Troubleshoot Your Kindle (2nd Generation)

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Screen Issues

Symptom	Resolution
Kindle screen is frozen or Kindle is unresponsive.	1. Plug the Kindle into a wall outlet. 2. Make sure that the charging light is on. 3. Charge the Kindle for 30 minutes. 4. Unplug the Kindle, then slide and hold the power switch for 40 seconds. Release the power switch.
Kindle is showing lines on screen.	1. Unplug the Kindle, then slide and hold the power switch for 40 seconds. Release the power switch.
Kindle screen is not rotating.	1. Press the Text key and check to see if the screen rotates. 2. Make sure that the **auto** option is selected. 3. Make sure that the Kindle's battery is not low. 4. If necessary, restart the Kindle by pressing Home > Menu > Settings > Menu and select **Restart**.

Content Issues

Symptom	Resolution
Book did not download.	1. Check the battery and charge it if it is low. 2. Ensure wireless is enabled. 3. Check wireless strength. 4. Check **All My Items**. 5. Check the [wireless coverage map](#). 6. Sync and check for items. 7. Restart Kindle by pressing Home > Menu > Settings > Menu and select **Restart**.
Book will not open, or an error message appears when opening a book.	1. Delete the book. 2. Restart Kindle by pressing Home > Menu > Settings > Menu and select **Restart**. 3. Download book again.
Book has several pages missing.	1. Delete the book. 2. Download the book again from Archived Items.
Kindle is not saving the latest page read.	1. Put Kindle into sleep mode instead of turning it off. Battery consumption in sleep mode is the same as powering off Kindle. 2. Go to home screen before powering off Kindle.

Wireless Issues

Symptom	Resolution
Receiving Message: "Unable to Connect."	1. Check battery and charge it if it is low. 2. [Check the wireless coverage map](#). 3. Restart Kindle by pressing Home > Menu > Settings > Menu and select **Restart**.

Music & Audible Files

Symptom	Resolution
Music files aren't playing on Kindle.	1. Connect your Kindle to a computer using the USB cable. The Kindle will be recognized as an external drive. 2. Click to open the Kindle drive. 3. Open the **music** folder. 4. Make sure all the music files are inside the music folder. 5. Right-click on the file to see properties, and confirm file extension is MP3.
Cannot play audiobook.	1. Connect your Kindle to a computer using USB cable. The Kindle will be recognized as an external hard drive. 2. Click on the Kindle drive and select the **audible** folder. 3. Make sure audio book files are inside the **audible** folder. 4. Confirm file type is audible by right-clicking on the file and selecting properties. 5. Contact Audible customer support.

Power Issues

Symptom	Resolution
Kindle battery is not charging.	1. Connect the Kindle to a different outlet. 2. Verify the charge light at the bottom of the Kindle is on. 3. Restart the Kindle by pressing Home > Menu > Settings > Menu and select **Restart**. 4.
Kindle battery is not holding a charge.	1. Turn wireless off and recharge your Kindle. 2. Leave wireless off when you're not using it. 3.

Connect Via USB

Symptom	Resolution
Kindle is not recognized by the computer.	1. Disconnect the Kindle from the computer. 2. Restart Kindle by pressing Home > Menu > Settings > Menu and select **Restart**. 3. Connect the Kindle to a USB port on the back of your computer. 4. Restart your computer with the Kindle connected to it.