




Troubleshooting Your Kindle 2nd Generation



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- [Screen Issues](#)
- [Lost or Stolen Kindle](#)
- [Kindle Account](#)
- [Software Update Issues](#)
- [Content Issues](#)
- [Wireless Issues](#)
- [Music & Audible Files](#)
- [Power Issues](#)
- [Connecting Via USB](#)

Screen Issues

Symptom	Resolution
<p>Kindle screen frozen or Kindle unresponsive.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none">• Low battery charge.	<ol style="list-style-type: none">1. Plug the Kindle into a wall outlet.2. Ensure the Kindle is charging (the indicator light should be on).3. Wait 2 minutes.4. If necessary unplug the Kindle and reset by moving and holding the power switch for 40 seconds before releasing it.
<p>Kindle showing lines on screen.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none">• The Kindle may be affected by electromagnetic interference or screen may be defective.	<ol style="list-style-type: none">1. Unplug the Kindle and reset by moving and holding the power switch for 40 seconds before releasing it.
<p>Kindle screen not rotating.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none">• Screen rotation not enabled.	<ol style="list-style-type: none">1. Click the Text key  and check to see if the screen rotates.2. Make sure the "auto" option is selected.3. Check the Kindle's battery strength.4. If necessary restart the Kindle by pressing Home > Menu > Settings > Menu and select "Restart."

Lost or Stolen Kindle

Symptom	Resolution
Lost or stolen Kindle.	<p>First, deregister Kindle via the Manage Your Content and Devices page. Then, contact us so we can ensure the device has been deregistered from your account, and deactivate it so that it can't be registered by another user.</p> <p>To file a police report, please contact your local police department.</p> <p>You will also want to make sure that you cancel any active Kindle subscriptions on the Manage Your Kindle Newsstand Subscriptions page. Canceling the subscription will ensure that you are no longer billed; you'll also receive a pro-rated refund for remaining issues you already paid for. You always have the option of subscribing at a later date.</p>
I found a Kindle device.	<p>Please turn the Kindle device in to an appropriate lost and found, or turn it in to the local authorities. If you'd prefer, you can also send the device to be recycled by our certified recycler. You can create and print your own prepaid UPS shipping label through their website. Visit https://greensolutions.re-teckusa.com for further instructions.</p>

Kindle Account

Symptom	Resolution
Kindle lost or stolen.	<p>Deregister Kindle via the Manage Your Content and Devices page and register Kindle from the device or by calling customer service.</p>
<p>Kindle does not have owner's name on home screen.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none">Kindle not registered, or registered to different account.	<p>Steps to deregister device can be found here.</p> <p>The name on the Kindle will default to the first name on your Amazon.com account. You can change the name on the Manage Your Content and Devices page.</p>

Software Update Issues

Symptom	Resolution
<p>Unable to update manually.</p>	<p>In order to download software version 2.5, your Kindle (US Wireless) must be running at least version 2.3.</p>
<p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Kindle (US Wireless) is running software version prior to 2.0.3. 	<p>In order to download software version 2.5, your Kindle (US Wireless) must be running at least version 2.3.</p> <ol style="list-style-type: none"> 1. Download Kindle software update version 2.3: <ul style="list-style-type: none"> • For Kindle (U.S. Wireless), your serial number will start with "B002" • For Kindle Free 3G, your serial number will start with "B003" 2. Transfer Software to Your Kindle: Turn your Kindle on and connect it to your computer using the USB cable. Then use your computer's file browser to copy the update file from your computer to the Kindle root directory. (The root directory contains a number of folders, such as "audible," "documents," and "music," and is typically denoted by a "device" icon.) 3. Monitor File Transfer and Disconnect: Check your file browser's file transfer progress bar to ensure that file transfer to your Kindle is complete. When you're confident the file has transferred successfully, you can use your computer's un-mount or eject function to safely disconnect Kindle from your computer. Disconnect the USB cable from Kindle and your computer. 4. Start the Software Update: Go to the Home screen, press the Menu key, and select "Settings." Press the Menu key again, and then select "Update Your Kindle." (This option will be grayed out if the most recent update has already been installed.) Select "OK" when prompted if you want to perform an update. 5. Download software update version 2.5 and repeat steps 2-4.

Content Issues

Symptom	Resolution
<p>Book did not download / haven't received book, subscription, or blog.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> Kindle not able to sync with Amazon servers. 	<ol style="list-style-type: none"> Check battery (if the charge is low, charge it before completing following steps). Check that wireless is enabled. Check for wireless strength. Check "All My Items." Check wireless coverage map. Sync and check for items. Restart Kindle by pressing Home > Menu > Settings > Menu and select "Restart."
<p>Cannot delete book from Kindle.</p>	<ol style="list-style-type: none"> Go to the home screen. Underline the book you want to delete. Move the 5-way controller to the left. Select "Delete."
<p>Book will not open / receiving an error message when opening a book.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> Incomplete file download. 	<ol style="list-style-type: none"> Delete the book. Restart Kindle by pressing Home > Menu > Settings > Menu and select "Restart." Download book again.
<p>Book has several pages missing.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> Book may have formatting errors. 	<ol style="list-style-type: none"> Delete book. Download book again from Archived Items.
<p>Sent personal document to be converted but have not received it.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> File sent could not be converted or delivered. 	<ol style="list-style-type: none"> Confirm that your sending e-mail address is on the approved e-mail list on the Manage Your Content and Devices page. Confirm payment method on the Manage Your Content and Devices page. Confirm your Kindle e-mail address is correct, e.g.: youremail@Kindle.com. Confirm file can be converted for the Kindle (convertible files include: unprotected PDF, TXT, unprotected MOBI, PRC natively; HTML, DOC, RTF, JPEG, GIF, PNG, BMP through conversion). Confirm that sent e-mail has attachment.

	<ol style="list-style-type: none"> 6. Confirm that "Convert" is in the subject line of e-mail 7. Check battery. If battery has a low charge, charge before completing the following steps: <ul style="list-style-type: none"> ○ Check that wireless is enabled. ○ Check for wireless strength. ○ Check "All My Items." ○ Check wireless coverage map. ○ Sync and check for items. ○ Your file will be e-mailed to your Amazon.com log-in e-mail address. ○ Check your spam filter or junk mail if you have not received a reply from us.
<p>Outside coverage area or want to receive converted file for free.</p>	<ol style="list-style-type: none"> 1. Confirm your sending e-mail address is on approved e-mail list on Manage Your Content and Devices page. 2. Confirm payment method on Manage Your Content and Devices page 3. Confirm that your Kindle email address is correct i.e. (youremail@free.Kindle.com) 4. Confirm that the file can be converted for the Kindle (unprotected PDF, TXT, unprotected MOBI, PRC natively; HTML, DOC, RTF, JPEG, GIF, PNG, BMP through conversion) 5. Your file will be e-mailed to your Amazon.com log-in e-mail address. Check your spam filter or junk mail if you have not received a reply from us. 6. Download the file from your computer via USB to the Kindle device(s). 7. For instructions on how to download files, see details on our Help page.
<p>Book skipping pages.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Multiple devices on same account reading same book. 	<ol style="list-style-type: none"> 1. Go to Menu > Settings > and make sure third option says "Enable Annotations Backup." 2. Check that Whispersync option is turned on in the Manage Your Content and Devices page.
<p>Reading a book on multiple Kindles or iPhone and devices not saving progress.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Amazon servers are not being updated by Kindle or iPhone. 	<ol style="list-style-type: none"> 1. Go to Menu > Settings > and make sure third option says "disable annotations backup." 2. Check that Whispersync option is turned on in the Manage Your Content and Devices page.

<ul style="list-style-type: none"> • "Home" button needs to be used to ensure Kindle saves and updates the location. 	
<p>Sent a PDF file to be converted, received same file.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Kindles with Software Version 2.3 or higher fully support PDF documents. They do not need to be converted to be readable on Kindle 	<p>To transfer documents by USB:</p> <ol style="list-style-type: none"> 1. Kindle will be recognized as an external drive. 2. Click on the Kindle drive and open document folder. 3. Move your PDF files into the document folder. <p>To transfer documents wirelessly:</p> <ol style="list-style-type: none"> 1. Make sure email address is listed in the Manage Your Content and Devices page. 2. Confirm payment method on the Manage Your Content and Devices page 3. Confirm that your Kindle email address is correct, e.g. youremail@Kindle.com. 4. Confirm the sent e-mail has attachment
<p>Kindle not saving page and owner only has one Kindle or one iPhone.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Power turned off before Kindle could save the current page location. 	<ol style="list-style-type: none"> 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
<p>Book did not download; haven't received my book, subscription, or blog.</p> <p><i>Possible cause:</i></p>	<ol style="list-style-type: none"> 1. Check battery (if low charge, charge before completing following steps). 2. Check that wireless is enabled. 3. Check for wireless strength. 4. Check "All My Items." 5. Check wireless coverage map. 6. Sync and check for items.

<ul style="list-style-type: none"> Kindle not able to sync with Amazon servers. 	
<p>Receiving Message: "Unable to Connect."</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> Kindle unable to connect with Whispernet. 	<ol style="list-style-type: none"> Check battery (if the charge is low, charge it before completing following steps). Check wireless coverage map. Restart Kindle by pressing Home > Menu > Settings > Menu and select "Restart."
<p>Book not displaying properly.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> Book may have formatting errors. 	<ol style="list-style-type: none"> Delete book. Download book again from Archived Items. E-mail us the title of the book, location number of the error, and a detailed description of the issue.
<p>Not able to receive a converted file for free.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> May be outside of coverage area 	<ol style="list-style-type: none"> Confirm that your sending e-mail address is on the approved e-mail list via the Manage Your Content and Devices page. Confirm payment method on the Manage Your Content and Devices page. Confirm that your Kindle email address is correct i.e. (youremail@free.Kindle.com). Confirm that the file can be converted for the Kindle. Check your spam filter or junk mail if you have not received a reply from us. See how to download files from the Manage Your Content and Devices page.

Music & Audible Files

Symptom	Resolution
<p>Music files not playing on Kindle.</p> <p><i>Possible cause:</i></p>	<ol style="list-style-type: none"> Plug your Kindle into a computer via the USB cable. Kindle will be recognized as an external drive. Click to open the Kindle drive. Open the music folder. Make sure all the music files are inside the music folder.

<ul style="list-style-type: none"> • Music files not found by the Kindle or files not in supported format. 	<ol style="list-style-type: none"> 6. Confirm file extension is MP3 (right-click on file to see properties).
<p>Cannot play audiobook.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Audio book may not be compatible with Kindle or could not be found. 	<ol style="list-style-type: none"> 1. Connect your Kindle to computer using USB cable. 2. Kindle will be recognized as an external hard drive. 3. Click on Kindle drive and select audible folder. 4. Make sure audio book files are inside the audible folder. 5. Confirm file type is audible by doing a right-click on the file and select properties. 6. Contact Audible.

Power Issues

Symptom	Resolution
<p>Kindle battery not charging.</p>	<ol style="list-style-type: none"> 1. Connect Kindle to a different outlet. 2. Verify the charge light at the base of the Kindle is on. 3. Restart Kindle by pressing Home > Menu > Settings > Menu and select "Restart." Is the charge light on? Contact Customer Service. 4. Is the charge light off? AC adapter needs to be replaced. 5. Contact us for warranty options.
<p>Kindle battery not holding a charge.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none"> • Kindle receiving a weak wireless signal and is constantly trying to connect. 	<ol style="list-style-type: none"> 1. Turn wireless off and recharge your Kindle. 2. With wireless turned off, Kindle battery life should be: At least 7 days 3. If battery lasts less than the time frame given above, please contact us for warranty options.

Connecting Via USB

Symptom	Resolution
<p>Kindle not recognized by owner's computer.</p> <p><i>Possible cause:</i></p> <ul style="list-style-type: none">• Kindle not connected to a powered USB port.	<ol style="list-style-type: none">1. Disconnect Kindle from 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.