetooth device or headset when you are driving, running, or when it may not be convenient to unlock the phone.

Some speech-powered features may only be accessed when your phone is unlocked to protect privacy in the event of a lost or stolen device.

To configure your voice settings, go to **Voice** in the Settings menu.

Setting	Description
Voice Input	<p>This setting is turned on by default. It allows your voice input to be processed in the Cloud in order to optimise your voice experience.</p> <hr/> <p>To delete speech data associated with your account:</p> <p>Visit Manage Your Content and Devices</p> <p>Select the Your Devices tab, and then select your Fire phone.</p> <p>Under the Device Actions drop-down menu, select Manage Voice Recordings, and then select Delete.</p>
Use Speech when Locked	Turn On to enable voice recognition while your phone is locked.
Speaking Speed	Select the speed at which your phone speaks to you.
Voice Language	Select the language your phone uses to speak to you. English and Spanish are currently supported.
Hands-free Mode	You can select whether to hear more detailed voice feedback when you use a headset or other hands-free device, or all the time. Select Hands-free Device Only or Always On .

Quick Fixes

In This Section

[Basic Troubleshooting for Fire Phone](#)

[Fire Phone Doesn't Charge](#)

[Can't Connect to Wi-Fi](#)

[Can't Connect to a Mobile Network](#)

[Forgot Lock Screen Password or PIN](#)

Basic Troubleshooting for Fire Phone

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

Video: Quick Fix Troubleshooting

Issue	Try this...
Frozen screen or unresponsive phone	If the screen on your Fire phone is frozen, or your phone is unresponsive in general, restart it. To restart your Fire phone, press and hold the Power button, and then select Restart .
Problems purchasing or accessing content	<p>Confirm that your Fire phone is connected to the Internet, either through Wi-Fi or through your mobile cellular connection. Your Fire phone must be connected to the Internet to buy, play, and sync your content.</p> <p>To view the status of your Wi-Fi or mobile connection, hold your phone at a slight angle to the left or right, or "peek", to view the status bar at the top. The Wi-Fi icon will indicate the strength of your wireless connection. A mobile cellular connection will show LTE, 4G, 3G, EDGE, or GPRS.</p> <p>If you are in an area with a poor Wi-Fi signal, try turning it off, selecting a different Wi-Fi network, or connecting with your mobile connection.</p>
Movies, photos, or purchased content not showing	<p>Verify that your Fire phone is registered to the correct Amazon account.</p> <p>To verify your registration, swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then tap Settings > My Accounts > Deregister your phone. If you see the wrong account listed, tap Deregister to confirm. After you deregister your phone, tap Register to register your Fire phone to the correct account.</p>
Specific app issues	<p>From the Home screen, swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then select Settings > Manage applications. Select the application you want to modify. You can change app settings, clear data, clear cache, force stop, or uninstall the application if you are having problems with it.</p> <hr/> <p>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.</p>

Related Help Topics

[Factory Reset Your Phone](#)

Fire Phone Doesn't Charge

If your Fire phone doesn't charge, follow these steps.

Before you begin, make sure that:

You are using the power adaptor and micro-USB cable that came with your Fire phone.

You are charging your Fire phone from a power outlet. Using a USB port may increase charging time.

The micro-USB cable is securely connected to your Fire phone and power adaptor.

Then:

Unplug the power adaptor and micro-USB cable from your Fire phone, and then connect them to your Fire phone again.

Insert the power adaptor into a power outlet.

If your Fire phone doesn't indicate that it's charging, unplug the power adaptor. Press and hold the **Power** button, and then tap **Restart**.

After you restart (or attempt to restart) your Fire phone, plug the power adaptor and micro-USB cable into the device and charge for at least an hour.

Related Help Topics

[Charge the Battery](#)

Can't Connect to Wi-Fi

If your Fire phone can't connect to your Wi-Fi network, or it frequently drops your connection, follow these steps.

Before you begin, make sure that:

Other devices in your home can connect to your network. If they can't connect, you may need to contact your Internet service provider for additional help.

Aeroplane Mode is off. To check, swivel your phone or swipe down from the top of the screen to open the Quick Actions panel. If Aeroplane Mode is on, the aeroplane icon will be orange. Tap the aeroplane icon to enable wireless connectivity.

You know your Wi-Fi password. If you've forgotten or don't know your Wi-Fi password, you may need to refer to your router manufacturer or Internet service provider for additional help.

You're on the latest software version. You can install the latest software version wirelessly if you're able to connect to a more stable network, or download and transfer the software update to your Fire phone via USB. To learn more, go to [Fire Phone Software Updates](#).

Then:

Restart your Wi-Fi connection. Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Wi-Fi** icon to turn it off. After you turn off your Wi-Fi connection, tap the **Wi-Fi** icon to turn it on again.

Restart your phone. Press and hold the **Power** button, and then tap **Restart**.

Move closer to your router. From your Fire phone, check if you can connect to your preferred Wi-Fi network from the list of available networks. If your network doesn't appear in the list, tap **Scan** from the Wi-Fi menu. If you still don't see your preferred network, you can add it manually to your Fire phone. To learn more, go to [Add a Wi-Fi Network Manually](#).

Restart your router and modem. Unplug your modem and router, wait a full 30 seconds, and then plug the modem in. After your modem turns on, plug in your router and wait for it to turn on.

If you still can't connect to your network, or you still have limited connectivity, refer to your Internet service provider for additional help.

Related Help Topics

[Connect to Wi-Fi](#)

Can't Connect to a Mobile Network

If your Fire phone doesn't connect to a mobile network, or it frequently drops your connection, follow these steps.

Before you begin, make sure that:

You are in an area of good coverage. If you have limited connectivity (such as EDGE or GPRS service) or no connectivity at all, you may not have coverage. To check your mobile network coverage, refer to [O2's coverage map](#)..

Aeroplane Mode is off. To check, swivel your phone or swipe down from the top of the screen to open the Quick Actions panel. If Aeroplane Mode is on, the aeroplane icon will be orange. Tap the aeroplane icon to enable wireless connectivity.

You're on the latest software version. You can install the latest software version wirelessly if you're able to connect to a more stable network, or download and transfer the software update to your Fire phone via USB. To learn more, go to [Fire Phone Software Updates](#).

Then:

Turn off your Wi-Fi connection. Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel. If Wi-Fi is on, the Wi-Fi icon will be orange. Tap the Wi-Fi icon to turn off Wi-Fi and immediately connect to a mobile network.

Make sure your device has been activated for service. Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then tap **Settings > Device > Get info about your Fire**. If your device has been activated, you will see your current phone number, serial number, and International Mobile Equipment Identity (IMEI). If you do not see this information, contact O2 Customer Care from another phone at 0344 8090202.

The Integrated Circuit Card ID (ICCID), or SIM card information, can be found on the device packaging for your Fire phone.

Restart your phone. Press and hold the **Power** button, and then select **Restart**.

Related Help Topics

[Connect to a Mobile Network](#)

Forgot Lock Screen Password or PIN

If you enter the wrong password or PIN too many times, your Fire phone will temporarily restrict you from entering it again.

You can change your Fire phone's lock screen password or PIN directly from the [Manage Your Content and Devices](#)(Amazon.com full site)[Manage Your Content and Devices](#) (Amazon.com full site) page.

Go to [Manage Your Content and Devices](#), and then select **Your Devices**.

From the list of devices registered to your Amazon account, select your Fire phone.

Open the Device Actions drop-down menu, and then select **Remote Lock**.

Enter and then confirm a new password or PIN, and then select **Lock Device**.

From your Fire phone, tap **Unlock Device**.

Enter your lock screen password or PIN, and then tap **OK**.

Related Help Topics

[Manage Your Device](#)

[Set a Lock Screen Password or PIN](#)

Connectivity

In This Section

[Connect to Wi-Fi](#)

[Add a Wi-Fi Network Manually](#)

[Turn On Aeroplane Mode](#)

[Turn Location-Based Services On or Off](#) [Connect to a Mobile Network](#)

[Manage Your Data Usage](#)

[Set Up a Wi-Fi Hotspot](#)

[Connect to Bluetooth](#)

[Display Mirroring with Fire Phone](#)

[Second Screen with Fire Phone](#)

Connect to Wi-Fi

Connect to a Wi-Fi network to buy, stream, or download content from the Cloud, or sync to receive items.

Video: Connect to Wi-Fi

Your Fire phone automatically detects nearby Wi-Fi networks and wireless hotspots that broadcast their network name. Some networks are open for everyone to join, while others require a password to connect. You can connect your phone to your home Wi-Fi network, public Wi-Fi networks, and some enterprise private networks.

Swivel the phone or swipe down from the top of the screen to open the Quick Actions panel.

From the Quick Actions panel, press and hold the **Wi-Fi** icon.

Next to Wi-Fi, tap **On**.

Tap a network to connect to it. If you see a lock icon besides the network name, a network password is required. Enter the Wi-Fi network password, and then tap **OK**.

If you don't know the password, check with the person who set up the network. This password is not your Amazon account password.

After you connect to a Wi-Fi network, your phone automatically connects to the network again when it's in range. If more than one network is in range, your phone automatically connects to the last network used.

Related Help Topics

[Add a Wi-Fi Network Manually](#)

[Turn On Aeroplane Mode](#)

[Turn Location-Based Services On or Off](#)

Add a Wi-Fi Network Manually

If you don't see the Wi-Fi network you want in the list of available networks, you can add it manually.

Before you add a Wi-Fi network to your Fire phone, make sure you are within range of the network you want to add and that you know the network name and password (if required).

Your Fire phone automatically detects nearby Wi-Fi networks and wireless hotspots that broadcast their network name. Some networks are open for everyone to join, while others require a password to connect. You can connect your phone to your home Wi-Fi network, public Wi-Fi networks, and some enterprise private networks.

From the Quick Actions panel, press and hold the Wi-Fi icon.

Tap **Add Network**.

Type the name of your network in the Network SSID box.

Choose the network security type from the Security drop-down menu, and then enter the network password, if required.

If needed, tap **Show Advanced Options** to select your proxy and IP settings.

Tap **OK**.

Your phone will connect to this Wi-Fi network the next time you're in range. If you don't want to connect to the network, or if you no longer use it, press and hold the name of the network, and then tap **Forget**.

If you are having trouble connecting to Wi-Fi or adding a Wi-Fi network manually, check to make sure that Aeroplane Mode is turned off. To learn more, go to [Turn On Aeroplane Mode](#).

Turn On Aeroplane Mode

Turn off your wireless connection when you are not using it on your Fire phone. To do this, turn on Aeroplane Mode.

When you turn off your wireless connection, you cannot buy, download, stream, or sync your content.

From the Home screen, open the Quick Actions panel.

Tap the **Aeroplane Mode** icon.

When Aeroplane Mode is on, an aeroplane icon will appear at the top of the screen next to the battery indicator (when peeking).

Turn Location-Based Services On or Off

Enable location-based services to allow apps and websites, such as social networks or maps, to estimate your current location.

Your location is determined by:

- The networks detected by your phone (like Wi-Fi routers and their signal strength)

- The mobile networks detected by phone

- Latitude and longitude by the GPS feature

From **Settings**, tap **Location Services**, and then tap **Configure Location-Based Services for your applications**.

Next to Location Services, tap **On** to enable location-based services, or tap **Off** to turn off location-based services.

When location based services are enabled, a compass icon will appear in the top right corner whenever an app or a website is accessing your location information (when peeking).

Connect to a Mobile Network

If you see one of the mobile indicators (4G LTE, 3G, EDGE, or GPRS), your Fire phone is already connected to a mobile network.

Your phone will always connect to the fastest available network; however, if 4G LTE is not available, it will default to 3G, EDGE, or GPRS.

Your Fire phone automatically switches to Wi-Fi when you connect to a Wi-Fi network. If you disconnect from a Wi-Fi network, or if you move out of Wi-Fi range, your phone automatically switches to a mobile connection, such as 4G, when enabled.

Swipe down from the top of the screen to open the Quick Actions panel.

If the Wi-Fi icon is orange, your phone is connected to a Wi-Fi network.

Tap the Wi-Fi icon to turn off Wi-Fi and connect to a mobile network instead.

If you are in a mobile service area, you should see one of the mobile indicators (4G LTE, 3G, EDGE, or GPRS) appear in the status bar at the top of the screen.

When you're connected to a mobile data network, you can make phone calls or send text messages, access the web, or browse Amazon content in the Amazon Appstore, Kindle store, or MP3 store without being connected to a Wi-Fi network.

Related Help Topics

[Manage Your Data Usage](#)

[Set Up a Wi-Fi Hotspot](#)

Manage Your Data Usage

You can view and monitor the amount of data used by your Fire phone.

To monitor the amount of mobile data that your phone uses:

From Settings, tap **Wi-Fi & Networks**.

Tap **See your mobile data usage** to monitor overall data usage or app data usage for your phone.

Only data usage for your Fire phone is displayed, and not for other devices on your mobile account, such as other mobile phones or tablet devices, if you have them. To monitor your overall account data usage, log in to your account online at www.o2.co.uk.

Set Up a Wi-Fi Hotspot

You can set up your Fire phone as a Wi-Fi hotspot and connect your computer and other Wi-Fi-capable devices to the Internet.

To set up your phone as a Wi-Fi hotspot, turn on your mobile network and ensure that you have an active mobile data connection (for example, a 4G LTE icon with signal bars).

This feature is only available if it is part of your O2 plan.

To turn your device into a Wi-Fi hotspot:

From Settings, tap **Wi-Fi & Networks**, and then tap **Set up a Wi-Fi hotspot**.

Next to Wi-Fi Hotspot, tap **On**.

The Wi-Fi Hotspot icon will appear in the status bar.

To set up a secure hotspot and enable password protection, tap **Configure Hotspot**. From here, you can change name of your hotspot and how it will appear to others.

You may connect up to five Wi-Fi-capable devices to the Wi-Fi hotspot.

To connect a device to your hotspot:

Turn on Wi-Fi on the device that you want to connect to your hotspot.

Your Fire phone (or the hotspot name if you have set one up) should show up as an available Wi-Fi network, to which you can connect your device.

If you set up a password, you will be prompted to enter the password to connect to your hotspot.

Connect to Bluetooth

You can pair your Fire phone with wireless devices that use Bluetooth technology, such as speakers, keyboards, or mice.

Video: Connect to Bluetooth

Before you pair your phone with a Bluetooth accessory, verify that the accessory is within range and is compatible with your phone.

Low energy (also known as Bluetooth Smart) devices are not supported.

From Settings, tap **Wi-Fi & Networks**, and then tap **Pair Bluetooth devices**.

Next to Bluetooth, tap **On**.

Tap **Pair With Bluetooth Device**.

A list of available Bluetooth devices will appear.

Tap a Bluetooth accessory to pair it with your phone, and then follow any additional pairing instructions.

After you pair your Bluetooth accessory with your phone, a Bluetooth indicator will appear next to the wireless indicator in the top right corner of the screen. If the Bluetooth indicator is grey, your phone is not paired with your Bluetooth accessory.

Related Help Topics

[Supported Bluetooth Profiles](#)

Supported Bluetooth Profiles

Your Bluetooth accessory must have a supported profile to pair with your Fire phone.

Low energy (also known as Bluetooth Smart) devices are not supported.

Bluetooth Profile	Description
Advanced Audio Distribution Profile (A2DP)	Streams audio to compatible Bluetooth speakers, headphones, and many car audio systems.
Audio/Video Remote Control Profile (AVRCP)	Receives or transmits basic media commands to other compatible electronic devices, such as increasing or decreasing volume.
Hands-Free Profile (HFP)	Allow car hands-free kits to communicate with mobile phones.
Human Interface Device Profile (HID)	Supports external accessories, such as keyboards or wireless mice.
Object Push Profile (OPP)	Send "objects" such as pictures, virtual business cards, or appointment details between devices.
Phone Book Access Profile (PBAP)	Allows exchange of Phone Book Objects between devices

Bluetooth Profile	Description
Serial Port Profile (SPP)	Supports external accessories, such as wireless gamepads.

Display Mirroring with Fire Phone

Learn how to wirelessly display - or "mirror" - your Fire phone screen and audio on compatible HD TV or media streaming devices.

Video: Display Mirroring

Before you mirror the screen of your phone, make sure your TV or media streaming device is turned on and discoverable. "Discoverable" means that your phone can identify and connect to your device wirelessly. Review the information in the user guide for your TV or media streaming device for steps. Only Miracast certified devices can be used for display mirroring.

If your TV or media streaming device is not compatible, you may be able to use an HDMI display dongle, which is an HDMI adaptor you connect to your TV or media streaming device. An HDMI dongle allows you to wirelessly display content from your phone to your TV or media streaming device.

From your phone, swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.

Tap **Display**, and then tap **Share your screen via Miracast**.

Your phone will search for compatible devices within range.

Tap the device name to connect. The initial connection may take up to 20 seconds.

Your phone will show "Mirroring" under the device name during a mirroring session. You will see the display and hear the audio on the big-screen device.

Tap **Stop Mirroring** to stop mirroring the screen of your phone.

Second Screen with Fire Phone

With Second Screen, you can watch a movie or TV show from Amazon Instant Video on a compatible TV or streaming device while controlling the video from your Fire phone.

Video: Second Screen

Second Screen turns your TV into the primary screen and frees up your Fire phone to provide playback controls, a customized display for X-Ray, or simply be a place to e-mail, browse the web, and more while you watch a movie or TV show. Second Screen is available for Amazon Fire TV, PlayStation 3, PlayStation 4, and recent Samsung TVs.

Before you begin, make sure your Fire phone and Second Screen-capable device are turned on and connected to the Internet. You can use separate wireless, Wi-Fi, or wired Internet connections for compatible Second Screen devices, as long as the Second Screen device and the phone can connect to the Internet. Your phone and your Second Screen-compatible device do not need to be connected to the same network or Internet connection to work together.

From your phone, tap **Videos**, and then tap the **Store** icon. Use the Search bar to find the movie or TV show you're interested in displaying on another screen.

From the video's detail page, tap the **Second Screen**  icon.

In the window that appears, select a device to send the movie or TV show to that device.

If you see (offline) next to the Second Screen-compatible device, make sure the Amazon Instant Video application is open on that device.

Your movie or TV show will load and begin playing on the companion device. While watching, tap the **Play**, **Pause**, or **Jump Back** button, or use the video progress bar to move forward or go back.

When you're finished watching, tap the **Second Screen**  icon, and then select your Fire phone to end playback on the companion device.

Utilities

In This Section

[Weather Clock](#)

[Calculator](#)

[Flashlight](#)

[Notes](#)

[Docs](#)

[Maps Silk Browser](#)

[Wallet](#)

[Shop Amazon](#)

Video: Utilities

Weather

Get the current temperature, hourly forecast for the next 12 hours, and 10-day forecast for your current location and other cities around the world.

The Weather app requires a network connection.

To do this...	Do this...
Add a location	From the left panel, tap the + icon. Enter the name of a city or a postal code, and then select the desired location from the search results.
View the hourly forecast for the next 12 hours	By default, the forecast for the next 6 hours is displayed at the bottom of the screen. Tap to expand the section and view the next 12 hours.
View the 10-day forecast	Access the right panel.
View your saved locations	Swipe left or right, or access the left panel and select a city from the list.
Remove a location	From the left panel, press and hold a city and then tap Remove .
Manage settings, such as displaying temperature in Fahrenheit or Celsius	From the left panel, tap Settings . Modify your desired settings, and then swipe up from the bottom of your phone to go back to the Weather app.


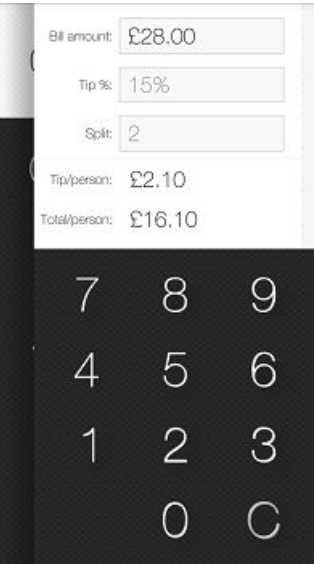
Clock

The Clock app displays the time based on your current location and time zone. Add other clocks to show the time in other major cities and time zones, or use your Fire phone as an alarm clock, countdown timer, or stopwatch.

To do this...	Do this...
Add an alarm	Tap the Alarms icon, and then tap the + icon. Swipe to select the desired alarm time, frequency, and sound, and then tap Save .
Turn off an alarm	Press any button to snooze and silence an alarm. Tap the switch next to an alarm to turn it Off or On .
Remove an alarm	Press and hold an alarm, and then tap Remove .
Add a clock	Tap the World Clock icon, and then tap the + icon. Enter the name of city, county, or country, and then select the desired city from the search results.
Remove a clock	Press and hold a city, and then tap Remove .
Use a countdown timer	Tap the Add Timer icon. Swipe to select the desired amount of time, and then tap Start . The timer will immediately start counting down.
Use a stopwatch	Tap the Stopwatch icon. Tap Start to start the stopwatch, and then tap Stop when you're finished.
Manage settings, such as displaying the time in 24-hour format, or selecting the length of time that alarms will snooze	Tap the Settings icon at the top of the Alarms , World Clock , Stop Watch , or Add Timer screens. Modify your desired settings, and then swipe up from the bottom of your phone to go back to the Clock app.

Calculator

Use the Calculator app just as you would a standard calculator. Fire phone also stores your recent calculator history in the left panel, and includes a tip calculator in the right panel.

To do this...	Do this...
Use the basic calculator	<p>Launch the app while viewing your phone in portrait orientation.</p> 
Use the tip calculator	<p>Access the right panel. Enter the bill amount, tip percentage, and number of people splitting the bill to automatically calculate the tip and total cost per person.</p> 
Use the scientific calculator	Rotate your phone to landscape orientation.
View your calculator history	Access the left panel. Tap Copy to copy the number to your clipboard, or tap Clear to clear your history.

To do this...

Do this...

While using the calculator, press and hold to copy or paste a result that you wish to use again in a future calculation, or in a note or message.

Flashlight

Use the camera flash as a flashlight.

Swipe down from the top of the screen, or swivel your phone, to access the Quick Actions panel.

Tap the **Flashlight** icon to turn on the flashlight.

Tap the icon again to turn it off.

Notes

The Notes app allows you to create, edit, and delete text, photo, and audio notes.

The notes you create on your Fire phone currently cannot be accessed online or on other devices.

You can also dictate a note with your voice instead of typing. To learn more, go to [Talk to Your Phone](#).

To do this...	Do this...
Create a note	<p>Tap the + icon.</p> <p>Use the onscreen keyboard to add text to the note.</p> <p>Tap the Camera icon to import or take a picture to include in your note.</p> <p>Tap the Microphone icon to add a voice recording to your note. On the New Recording screen, tap the circle icon to start and stop recording. Tap the circle icon again to delete the recording, or tap checkmark at the top right to add the recording to your note.</p> <p>Tap the checkmark to save your note.</p>
Favourite a note	<p>Press and hold a note and then select Favourite.</p> <p>While viewing a note, you can also tap the Favourite icon.</p> <p>An orange star will appear in the bottom right corner of your favourite notes. You can access all of your favourite notes in the right panel.</p>
Share a note	<p>Press and hold a note and then select Share.</p> <p>While viewing a note, you can also tap the Share icon.</p> <p>You can share a text note via Email, Facebook, Twitter, or Messaging.</p>
Search for a note	Tap the Search icon.
Create a note while on a phone call or browsing the web	<p>While on a call, access the right panel and tap Take a Note.</p> <p>While viewing a page in the Silk Browser, tap the Menu icon, tap Share page, and then select Notes. The page description and URL will be saved as a note that allows you to easily visit the page again.</p>
Backup and restore notes	Notes are automatically saved in the Cloud if you have the Backup feature enabled.

To do this...	Do this...
	To learn more, go to Backup & Restore Your Phone

Docs

Go to the Docs Library to find all of your documents. You can browse and open any documents you received from an email, the web, Amazon Cloud Drive, or Send to Kindle apps.

From the left panel, you can filter your documents by their source:

- All Docs

- Email Attachments

- Web Downloads

- My Send-to-Kindle Docs

Select **Add Docs to your Library** to learn about different ways to add documents to your Docs Library:

- Email Docs to your Device

- Sync with Cloud Drive

- Transfer through USB

Select an option and follow the onscreen instructions. To learn more about getting content on your device, go to [Access Your Content](#).

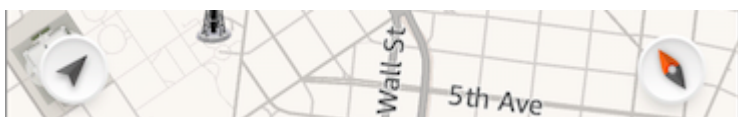
Maps

View maps, search for locations, find directions, and check for traffic. The Maps app on your Fire phone also provides 3D Look-Around, Peek on Pins, and Yelp reviews to help you explore landmarks and discover new places.


Maps and directions depend on your phone's data services. Data services are subject to change and may not be available in all areas, resulting in maps, directions, or location-based information that may be unavailable, incomplete, or inaccurate.

Move around Maps by dragging the screen. To face a different direction, rotate with two fingers. To centre on your current location, tap the **Locator** icon in the lower-left. To face north with the top of the phone, tap the **Compass** icon in the lower-right.

The **Compass** icon only appears when the map is not already facing north.



To do this...	Do this...
Zoom in or out	Double-tap with one finger to zoom in and single-tap with two fingers to zoom out-or just pinch outward and inward.
Choose your view	From the left panel, tap Satellite to switch to a satellite view. An orange checkmark will appear next to Satellite . Tap Satellite again to switch back to standard view.
Search for a location	There are multiple ways to search for a location: <ul style="list-style-type: none"> Address ("60 Holborn Viaduct") Area ("Holborn") Landmark or other Point of Interest ("london bridge") Post code Business ("cinema," "restaurants london") As you're entering a search, Maps will provide suggestions in the list below. If you see your location in the list below the search field, you can tap on it to complete your search inquiry.
Share, bookmark, or add a location to Contacts	Swipe up or tap on the result at the bottom of the map, or tap the pin, to view more details. Tap the Share , Bookmark , or Add to Contacts icon.
Peek on Pins to see more information	While viewing your search results on the map, peek to view Yelp star ratings for restaurants and points of interest, if available.
Manually mark a location	Press and hold the map until a dropped pin appears.

To do this...	Do this...
View traffic conditions	From the left panel, tap Traffic to switch to view an overlay of the current traffic conditions. An orange checkmark will appear next to Traffic . Tap Traffic again to turn off traffic information.
View Search History and Bookmarks	Access the right panel to see your latest Search History and Bookmarks. Tap Show All to see a complete list.
View landmarks	See three-dimensional views of the world's major cities. Zoom in until you see a landmark building or structure, and then pan, zoom, or tilt your phone to view different angles of it. 
Get turn-by-turn directions	Go to Find Directions

Find Directions

Use the Maps app to find turn-by-turn directions.

Search for a location and then tap the **Directions** icon.



Select whether you want **Driving**, **Public Transport**, or **Walking** directions.

Enter your starting point. By default, this field contains your **Current Location**.

Tap **Get Directions** or **Go** on the Keyboard. The route and estimated time will appear.

Tap the **List** icon to view all of the turn-by-turn directions as a list.

Tap **Start** to hear and see turn-by-turn directions. Maps follows your progress and will provide each direction as you travel toward your destination.

If your phone, auto-locks, Maps will continue to announce instructions. You can also open another app and continue to hear turn-by-turn directions and the next direction will appear as a notification.

Tap the screen to pause the turn-by-turn directions and modify settings:

Tap the estimated time at the top right to toggle between viewing the amount of time left to your destination and the estimated arrival time at your destination.

Swipe left or right at top of the screen to scroll through each step of the directions. The map moves to match the location of the direction currently being displayed.

Tap the **Speaker** icon to quickly mute the spoken directions or turn them back on.

Tap the **List** icon to view all of the directions as a list.

Tap **x** to exit the turn-by-turn directions.

Tap **Resume** to return to receiving turn-by-turn directions.

Silk Browser

To search or browse the web, launch the Silk Browser app on your Fire phone.

The Silk Browser requires a network connection. To learn more, go to [Connectivity](#).

Browser Basics

When you open the Silk browser for the first time or when you open a new browser tab, you'll see the Most Visited page. From here, you can tap a website to go directly to it, or tap the search field at the top to search the web. If you close the Silk browser, the last website you were viewing will automatically appear the next time you open the browser.

To do this...	Do this...
Search the web	<p>Enter a URL or search term in the search field at the top of the page. Silk will suggest sites based on the default search engine you've selected.</p> <p>Tap one of the suggested websites to go to it, or tap Go on the keyboard when you're finished typing.</p> <p>To access the search field from any page, scroll to the very top of the page.</p>
Zoom in and out of a web page	<p>To zoom in, pinch outward with two fingers. You can also double-tap with one finger to centre and zoom in.</p> <p>To zoom out, pinch inward with two fingers.</p> <hr/> <p>Some web pages do not support this functionality.</p>
Scroll up and down on a web page	<p>Swipe your finger up and down the screen to scroll.</p> <hr/> <p>The Auto-Scroll feature also allows you to tilt your phone forward and back to automatically scroll up and down the page.</p>
View all open tabs Add a new tab Close a tab	<p>Tap the Tabs icon in the bottom right to view all of your open tabs. Tap the thumbnail image of a tab to go to that tab.</p> <p>To add a new tab, tap the + icon.</p> <p>To close a tab, tap the x on a tab.</p> <hr/> <p>You can create up to 10 tabs.</p> <hr/> <p>You can also press and hold a tab to: close the currently open tab, close all tabs except the one you're pressing, close all tabs including the one you're pressing, or add or remove the tabbed page from your bookmarks.</p>
Share a web page Bookmark a page	<p>While viewing a web page, tap the Menu icon, and then tap:</p>

To do this...	Do this...
<p>Save a page</p> <p>Search within a page</p>	<p>Share Page - Share the page via Email, Facebook, Messaging, Twitter, and more.</p> <p>Add / Edit Bookmark - Add a bookmark, or edit an existing bookmark, for the web page.</p> <p>Save Page – Save the web page to your Saved Pages library for viewing offline.</p> <p>Find in Page - Find a word or phrase on the page.</p> <p>Request Another View – Select to view the Desktop or Mobile version of a web page. By default, Automatic (recommended) is selected.</p> <hr/> <p>Select Mobile for a mobile-optimised experience. Websites optimised for mobile devices provide a better browsing experience by removing incompatible plug-ins and decreasing web page load times.</p> <hr/>
<p>View bookmarks, saved pages, downloads, and history</p>	<p>From the left panel, tap Bookmarks, Saved Pages, Downloads, or History.</p>

Related Help Topics

[Browser Settings](#)

Browser Settings

You can change Silk Browser settings, such as privacy controls or the default search engine, to customise your browsing experience.

Personally identifiable information collected through Amazon Silk is subject to the [Amazon.co.uk Privacy Notice](#). If you'd like to learn more about the data Amazon Silk collects, go to the [Amazon Silk Terms & Conditions](#).

To access settings for the Silk browser, view the left panel, and then tap **Settings**.

Setting	Description
Search Engine	Select Bing, Google, or Yahoo! as your default search engine.
Pop-Up Windows	Select to Always show pop-ups, Never show pop-ups, or Ask before showing pop-ups.
Cloud	<p>In this menu, you can turn on/off:</p> <p>Use Cloud - Allow Silk to use the Amazon Cloud for faster web page loading.</p> <p>Optional Encryption - The Silk Browser routes individual web requests dynamically, either directly through your phone or through the Amazon Cloud (whichever is more efficient). Tap this option to encrypt requests routed through Amazon servers.</p> <p>Instant Page Load - When this feature is enabled, the Silk Browser will load the next page you're likely to visit faster than a normal page load. A lightning bolt appears in the address bar after you've selected a cloud-accelerated link.</p> <p>Prompt for Experimental Streaming Viewer - Allow Silk to notify you when a website is compatible with the experimental streaming viewer so you can view Flash videos.</p>
Auto-Scroll	Turn this feature on if you would like to tilt your phone forward and backward to scroll up and down on a web page.
Your Data	<p>Clear Browser Data - Control your privacy by deleting your browser history, including websites you've visited, saved passwords, and personal information added to forms.</p> <p>If you want to clear browser data for a specific website, tap Individual Website Data, and then tap the website to clear your data.</p> <p>Accept Cookies – Cookies are enabled by default, but you can turn them off and on.</p>
Advanced Settings	Load Images - Allow websites to load images immediately.

Setting	Description
	<p data-bbox="894 212 1451 296">Enable JavaScript - JavaScript allows interactive elements to appear on a website. When you disable this option, some websites may not work properly.</p> <p data-bbox="894 317 1463 401">Closed Captions - Customise your closed caption experience for web videos in compatible formats, including size and colour of text, font style, and more.</p> <p data-bbox="894 422 1456 474">Show Security Warnings - Show a warning message when there is a problem with the site's security.</p>

Shop Amazon

Enjoy everything you know and love about shopping with Amazon directly from your Fire phone. The Shop Amazon app combines gaze tracking enabled by Dynamic Perceptive sensors and other special features with the complete Amazon shopping experience, including access to your existing cart, wish lists, payment methods, shipping options, order history, notifications, and more.

Shopping tips:

Use Firefly to scan a product or barcode to quickly identify the item, compare prices, and check availability.

Angle your phone slightly to the left or right, or "peek", to reveal additional information about products, such as prices, customer ratings, additional images, and other related content. To learn how to peek, go to [One-Handed Shortcuts](#)

Access the right panel to find additional personalised product recommendations while shopping, or viewing search results, detail pages, and your shopping cart. From the Home screen of your phone, the right panel will also include the shipping status for your Amazon orders.

Parental controls will block the ability to purchase content, but not the ability to browse content.

Communication

In This Section

[Phone](#)

[Messaging](#)

[Contacts Email](#)

[Calendar](#)

Phone

Tap the **Phone** icon in the Home screen carousel or app grid to make a call or check your voicemail.

Video: Phone

Make a call

To do this...	Do this...
Return a recent call	Tap the History icon, and then tap a call in the list to return that call.
Call one of your contacts	Tap the Contacts icon, and then tap a contact in the list. Tap the phone number in the contact detail to call that number. <hr/> View the right panel from any screen in the Phone app (except while on a call) to access your starred contacts, or VIPs. <hr/>
Enter a number manually	Tap the Keypad icon, enter the desired phone number, and then tap Call .
Redial the last number you entered	Tap the Keypad icon, tap Call to display the number, and then tap Call again.
Use Voice Dialing	Press and hold the Home button, say "call" or "dial," and then say the name of a contact or dictate a phone number. You can add "at home," "work," or "mobile." To learn more, go to Talk to Your Phone .

Receive a call

To do this...	Do this...
Answer the call	If your phone is unlocked, tap Answer to answer an incoming call. If your phone is locked, swipe up from the green arrow at the bottom of the screen to answer. Or, access the right panel and tap Answer .
Silence the call	Press either volume button. You can still answer the call after silencing it, until it goes to voicemail.
Decline the call and send it directly to voicemail	If your phone is unlocked, tap Decline . If your phone is locked, press the Power button once. Or, access the right panel and tap Decline . <hr/> In some areas, declined calls are disconnected without being sent to voicemail. <hr/>

To do this...	Do this...
Respond with a text message instead of answering	<p>Access the right panel and select one of the available Reply-with-Text messages to automatically reply with a text message.</p> <hr/> <p>You can modify the Reply-with-Text options from Settings > Phone > Edit Reply-with-Text messages. Tap a message to edit it.</p>

During a call

To do this...	Do this...
End the call	Tap End Call .
Turn on speakerphone	Tap the Speakerphone icon.
Mute the microphone	Tap the Mute icon.
Place the call on hold	Tap the Mute icon twice. The icon will change to a Pause icon.
Access the keypad	Tap the Keypad icon.
Add another contact to the call	Tap the + icon, select the contact from the list, and then tap the phone number to call. The current call will be placed on hold while the selected number is dialed.
Take a note, search the web, or view your calendar or contacts while on a call	View the right panel to access Quick Links , and then tap Take a note, Silk browser, Calendar, or Contacts
Use another app while on a call	Press the Home button, and then open the app. To return to the call, tap the bar at the top of the screen that says Tap to Return to Call .
Respond to a second incoming call	<p>Tap Hold & Answer to hold the current call and answer the incoming call.</p> <p>Tap End & Answer to end the current call and answer the incoming call.</p> <p>Tap Decline to decline the incoming call and send it to voicemail.</p> <hr/> <p>If you select Hold & Answer, you can tap Merge to talk with both parties at once.</p>

Emergency Calling

In case of an emergency, you can make a call when Fire phone is locked. From the PIN entry screen, tap **Emergency**.

Mobile service is required to make an emergency call from Fire phone. Some mobile networks may not accept an emergency call from Fire phone if it is not activated, if it does not have a SIM card or if the SIM card is locked, or if it is not compatible with or configured to operate on a particular mobile network.

Visual Voicemail

Visual voicemail lets you easily see a list of your messages and choose which one to listen to or delete. An orange badge on the **Voicemail** icon displays how many unheard messages you have.

Video: Voicemail

You can also access and manage your voicemail messages and settings if you press and hold the number **1** in the phone keypad. This will dial your voicemail number, and then follow the voice prompts.


To set up visual voicemail:

From the Phone app, tap the **Voicemail** icon.

Tap **Call Voicemail** and follow the instructions to set up a voicemail password/PIN and select or record your voicemail greeting.

After the call ends, type in your voicemail password/PIN, and tap then **Continue** to finish setting up your visual voicemail.

To manage your visual voicemail:

To do this...	Do this...
Listen to a voicemail message	Tap a message, and then tap the Play  icon.
Delete a message	Tap a message, and then tap the Delete icon. You can also press and hold a message, and then tap Delete Voicemail .
Manage deleted messages	Tap Deleted Messages at the end of the messages list, and then tap a message to listen to it. To undelete a message, press and hold the message and tap Undelete Voicemail . To permanently delete a message, tap the Delete icon again.
Update your greeting	Tap the microphone icon. Select from the two options: Tap Custom to record a personal greeting. Tap Record to start recording, and then tap Stop when you're finished. Tap Play to listen to your recorded greeting. Tap Default to use your carrier's generic greeting. When finished, tap the checkmark at the top of the screen.
Change your voicemail password (PIN)	Go to Settings > Phone > Set up voicemail > Voicemail Password .

Related Help Topics

[Phone Settings](#)

Phone Settings

Go to your phone settings to view your phone number, edit Reply-with-Text messages, change your voicemail password, and contact your carrier.

To access your phone settings:

Swivel your phone or swipe down from the top of the screen, and then tap the **Settings** icon.

From Settings, tap **Phone**.

Setting	Description
Configure call waiting	Toggle the switch to turn On call waiting in order to receive calls while you're already on a call.
Configure caller ID	Tap Show My Caller ID , and then select Network default , Hide Number , or Show Number . Showing your number means your phone number will be displayed to the person you are calling.
Forward incoming calls	Toggle the switch to turn On call forwarding, and then enter the phone number you'd like to forward incoming calls to.
Edit Reply-with-Text messages	View the text messages available to automatically send to an incoming caller instead of answering the call. Tap a message to customise it yourself.
View your phone number	View your own phone number.
Set up voicemail	View your voicemail number and manage your voicemail password.
Contact your wireless service provider	Tap Customer Care or Directory Assistance to speak with an O2 Representative. Tap Pay My Bill to pay your bill over the phone.

Related Help Topics

[Manage Ringtones & Notifications](#)

Messaging

With the Messaging app, you can exchange text and photo messages with other SMS and MMS devices.

Video: Messaging

To do this...	Do this...
Start a conversation	<p>From the main screen of the app, tap the + icon at the top right of the screen.</p> <p>Enter a phone number or name in the To: field or tap the Add Contact icon to search or browse your contact list.</p> <p>Type your message and then tap Send.</p> <hr/> <p>You can add up to 10 recipients to a group message. Group messages will be sent as MMS.</p>
Continue a conversation	<p>Tap a conversation in the list to open it. Type your message and then tap Send.</p>
Attach photos	<p>Attach a photo that you have already taken by accessing the right panel and selecting the image. Or, tap the Camera icon next to the text box and select Choose Existing.</p> <p>To capture a new photo, tap the Camera icon next to the text box and select Capture a Photo. Tap Send to send the photo(s).</p> <hr/> <p>You can attach up to ten images per message. Messages with attachments will be sent as MMS.</p>
Attach videos	<p>Tap the Camera icon next to the text box and select Capture a Video to record and send a video or Choose Existing to send a video you've previously recorded. Tap Send to send the video.</p> <hr/> <p>You can attach only one video less than 1 MB due to carrier message size limitations. For videos larger than 1 MB, the video will automatically compress to a lower resolution. If the video is still larger than 1 MB, you will be given an option to select a smaller clip or trim the video to stay within the size limit by selecting the Trimmer icon at the top of the screen.</p>
Copy, forward, or delete a single message in a conversation	<p>Press and hold the message, and then tap Copy, Forward, or Delete.</p> <hr/> <p>You can only delete one message at a time, or you can delete the entire conversation by pressing and holding on the conversation in your inbox.</p>

To do this...	Do this...
View full-size photo or save a photo that you received	Tap the photo to view the full size. Tap the Download icon to save it to your Photos app, or tap the Share icon to share the photo using an installed app on your phone.
Send items from another app	While using apps, such as Silk Browser or Notes, you will see the option to Share . From the share menu, select Messaging .
Search conversations	Tap the Search icon at the top right of the main app screen.
Delete a conversation	Press and hold the conversation in the Messaging list, and then tap Delete .
View a person's contact info	<p>From anywhere within the app, tap a person's avatar to view the Instant Contact card which shows available contact options including text, phone, and e-mail.</p> <p>If they are not already in your contacts list, you will also see the option to Create new contact or Add to existing contact.</p> <p>If they are already a contact, you will see the option to Set VIP or View Contact.</p> <p>From within a conversation, tap the arrow icon at the top right of the screen to expand the recipient list. Tap on any name to view the Instant Contact card.</p>
See the names of all participants in a group conversation	Open the conversation, and then tap the arrow icon at the top right of the screen to expand the recipient list.

Contacts

The Contacts app lets you add, view, edit, and sync your contacts from your e-mail accounts, Facebook, and other Amazon devices and services. From the Contacts app, you can tap a phone number, e-mail address, or address in order to call, text, or e-mail a contact, or map their address.

Video: Email, Calendars, and Contacts

To do this...	Do this...
Search for a contact	Tap the Search icon.
Add a contact	Tap the + icon.
Edit a contact	Tap on a contact, and then tap the Edit icon. Tap the checkmark when you're finished editing, or tap x to cancel.
Delete a contact	Tap on a contact, and then tap the Delete icon.
Join contacts	Press and hold a contact, and then tap Join . From the Join Contacts screen, tap the contact you want to combine with the selected contact.
Share a contact	Press and hold a contact, and then tap Share . Select an app installed on your phone to share your contact with, such as the Messaging app.
Change ringtone for a contact	Tap on a contact, and then tap the Edit icon. Under Phone Ringtone and Text Ringtone , tap to choose the ringtone played when a call or text are received.
Add a contact to your VIP list	<p>If you have an important or favourite contact, you can mark them as a "VIP". From the All Contacts screen, tap on a contact's image, and then tap Set VIP. From an email message, Recent Calls, Visual Voicemail, or Messaging, tap the image next to the phone number or sender, and then tap Set VIP.</p> <hr/> <p>You can quickly access your VIPs in the right panel of the Contacts app and Phone app.</p>
Import or export your contacts	<p>From the All Contacts screen, access the left panel, and then tap Import/Export:</p> <p>Import from SIM card</p> <p>Import from storage - Import contacts from a .vcf file. You can transfer .vcf files from a mail account on your computer to your phone using a USB cable.</p> <p>Export to storage - Create a copy of your contact list on your device.</p>

To do this...	Do this...
	From the left panel, you can also tap Settings , and add an e-mail account to import your e-mail contacts.
Filter your contacts	From the left panel, tap to view All Contacts , Amazon contacts , contacts you added to your Device Only , or contacts from any e-mail accounts you have set up on your phone, such as Gmail .
Sync your contacts	<p>From the left panel of the Contacts app, tap Settings, and then tap Contacts Settings.</p> <p>Synchronise contacts - Tap On to automatically sync Amazon contacts across Amazon devices and services.</p> <p>Sync Facebook Contacts - Tap On to sync with your linked Facebook account. You will be prompted to link your Facebook account if you haven't already.</p> <p>Sync other third-party contacts, such as from a Gmail or Exchange e-mail account - From the left panel of the Contacts app, tap Settings. If you already added an e-mail account, tap the account name from the list. Toggle the switch next to Sync Calendar and Sync Contacts.</p>

Related Help Topics

[Contacts Settings](#)

Contacts Settings

From the left panel of the Contacts app, tap **Settings**, and then tap **Contacts Settings**.

Setting	Description
Create New Contacts in:	Set the default account for new contacts to be stored in.
Synchronise contacts	Turn this setting On to automatically sync Amazon contacts across Amazon devices and services. When you add a contact to your Amazon account from your Fire phone, it will immediately be synced across all of your devices registered to the same account, such as a Kindle Fire tablet.
Sync Facebook Contacts	Turn this setting On to sync with your linked Facebook account. You will be prompted to link your Facebook account if you haven't already.
Sort Order of Contact Name Display Order of Contact Name	Set whether your contacts are sorted alphabetically by first or last name, and whether they are displayed as First, Last or Last, First .
Sync other third-party contacts, such as from a Gmail or Exchange e-mail account	From the left panel of the Contacts app, tap Settings . If you already added an e-mail account, tap the account

Setting	Description
	name from the list. Toggle the switch next to Sync Calendar and Sync Contacts. If you haven't added the e-mail account yet, go to Email Basics .

Email

Use the Email app to access and manage your Gmail, Yahoo! Mail, Exchange, and other supported e-mail accounts.

In This Section

[Email Setup](#)

[Email Basics](#)

[Email Settings](#)

Video: Email, Calendars, and Contacts

Email Setup

You'll need an e-mail account to sync with the Email app on your Fire phone. More than one account can be added, offering combined or single account views. After you setup your e-mail account, it will automatically sync with the Calendar and Contacts app (if supported by your e-mail provider) on your phone.

Video: Email, Calendars, and Contacts

The Email app supports most POP, IMAP, and Exchange accounts, including Gmail, Outlook.com, and Yahoo! Mail, and will automatically populate server settings during setup for most popular e-mail providers. However, if you're prompted to manually set up your e-mail account, you'll need the e-mail settings for your provider.

Many e-mail accounts use different protocols for sending and receiving e-mails. If you're not sure what protocol your account is using, refer to your e-mail service provider.

POP3 (Post-Office Protocol) - POP contacts your e-mail server and downloads e-mails from the server to your personal device. It will then delete the messages from the e-mail server (unless you've specified otherwise).

IMAP (Internet Message Access Protocol) - IMAP contacts your e-mail server and syncs your Inbox across multiple devices. With IMAP, your e-mail messages and any folders you created stay on the e-mail server. When you search your e-mail, the search occurs on the e-mail server, which makes it easy to access your e-mail from any device or computer.

Exchange - Exchange is an e-mail, calendar, and contact server developed by Microsoft that is typically used by businesses and organisations.

To set up an e-mail account:

If no e-mail accounts have been added to the device yet, you will automatically start at step 3 below.

From the Email app, access the left panel, and then tap **Settings**.

Under Accounts, tap **Add Account**.

Enter your e-mail address, and then tap **Next**.

If your e-mail account isn't recognised, you will see the **Advanced Setup** screen.

For POP3 or IMAP accounts:

Tap **POP3** or **IMAP** at the top.

Tap **POP3 Server** or **IMAP Server**, and then enter the server URL. For POP3, the URL is pop3.abc.com. For IMAP, the URL is smtp.abc.com.

Tap **Username**, and then enter your username. Your username is typically your e-mail address.

Tap **SMTP Server**, and then enter the outgoing SMTP server name (e.g. smtp.abc.com).

Tap **Security Settings and Ports**. Verify that your Incoming and Outgoing Security Settings are correct. Consult your e-mail provider for the proper settings.

For Exchange accounts:

Tap **Exchange** at the top.

Tap **Exchange server**, and then enter the server URL, which is exchange.mycompany.com.

Tap **Username**, and then enter your username. Your username is typically your e-mail address without the domain (for example, johnsmith instead of johnsmith@domain.com).

Tap **Security Settings and Ports**. Verify that your Incoming and Outgoing Security Settings are correct. Consult your e-mail provider for the proper settings.

Exchange often requires you to accept device policies as determined by your system administrator. If required, you will be prompted to accept policies such as a device PIN/Password and encryption. Follow the prompts to complete account setup.

After configuring your e-mail account, tap **Go to Inbox** to immediately view the account you just added, or tap **Add Another Account** to repeat these steps to add another e-mail account.

If you're unable to set up your e-mail account, you may need to contact your Internet service provider or system administrator to verify the information you're entering is correct.

Email Basics

To do this...	Do this...
Compose and send an e-mail Add an attachment	<p>From your inbox, tap the + icon.</p> <p>Enter the recipient's e-mail address in the To: line or tap the Add Contact icon to add recipients.</p> <p>Enter a subject in the Subject: line. Tap the Attachment icon to attach a photo, video, or file.</p> <p>Compose your message in the Message section.</p> <p>When you're finished, tap the Send icon.</p> <hr/> <p>Videos up to two minutes or 10 MB can be sent through the Email app. If you're attaching a video larger than two minutes or 10 MB, you'll be able to trim the video and stay within the size limit by selecting the Trimmer icon at the top of the screen.</p>
Read an e-mail	<p>While viewing an e-mail, access the right panel to see all other e-mails in your inbox from that sender. Tap a message to open the message.</p> <p>While viewing an e-mail, if it contains a calendar event invite, access the right panel to see your calendar for the day/time of the invite.</p>
Reply, Reply All, or Forward	Tap the Reply icon, and then tap Reply , Reply All , or Forward .
Delete an e-mail	<p>While viewing an e-mail, tap the Delete icon.</p> <p>From your inbox, swipe from right to left to reveal quick triage options. Tap the Delete icon to delete the message.</p>

To do this...	Do this...
	<p>From your inbox, tap the Edit icon, tap the checkbox next to the message(s) you want to delete, and then tap the Delete icon.</p> <p>From the Email carousel, swipe from the right edge of an e-mail towards the left, and then tap Delete.</p>
Download an attachment	<p>E-mails with attachments have a paperclip icon.</p> <p>In your Inbox, tap the message you want to open an attachment from, and scroll down to the attachment.</p> <p>Tap the attachment, and then wait for it to download.</p> <p>Tap the attachment again to view the attachment.</p> <p>To download the attachment to your device, press and hold the attachment icon, and then tap Save.</p> <p>If the attachment is a photo or video, it will be saved to your Photos library.</p> <p>If the attachment is a recognised doc, such as a PDF, it will be saved in your Docs library.</p> <p>If the attachment file type is unrecognised, it will be saved to your Email Attachments, which you can access from the left panel in the Docs library.</p> <p>To access your downloaded personal documents, tap Photos or Docs from the Home screen.</p>
<p>Flag important e-mails</p> <p>Mark e-mails as read or unread</p> <p>Delete e-mails</p> <p>Move e-mails</p> <p>Archive e-mails (Gmail only)</p> <p>Label e-mails (Gmail only)</p>	<p>From your inbox, swipe a message to the left to reveal two quick options:</p> <p>Delete</p> <p>Archive (Gmail), Move (IMAP and Exchange), or Mark Unread (POP3).</p> <p>You can also tap the Edit icon, tap the checkbox next to one or multiple messages, and then tap Delete, Archive, Move, Flag, Mark Read, or Mark Unread.</p> <hr/> <p>You may see more options if your e-mail provider supports additional options, such as labels (Gmail only).</p>

Email Settings

You can change your message text size, automatically download attachments over Wi-Fi, organise messages as conversations, set e-mail notifications, and more.

To access your settings, open the left panel, and then **Settings > Email Settings**.

Setting	Description
Default Message Text Size	Change the default text size for your incoming and outgoing e-mail messages
Show Embedded Images	Display images in incoming e-mails.

Setting	Description
Automatically Download Attachments on Wi-Fi	Automatically download incoming e-mail attachments when your phone is connected to Wi-Fi.
Include Original Message in Replies	Include the original message in your replies.
After delete, go to	After deleting an e-mail, select whether you automatically go to the next Newer message , Older message , or the Message list .
Conversation Settings	<p>Choose whether you want your e-mails grouped together as conversations. You can also choose to include your sent and draft items in the conversation.</p> <hr/> <p>Conversation view is turned on by default.</p>
Email Notification Settings	<p>Tap to manage notification settings:</p> <p>Notifications – Display previews of incoming messages in the notifications section of the Quick Actions panel when you swivel or swipe down from the top of the screen.</p> <p>Banners – Display a banner at the top of the screen when you receive a new e-mail.</p> <p>Sound – Select a sound to play when you receive a new e-mail, or select none.</p> <p>Vibrate – Allow your phone to vibrate when you receive a new e-mail.</p>

Calendar

Manage your meetings, events, and schedule with the Calendar app. You can sync Gmail, Yahoo! Mail, Exchange, Outlook/Hotmail, Facebook, and other calendars to your Fire phone.

Video: Email, Calendars, and Contacts

To do this...	Do this...
Change calendar view	Tap the three icons at the bottom of the screen to switch between List , Day , or Month . Rotate the device to switch to Week view.
View or hide calendars	If you have multiple e-mail accounts synced to your phone, you can select the calendars you wish to display. To select calendars to display, access the left panel, and then tap the checkbox next to the calendar(s) you want to view.
View an event	Tap the event on the calendar.
Create an event	Tap the + icon, enter the event details, and then tap the checkmark at the top when you're finished.
Edit an event	Tap the event, and then tap the Edit icon. <hr/> You can only edit events you've created. You cannot edit Exchange events that originated on the Exchange server.
Delete an event	Tap the event, and then tap the Delete icon.
Add Facebook events	If your Facebook account is linked to your phone, you can add Facebook events to your calendar. Access the left panel, tap Calendar Settings , and then turn On the option to Sync Facebook Events .
Respond to an event	Tap an event you've been invited to, and then tap the Accept , Maybe , or Decline icon. <hr/> You can also tap the Accept , Maybe , or Decline icons directly from the invitation e-mail.

Media

In This Section

[Listen to Music](#)

[Take and Share Photos & Personal Videos](#) [Watch Movies & TV Shows](#)

[Read Books, Magazines & Newspapers](#) [Listen to Audiobooks](#)

[Play Games & Apps](#)

Listen to Music

In This Section

[Buy Music](#)

[Download Music](#)

[Listen to Music](#)

Buy Music

Shop for your favourite music directly from your Fire phone. Discover new music by accessing suggestions in the right panel while browsing the Digital Music Store.

To buy music from the Amazon Digital Music Store, you must have a UK billing address and a 1-Click payment method issued by a UK bank. If you're using an Amazon Gift Card to make your purchase, you must be physically located in the UK. To learn more, go to [About Amazon Music Subscriptions](#).

Amazon Digital Music purchases are stored in your Amazon Music library for free, don't count against any storage limits, and are available for playback or download on your phone. If you'd like to add music from your computer to the Cloud, you can import up to 250 songs to your music library for playback for free. To learn more about upgrading your import limit to 250,000 songs, go to [GUID-03C088CE-3A0B-472D-893B-8FD452FAB2AD](#).

From the Home screen, tap the **Music** icon from the carousel or in the app grid.

To locate the music you want to buy, tap the **Search** icon, enter your search terms, and then tap the magnifying glass.

Tap the button displaying the price. To confirm your purchase, tap **Buy** or tap **Get** (if the song or album is free).

To listen to a sample, tap the cover art on the song . On the product detail page, tap the **Play** icon. Song samples are limited to 30 seconds.

Once you have purchased the song or album, tap **Play** or **Download** to go to Your Music Library to play or download the song or album.

Download Music

Download your music to your Fire phone so you can listen to it without a wireless connection and reduce your data plan usage.

To download an album, playlist, or song from the Cloud:

- a. Access the left panel and filter Your Music Library.
- b. Press and hold an album, playlist, or song, and then tap **Download** in the pop-up menu.

After the download is complete, you can listen to the album, playlist, or song, even when your phone isn't connected to a wireless network.

Prime Music on Fire Phone

If you have an eligible Amazon Prime membership, you can listen to select songs, albums, and playlists from the Prime Music catalog on Fire phone.

Prime Music is a separate application from the Music app on Fire phone and does not include features like X-Ray for Music.

To download the Prime Music app:

- From the Home screen, press the **Home** button to switch to the app grid. You can also swipe up from the bottom of the screen.
- In the upper left corner, tap **Cloud**.
- Tap **Prime Music**.



The app will download to your Fire phone.

To listen to a Prime Music song, album, or playlist:

- Open **Prime Music**.
- Swipe from the left edge of the screen, and then select **Prime Music** or **Prime Playlists**.
- Browse and select the Prime Music song, album, or playlist you want to add to your music library. Eligible Prime Music titles and playlists display the Prime badge:



- Tap **+ Add (for Prime songs)**, **+ Add Album to Library (for Prime albums)**, or **+ Add Playlist to Library (for Prime playlists)**. After you add Prime Music, tap **In Library (for songs)**, **See Album in Library**, or **See Playlist in Library** to go to your music library and play your music.

Related Help Topics

[About Prime Music](#)

Listen to Music

Access the music app to listen to music from the Cloud or on your phone. Music that you've listened to recently also appears in the Home screen carousel for easy access.

From the left panel on the Home screen, tap **Music**. Once in your music library, tap an album to open it, and then tap a song to play it. You can also access the left panel to view your music by **Artist**, **Album**, **Song**, or **Genre**.

When you listen to a song, use playback controls to customise your listening experience.

Icon	Description
	Go to the previous track.
	Go to the next track.
	Resume playback of the song.
	Pause the song.
	Tap once to repeat all songs in the album or playlist. Tap twice to repeat the current song over and over.
	Shuffle all songs in an album or playlist.

Streaming music from the Cloud works best with a strong wireless connection. Buffering, or a pause while loading or playing your music, is generally caused by a slow Internet connection. To learn more, go to [Download Music](#).

Take and Share Photos & Personal Videos

In This Section

[Take Photos & Personal Videos View, Edit & Share Photos](#)

[Download Photos & Personal Videos from the Cloud](#)




Take Photos & Personal Videos




Use the camera on your Fire phone to take photos and record video. Photos and videos taken with the camera can automatically be stored in your Cloud Drive.

Photos from your phone do not count against your Cloud Drive storage. Automatic video uploads count towards your Cloud Drive storage and are enabled by default. If you don't want your videos to upload to your Cloud Drive automatically, access the left panel, tap **Photos** and then tap **Settings**. Tap **Off** next to **Auto-save**. This will disable automatic upload of photos and videos.

If you exceed your Cloud Drive storage limit, you won't be able to upload any additional videos until you purchase additional storage or make space for videos by deleting existing content. You will still be able to view and play previously uploaded videos.

To open the camera, tap the **Camera** icon from the carousel or app grid on the **Home** screen.

Icon	Description
Camera / Video 	Switch to Camera mode or Video mode.
Flash 	Turn the camera flash On , Off , or set to Auto .
Front-facing / rear-facing 	Switch between the rear-facing and front-facing camera.
Shutter	Take a picture. Once you take a photo, a preview of the image captured will appear which you can tap to save or delete. You can turn off this feature by tapping the Settings icon, and then tapping Off next to Image Review .

	<p>Tips:</p> <p>Camera will default to focusing and setting exposure on the centre of the screen, unless a face is detected in the scene, which will be identified with a circle. Tap the screen to focus on a specific location. Or, press and hold anywhere on the screen to lock the focus and exposure for that part of the scene.</p> <p>To zoom in and out, pinch the screen with two fingers.</p> <p>Press and hold the shutter to capture a stack of photos.</p>
<p>Record</p> 	<p>Record a video. A counter will appear showing the time of the recorded video. Tap the button again to stop recording.</p> <p>Tips:</p> <p>To zoom in and out, pinch the screen with two fingers while recording.</p> <p>To capture pictures while recording a video, tap the shutter icon that appears to the right of the video button while video recording is in progress.</p> <p>Camera will default to focusing and setting exposure on the centre of the screen, unless a face is detected in the scene, which will be identified with a circle. Tap the screen to focus on a specific location. Or, press and hold anywhere on the screen to lock the focus and exposure for that part of the scene.</p>
<p>Settings</p> 	<p>Change the camera settings. Settings currently include High Dynamic Range (HDR) or Image Review:</p> <p>HDR is used when there are bright highlights and dark shadows in the same shot, such as a subject in front of a window on a sunny day.</p> <p>Image Review shows a preview of each photo immediately after you take a picture. This allows you to immediately delete the image if you don't like it.</p> <hr/> <p>The High Dynamic Range (HDR) setting captures multiple images at different exposures. All three images are then combined into a single photo that properly exposes the bright and dark regions in one shot.</p> <hr/> <p>Settings also include two modes: Lenticular and Panorama. See below for more details</p>
<p>Thumbnail of your most recent photo (at bottom left)</p>	<p>While using the camera, tap the thumbnail of your most recent photo captured to view your Camera Roll. From the Camera Roll, you can share, delete or edit photos or videos individually, or select multiple items to delete or share at once. To learn more, go to View, Edit & Share Photos.</p>
<p>Lenticular</p>	<p>Lenticular mode allows you to capture 2-11 images and blend them together to create a "moving" image. The resulting image is like a very fast video or a 360 degree video around a stationary subject. To help with lining up each shot for a seamless transition, a semi-transparent image of the previous shot displays above the viewfinder.</p> <p>After capturing 2-11 images, tap the right arrow icon to see a preview of the Lenticular image. Tap Back to edit, tap the Check icon to save, or tap X to exit without saving.</p> <hr/> <p>The Photos app will convert Lenticular images to animated .gif files that you can share via MMS or e-mail.</p>
<p>Panorama</p>	<p>Panorama stitches multiple images together to create an extended horizontal or vertical image.</p> <hr/> <p>This feature works best outdoors.</p>

[

View, Edit & Share Photos

Any photos and personal videos you upload to Amazon Cloud Drive, transfer to your Fire phone with the USB cable, or take with the camera can be viewed on your device.

Personal videos from your Cloud Drive must be less than 20 minutes long to stream them on your phone. If you'd like to view a personal video longer than 20 minutes, you may transfer the video from your computer to your phone using a micro-USB cable. Personal videos with Digital Rights Management (DRM) can't be viewed on your phone.

To view your photos and personal videos:

- a. From the left panel on the Home screen, tap **Photos**. Or, tap the **Photos** icon from the carousel or app grid.

- b. Access the left panel, and then select:

All - View photos and personal videos stored on your device or in Cloud Drive.

Videos - View personal videos stored on your device or in Cloud Drive.

Camera Roll - View recent photos and videos taken with the camera.

Device - View photos and videos taken with the camera, photos and videos downloaded to your phone, or photos and videos downloaded from the Internet or e-mail attachments.

Cloud Drive - View photos and videos stored in Cloud Drive.

- c. While viewing your photos or personal videos, you can:

Zoom in and out - Pinch outward with two fingers to zoom in, and pinch inward with two fingers to zoom out.

View your photos and videos in a grid - Rotate your phone vertically to enter Portrait mode.

View your photos and videos in a mosaic - Rotate your phone horizontally to enter Landscape mode.

Play a personal video - Tap the **Play** icon.

To edit your photos:

- a. While viewing a photo, tap the photo to show the toolbar at the bottom of the screen, and then tap the **Edit** icon to go to the Photo Editor.
- b. Scroll through the categories at the bottom of the screen. Tap a category to access the editing tools, and then tap a tool to use it.
- c. After editing the photo, tap **Apply** to save your changes. If you decided not to use that particular tool, swipe up from the bottom of the screen to return to the Photo Editor categories.
- d. When you are finished using the Photo Editor, tap **Done**.

To share your photos and personal videos:

- a. While viewing a photo or personal video, tap to show the toolbar at the bottom of the screen, and then tap the **Share** icon.
- b. Select one of the options to share the photo via e-mail, text message, or with your social networks.

Videos must be smaller than 1MB due to wireless provider restrictions. Larger videos will be automatically compressed, but if a video is still too big, you'll be prompted to trim the video length.

Download Photos & Personal Videos from the Cloud

You can download your photos and personal videos from your Cloud Drive account to your Fire phone.

From the left panel on the **Home** screen, tap **Photos**. Or, tap the **Photos** icon from the carousel or app grid.

From the left panel, tap **Cloud Drive**.

Photos or videos stored in your Cloud Drive will appear here.

Press and hold a photo or video, and then tap **Download**.

Access the left panel, and then tap Device to see your downloaded photo or video.

To download the original photos and videos that you uploaded to Cloud Drive, visit www.amazon.co.uk/cloudrive from your computer.

Watch Movies & TV Shows

You can stream movies or TV shows from Amazon Instant Video and/or Prime Instant Video titles with an Amazon Prime membership or Prime Instant Video monthly subscription on your Fire phone.

Normal data charges apply when accessing Prime Instant Video and other digital content over the mobile network.

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

- a. Access the left panel, and ensure the toggle next to **Your Video Library** is set to **Cloud**. Tap **Your Video Library** to see all videos you have purchased or rented.
- b. Select the **Movies** or **TV** tab to locate the titles you want to stream or download:

To stream a video, tap the title of the video you want to watch, and then tap the **Watch Now** or **Resume** (if you previously didn't finish the video) to begin streaming the movie or TV show.

To download your video, tap the **Download** button.

To watch Prime Instant Video movies or TV shows:

- a. From the Videos Home screen, navigate to a Prime Carousel such as Recently Added to Prime or Top Prime Movies and TV.
- b. Locate the movie or TV show you want to watch.
- c. Select the video artwork to start streaming the movie or TV show at no additional cost.

To stream a video, tap the title of the video you want to watch, and then tap the **Watch Now** or **Resume** (if you previously didn't finish the video) to begin streaming the movie or TV show.

To download your video, tap the **Download** button.

Not all videos available in the Amazon Instant Video store are available in the Prime Instant Video catalogue. With an active Amazon Prime membership or Prime Instant Video monthly subscription, you can stream all videos available on Prime Instant Video, and download select videos from the Prime Instant Video catalogue for offline viewing.

Read Books, Magazines & Newspapers

In This Section

[Buy & Download Kindle Content](#)

[Access Your Kindle Library](#)

Buy & Download Kindle Content

You can buy content from the Kindle Store and download it directly to your Fire phone. Content refers to digital books, magazines, newspapers, or other digital reading materials.

To visit the Kindle Store, tap the **Books** icon or **Audiobooks** icon from the carousel or app grid, and then tap the Store icon.

When you are ready to purchase a title:

Tap the **Buy for...** button to purchase a title or a single periodical issue.

Tap the **Subscribe now** button to subscribe to a newspaper or magazine.

Tap **Download a Sample** to download the beginning of a book for free. At the end of the sample, tap **Buy for...** to purchase the book or a single periodical issue. When you purchase a book from a sample, the book will open to the last page you were on. Unlike complete Kindle books purchased from the Kindle Store, samples are not stored in the Amazon Cloud and will not sync across Kindle devices or Kindle reading applications.

After you purchase Kindle content, it automatically downloads to your phone. The content is also stored in your Kindle Library so you can download it to other Kindle devices or Kindle reading apps registered to the same account.

Some newspapers and magazines are available as interactive apps. Search for the newspaper or magazine title in the Amazon Appstore to view purchase or subscription information, or download the app.

Access Your Kindle Library

From the left panel on the **Home** screen, tap **Books** or **Audiobooks**, or tap the icon from the app grid or carousel to view specific content in your Kindle Library.

Tap a title to download it to your phone.

Content already downloaded to your phone will have a checkmark on it. Open your newspaper or magazine app by tapping on its icon in the carousel or app grid.

Access the right panel to view recommendations based on your recently purchased content.

Access the left panel to view the category menu.

View your **Books** or **Collections**.

Shop for new content by tapping one of the options under **Shop**, such as **Storefront**, **Monthly deals**, **Kindle Singles**, and the **Kindle Lending Library**.

Listen to Audiobooks

In the Audiobooks library on your Fire phone, you can shop for, purchase, and listen to audiobooks from www.audible.co.uk (an Amazon owned company).

From the left panel on the **Home** screen, tap **Audiobooks**. Or, tap the **Audiobooks** icon from the carousel or app grid, and then tap the **Store** icon.

Tap the magnifying glass to search for a title. To narrow your search, access the left panel, and then select a category, such as **Audible Best Sellers**.

Tap a title to play a sample, learn more about the audiobook, and see purchase options.

- a. If you have an Audible membership, you can purchase books with the available credits.
- b. If you don't have an Audible membership plan, tap **Get this Free** to learn more about signing up for an Audible Membership Plan.
- c. To purchase an audiobook without signing up for an Audible membership plan, tap **Buy for...**

To learn more about Audible Membership Plans, visit www.audible.co.uk/pap.

To go to your Library, access the left panel and then tap **Audiobooks**. Tap a title to download it to your phone.

After the download is complete, you can listen to the audiobook even when your phone is not connected to a wireless network.

If you have an existing Audible membership, but don't see your titles in your Library, you will need to link your Audible account to your Amazon account.

Play Games & Apps

In This Section

[Buy and Download Games & Apps](#)

[Manage Your GameCircle Profile](#)

[Remove an App](#)

Buy and Download Games & Apps

You can search for and purchase games and apps in the Amazon Appstore.

To successfully purchase games and apps from the Amazon Appstore, you'll need to set up your 1-Click payment method. Your 1-Click payment method must be a credit or debit card issued by a bank with a valid billing address.

UK customers are not required to have a credit or debit card or Amazon.co.uk Gift Card when purchasing free games or apps.

From the left panel on the **Home** screen, tap **Apps**. Or, tap the **Appstore** icon from the carousel or app grid.

Locate the game or app you want to buy:

Tap the magnifying glass and type your search terms, and then tap the magnifying glass to search.

To narrow your search, access the left panel, and then tap **Recommended for You**, **Best Sellers**, or **New Releases**.

Tap the button displaying the price (if it's a paid game or app) or tap **FREE** (if it's a free game or app), and then tap **Get App**. If you're purchasing a paid game or app, you can complete your purchase using Amazon Coins or your 1-Click payment method. After you buy a game or app, it automatically downloads and installs to your phone.

Tap **Open** to view your game or app. If a License Agreement appears, carefully read the agreement, and then accept the terms and conditions.

Double tap the Home button to quickly switch between applications via Quick Switch.

After you purchase a game or app, in most cases it will automatically update when the developer releases a new software version for the game or app. If the game or app requires new permissions, you will be asked to visit the Amazon Appstore on your phone to manually update the game or app. To manually update a game or app, access the left panel in the Amazon Appstore, and then tap **App Updates**. Tap **Update** next to the app you want to update, or tap **Update All** to download the latest version for all apps in your account.

Remove an App

You can remove purchased games and apps from your Fire phone to free up space and manage the **Home** screen of your device. The games and apps you purchased from the Amazon Appstore are automatically stored in the **Cloud** and can easily be downloaded again to your device.

To remove any app from the carousel, press and hold the app, and then tap **Remove from Carousel**. The app will be removed from your carousel, but it will still appear in the app grid.

To remove a purchased app from the app grid, press and hold the app, and then tap **Remove from Device**.

To re-download an app, tap **Cloud** at the top of the screen and then tap the app to download it to your device. When the download is complete, a checkmark will appear. Tap **Device** at the top of the screen to return to your **Home** screen and access the app.

Manage Your GameCircle Profile

You can view and compare achievements, leaderboards, and time played in a game directly from your Fire phone with Amazon GameCircle. For games with Whispersync enabled, GameCircle syncs your game statistics so you can resume your progress on other GameCircle-enabled devices.

When you first start using GameCircle, we automatically create a public profile for you, with a nickname and a profile image. Your profile, badges and high scores will appear in public leaderboards. You can choose to hide your public profile in GameCircle settings. While your profile is hidden, you will not be able to make or receive friend requests, or view other users' profiles.

When you launch a GameCircle enabled game you'll see a GameCircle "Welcome" message. This message displays which services the app uses. Each service is represented as an icon: a trophy for achievements, a podium for leaderboards, and a sync wheel for Whispersync. To see more information, tap the "Welcome Back" message when it appears.

Find your Games – From the left panel on the **Home** screen, tap **Games**. Or, tap the **Games** icon from the carousel or app grid.

Manage your GameCircle Profile – Access the left panel and then tap **Your Profile**. Tap your profile picture to choose a new one.

View time played, leaderboard scores, and achievements – Peek to reveal awards, stats, and badges available for games.

Add friends to GameCircle – Access the left panel and then tap **Friends**. Tap the **+** icon to search for friends by their GameCircle name.

GameCircle Settings – Access the left panel and then tap **Settings**. From here, you can opt to hide your public profile or turn off Whispersync for games.

Settings & Security

In This Section

[Settings Basics](#)

[Set Up Parental Controls](#)

[Set a Lock Screen Password or PIN](#)

[Manage Your Device Storage](#)

[Customise Your Language & Keyboard](#)

[Protect Your Phone with Encryption](#)

[Backup & Restore Your Phone](#) [Manage Your Device](#)

[Factory Reset Your Phone](#)

[Get Help with Mayday](#)

Settings Basics

Your Fire phone is designed to make most configuration settings automatic, but you can use the Settings menu to manage your lock screen, ringtones, apps, Internet connection, and more.

Video: Settings

There are multiple ways you can access Settings:

Swivel your phone or swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Settings** icon.

From the Home screen, tap the **Settings** icon in the carousel or app grid.

From an app, select **Settings** from the left panel (if applicable) to go directly to that specific app's settings.

To navigate within the Settings menu:

Tap the search field to enter search terms. You can search within Settings or search everywhere on your phone.

Tap a heading to expand or collapse that section.

Tap the triangle icon at the top to quickly expand or collapse all sections.

Access the right panel to view your Recently Used Settings.

Access the left panel to find more help options.

From the left panel, you can also toggle between the Classic and Detailed versions of the Settings menu. By default, the Classic view is selected.

In our help pages, we reference the Classic menu options.

The Classic view of the Settings menu includes:

Port	Description
Wi-Fi & Networks	Connect to Wi-Fi, enable Aeroplane Mode, pair Bluetooth devices, see your data usage, or set up a Wi-Fi hotspot. To learn more, go to Connectivity .
Display	Adjust screen brightness, turn off automatic screen rotation, show status bar, change time to sleep, or share your screen via Miracast. To learn more, go to Display Mirroring with Fire Phone .
Sounds & Notifications	Change your ringtone, manage notifications, select ringtones for specific people, change volume levels, or touch feedback settings. To learn more, go to Manage Ringtones & Notifications .
Applications & Parental Controls	Configure application settings, manage parental controls, or turn off product recommendations. To learn more, go to Set Up Parental Controls .
Battery & Storage	View battery usage and available storage.

Port	Description
	To learn more, go to Charge the Battery or Manage Your Device Storage .
Location Services	Configure Location-Based Services (LBS) for your applications, or enable Find My Device. To learn more, go to Turn Location-Based Services On or Off .
Lock Screen	Select a lock screen wallpaper, set a lock screen password or PIN, change the automatic lock time, or turn on lock screen notifications. To learn more, go to Customise the Lock Screen or Set a Lock Screen Password or PIN .
Keyboard	Change the keyboard language, enable auto-correct and spell-checking, or add to your personal dictionary. To learn more, go to Customise Your Language & Keyboard .
Phone	View your phone number, set up voicemail, or edit Reply-with-Text messages To learn more, go to Communication .
My Accounts	Register your phone, manage accounts, or connect social networks To learn more, go to Register Your Phone or Link Your Phone to Facebook or Twitter .
Device	Change the date and time, back up your phone, change your language, install system updates, or manage accessibility To learn more, go to Backup & Restore Your Phone or Accessibility Features .
Voice	Configure voice settings. To learn more, go to Talk to Your Phone .
Help & Feedback	Get Help with Mayday , browse online help, contact Amazon technical support, or provide feedback.

Set Up Parental Controls

Turn on Parental Controls to restrict access to certain features, content types, or apps on your Fire phone.

To set up parental controls:

- a. From Settings, tap **Applications & Parental Controls**, and then tap **Enable Parental Controls**.
- b. Tap the switch to turn parental controls **ON**.
- c. Enter a password, confirm your password again, and then tap **Submit**.

After you've set a password, you can restrict one or more of the following:

Web Browsing

Email and Calendars

Social network sharing

Camera

The ability to purchase from the content stores on your device (for example, the Amazon Appstore)

The ability to play movies and TV shows from Amazon Instant Video

Specific content types (for example, Music, Video, Books, or Apps)

Wireless and mobile network connectivity

Location-Based Services

To modify or disable your parental controls settings, tap **Disable Parental Controls** in the Settings menu. You will have the option of updating your restrictions or switching parental controls **OFF**.

Set a Lock Screen Password or PIN

To prevent unauthorised access to your Fire phone, set a lock screen password or PIN.

When you wake your phone from sleep mode or turn it on, the lock screen appears. Your lock screen displays the current time and date. If you enabled access to notifications from the lock screen, you can swivel or swipe down from the top of the screen to view recent notifications. If you select a notification, or swipe up to unlock the screen, you will be prompted to enter your lock screen password or PIN.

From Settings, tap **Lock Screen**, and then tap **Set a password or PIN**.

Select whether you want to use a 4-digit numeric **PIN**, or a **Password** that contains a combination of letters, numbers, and special characters.

Enter the PIN or password, and then tap **Continue**.

Confirm the PIN or password, and then tap **OK**.

Under Lock Screen settings, you can also select the amount of time until your phone automatically locks and enable whether notifications display on the lock screen. You can also customise your lock screen with a photo or a lock screen scene. To learn more, go to [Customise the Lock Screen](#).

Manage Your Device Storage

See how much free space is available on your Fire phone, and find a detailed breakdown of how your storage is being used across your apps, videos, books, and other content types.

From Settings, tap **Battery & Storage**, and then tap **View available storage**.

You will see a list of categories, including how many items you have on your device in that category and how much space is being used.

Under Your Files, you will see the amount of space used.

Under Free, you will see the amount of space available on your device.

Tap **Clear Storage Space** to see if you have items that qualify for 1-Tap Archive to free up space. You can also tap **Applications** or **Books** to see a list of items that you can select and delete to free up space.

Customise Your Language & Keyboard

Change how the onscreen keyboard for your Amazon Fire phone operates with special features like auto-correction, next word prediction, and different keyboard languages.

To change your device language:

From Settings, tap **Device**, and then tap **Change your language**.

Select your preferred language.

To change your keyboard language:

From Settings, tap **Keyboard**, and then tap **Change the keyboard language**.

Select your preferred language. Or, to download a new language, tap **Download New Language**, and then tap the language you want to download. To delete a keyboard language, tap the **Edit** icon in the top right-hand corner of the screen, tap the checkbox next to the language you want to delete, and then tap the **Delete** icon.

If you're downloading a keyboard language for the first time, you will need to accept the Swype Terms of Service before you can download the keyboard.

When you're using a keyboard on your phone, press and hold the **Spacebar** on the keyboard to switch between languages.

Keyboard Settings

To configure auto-correct, spell-checking, and other feature settings:

From Settings, tap **Keyboard**, and then tap **Configure auto-correct and spellchecking** or tap **Manage advanced keyboard features**.

Tap the switch next to the following features to turn them on or off:

Auto-correction - Words spelled incorrectly will be corrected automatically as you type.

Auto-capitalisation - Words at the beginning of sentences will be capitalised automatically.

Advanced Keyboard - Secondary keys will be accessible by pressing and holding.

Check Spelling - Words spelled incorrectly will be underlined.

Trace Input - Enter words by tracing your finger from key to key.

Personal Dictionary - Add words to your personal dictionary to enhance auto-correct suggestions.

Keyboard Tips

Press and hold a key to access special characters. Drag your finger to select a character from the pop-up menu.

The keyboard provides suggestions of the next word you will type. Tap a word in the list to select it.

To enable caps lock, double-tap or press and hold the **Shift** key to turn on caps lock mode. Single-tap the Shift key to exit.







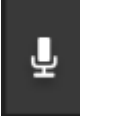


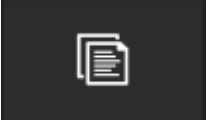
You can enable or disable keyboard sounds and vibrations. From Settings, tap **Sounds and Notifications**, and then tap **Change touch feedback settings**.


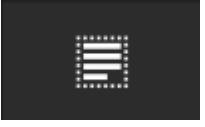
Related Help Topics

[Keyboard Basics](#)

Keyboard Basics

To type on your Fire phone, tap anywhere that offers the option to type (such as the Email app or the Silk Browser) and the keyboard will appear automatically on the screen. Here are some tips to get you started with the onscreen keyboard.

Icon	Description
	Switch keyboard to display numbers and symbols.
	Switch keyboard to display letters.
	Switch keyboard to display special characters and symbols.
	Create uppercase letters. Press and hold or double-tap for caps lock.
	Delete text.
	Insert a new line of text.
	Use your voice to enter text.
Edit text on a keyboard	Press and hold the ?123 or ABC key and then drag your finger to the  icon.
	Select text to cut.
	Copy text to the clipboard.

Icon	Description
	<p>Paste text you've cut or copied.</p>
	<p>Select all text to cut or copy.</p>
<p>Replace a word</p>	<p>Press and hold a word, and then select a suggested word listed above the keyboard to replace it.</p>
<p>Close the keyboard</p>	<p>Swipe up from the bottom edge of the screen.</p>

Protect Your Phone with Encryption

Encryption provides additional security in case your device is lost or stolen. Encryption is typically required by enterprise users, such as businesses and organisations, to protect sensitive data. You can encrypt your accounts, settings, and downloaded apps and their data, media, and other files.

Make sure your Fire phone has at least 80% battery charge, as the encryption process requires at least 80% to begin. Keep your phone plugged in to a power outlet until the process is complete. Encryption will result in slower performance and can take as long as an hour to complete, during which your phone will restart twice. If you interrupt the encryption process, you'll lose some or all of your data.

From Settings, tap **Device**, tap **Manage enterprise security features**, and then tap **Encryption**. Tap **Encrypt**.

Encryption requires at least 80% battery charge before you can select this option.

Enter your lock screen password or PIN, and then tap **Next**. If you haven't created a lock screen password or PIN, you'll be asked to create one.

Create an encryption password or PIN, and then tap **Continue**. The encryption password is different than the parental controls or lock screen password or PIN, and will be required every time you turn on your device. The encryption password must have one letter and one number, and be at least six characters long.

If an incorrect encryption password is entered 30 consecutive times, your phone will be reset to its factory defaults, and you will lose all of your encrypted data.

Tap **Continue**. Your device will restart and start encrypting your data. If you unplug or turn off your phone during the encryption process, you will lose your data.

Related Help Topics

[Set a Lock Screen Password or PIN](#)

Backup & Restore Your Phone

Back up your Fire phone in case of damage or loss, and then easily restore your data to a new device. You can set your phone to automatically back up daily, or you can manually back up your phone.

Video: Backup and Restore

Your phone must be connected to Wi-Fi in order to be backed up.

Fire phone backs up your:

Feature	Description
Home screen	These include your carousel, app grid layout, and collections you've created.
Apps	These include your installed apps, messages (SMS and MMS), call history, web bookmarks, notes, Email and Calendar settings (except for passwords), and more. <hr/> Some application data, such as in-app purchases, are not backed up when you use this feature. <hr/>
Device settings	Except for Data Roaming and Explore by Touch, Fire phone will remember your settings, including Wi-Fi, Bluetooth, parental controls password, and more.

Music, movies, TV shows, apps, and books purchased from Amazon are automatically stored in the Cloud and can be downloaded to your phone again from the Cloud tab. Photos and videos can be backed up in your Cloud Drive.

To turn on automatic device backup:

From Settings, tap **Device**, and then tap **Manage backup settings**.

Tap the switch to turn Device Backup **ON**. Your phone will automatically back up once daily when it is in sleep mode and connected wirelessly.

To manually back up your phone:

From Settings, tap **Device**, and then tap **Manage backup settings** (or tap **Disable backup** if you already have automatic backup enabled).

Tap **Back Up Now**.

When you set up a new phone, you will have the option to set it up as a new phone or restore your content from a backup.

Manage Your Device

With Manage Your Device, you can locate, deregister, or erase your Kindle Fire tablet or Fire phone device remotely. These features may be useful if you have lost or misplaced your device.

Manage Your Device currently supports the following devices:

Kindle Fire HD (2nd Generation)

Kindle Fire HDX

Kindle Fire HDX 8.9"

Fire phone

If your device has been stolen, contact your local law enforcement for assistance. Do not attempt to retrieve a stolen device yourself using the Find My Device feature.

If you own a device that is not compatible with the Manage Your Device features, contact Amazon Customer Support for additional information about lost or stolen devices.

If your device is turned off or not connected to a wireless network, Manage Your Device won't be able to locate, deregister, or erase it.

Video: Find Your Phone

Turn On Manage Your Device

Before you can use Manage Your Device remotely, you must enable the feature on your device.

Video: Find Your Phone

For Kindle Fire tablets:

- a. Swipe down from the top of the screen to open Quick Settings, and then tap **Settings**.
- b. Tap **Device**.
- c. Next to Find My Kindle, tap **On**.

For Fire phone:

- a. Swipe down from the top of the screen to open the Quick Actions panel, and then tap **Settings**.
- b. Tap **Location Services**, and then tap **Enable Find Your Phone**.
- c. Next to Find Your Phone, tap **On**.

If the **Find My Kindle / Find Your Phone** option is unavailable, you must first turn on Location Services. Location-based services must be turned on to use this feature. To learn more about location-based services and using them on your device, go to [Location Based Services](#).

Features of Manage Your Device

If you have lost or misplaced your device, you can locate, deregister, or erase your supported device from Manage Your Content and Devices.

Go to [Manage Your Content and Devices](#) (Amazon.co.uk full site).

Under Your Devices, select a device that supports Manage Your Device.

Choose your option from the available device actions:

Deregister - Deregister your device from your Amazon account. When you deregister a device, you will no longer be able to access your content through any of the Amazon applications on the device or make purchases on the device through your Amazon account. Personal information such as photos and side-loaded documents will remain on the device.

Deregister is most often used by customers who wish to switch Amazon accounts on a device within a household. If you are selling your device, you should consider performing a factory reset to ensure you have removed all personal information.

Remote Alarm – Activate an alarm on your device. If your device can be reached, an alarm will play on the device for two minutes or until it has been dismissed.

Find My Device / Find Your Phone – Find your device's approximate location on a map generated in Manage Your Content and Devices. If your device cannot be reached immediately, you can request that Amazon continue trying to reach your device periodically for the next three days. You will receive a status email from us stating if we were able to locate your device or if we were unsuccessful after three days.

The maps and location information used in the Find My Device / Find Your Phone feature might be inaccurate or unavailable depending on a number of factors, including the kind of wireless connectivity supported by your device (Wi-Fi only or Wi-Fi + 4G/LTE) and whether it supports GPS. Find My Device / Find Your Phone is not intended to be relied upon in situations where precise location information is needed.

Remote Factory Reset – Reset your device to its default factory settings. If your device cannot be reached immediately, you can request that Amazon periodically continue trying to reach your device for the next three days. You will receive a status email from us stating if we were able to successfully initiate a device factory reset or if we were unsuccessful after trying for three days.

Resetting your device will remove your personal information, Amazon account information, and downloaded content from the device only, and your device will no longer be available on your Manage Your Content and Devices page. Any content you purchased from Amazon is automatically saved to the Cloud, and can be downloaded to other devices registered to your account. Once initiated, Remote Factory Reset cannot be cancelled or reversed.

Factory Reset Your Phone

Reset your Fire phone only if you want to remove all content downloaded to it and register it again. Before you begin, be sure to back up your phone. To learn more, go to [Backup & Restore Your Phone](#).

Resetting your phone will remove all content downloaded to it. Any content that is already saved to the Cloud will remain in the Cloud. You can download that content again if you register your phone to your Amazon account again.

To reset your phone:

- a. From Settings, tap **Device**, and then tap **Perform a factory reset on your Fire**.
- b. Tap **Reset**, and then tap **OK** to confirm.

Get Help with Mayday

When you tap the **Mayday** button from the Quick Actions panel, you can connect to an Amazon Tech Advisor on your Fire phone. An Amazon Tech Advisor can guide you through any feature on your Fire phone by drawing on your screen, walking you through how to do something for yourself, or doing it for you.

Mayday is available 24 hours a day, seven days a week, 365 days a year for free. Throughout your session, you will be able to see your Amazon Tech Advisor live on your screen, but they only see what's on your screen.

Your phone needs to be registered to an Amazon account and connected wirelessly (Wi-Fi or mobile network). Normal data charges apply when you use Mayday over the mobile network.

To use Mayday:

- a. Swivel your phone, or swipe down from the top of the screen to open the Quick Actions panel, and then tap the **Mayday** icon.



- b. From the Mayday screen, tap **Connect**.

When you connect, an Amazon Tech advisor will access your device. The session may be recorded for quality assurance.

Fire Phone Software Updates

Fire phone software updates automatically download and install on your Fire phone when connected wirelessly. You can also manually download the software to your computer and transfer it to your device with a USB cable.

The latest software version is Fire OS 3.6.0 (121006820).

The software version includes new and enhanced features:

Quick Switch

With a double-press on the home button, Quick Switch allows you to easily alternate between or shut down running apps and tasks. To learn how to use Quick Switch, go to [Switch Between and Close Recent Apps](#).

App Grid Collections

Create folders of apps or content right on the app grid. To learn how to use Collections, go to [Navigate Your Fire Phone](#).

Carousel Pinning

Pin your favorite apps to the front of the home carousel. To learn how, go to [Navigate Your Fire Phone](#).

11 Frame Lenticular Photos

Create Lenticular photos using 11 still images instead of 3. To learn how, go to [Take Photos & Personal Videos](#).

Enhanced Carousel E-mail

Delete e-mails directly from the home screen. To learn how, go to [Email Basics](#).

Improved Video Sharing

Share high-resolution videos via MMS or e-mail. To learn how, go to [View, Edit & Share Photos](#).

Improved Battery Life

Dozens of system updates for enhanced battery performance. To learn more about optimizing battery life, go to [Conserve Battery Life](#).

To determine the current software version on your device:

From the Home screen, swipe down from the top of the screen (or swivel your phone) to open the **Quick Actions** panel.

Tap the **Settings** icon, and then tap **Device > Install system updates**. You will see the current software version.

To check if an update is available from your device:

From the Home screen, swipe down from the top of the screen (or swivel your phone) to open the **Quick Actions** panel.

Select the **Settings** icon, and then tap **Device > Install system updates > Check Now**. Fire phone will download the latest software update if it's available.

After the download is complete, select **Install System Update** to install the update immediately. Your device will restart during the software update.

