

To: Kindle Fire Users  
From: Erwin Hoeft  
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Re: Kindle Fire Self Helps

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Following are 6 sources of self help for your Kindle Fire.

1. **Your Kindle Fire Device**
2. **Amazon**
3. **Hot Springs Village Computer Club**
4. **Amazon Kindle Fire Tips for Beginners**
5. **Instructional e-books**
6. **Video Instruction**

### 1. Your Kindle Fire Device

If you have an HDX, tap the “Mayday” button.

Use the Help & Feedback app (a white question mark in a blue circle).

Following are the steps to get answers from **Help & Feedback** and the **Tutorial**.

1. Pull down “Time” bar.
2. Tap **More** to get **Settings**
3. Tap **Help & Feedback** (Review all 4 of these following sub-topics).
  - 3.1. Getting Started (The **Tutorial** is in this section.)
  - 3.2. **User Guide** (See the “User Guide Content Exhibit” at bottom.)
  - 3.3. Customer Service
  - 3.4. Feedback

### 2. Amazon

1. Go to [www.amazon.com](http://www.amazon.com)
2. Click on **Your Account**
3. Click on **Manage Your Kindle** (sign in)
4. **Kindle Help**
5. **Contact Us** (identify device and issue)
6. **How would you like to contact us?** (e-mail, phone or chat)

Shortcut: <https://www.amazon.com/gp/help/contact-us/kindle-help.html>.

Amazon Kindle direct telephone numbers. Support: 1-866-321-8851. Customer Service: 1-877-453-4512. Video HDMI to HDTV: 1-866-749-7539.

### **3. Hot Springs Village Computer Club**

1. Web, [www.cchsv.com](http://www.cchsv.com)
2. click on **Special Interest Groups** (left side of page)
3. View the 21 Kindle Handouts (right side of page)

### **4. Kindle Fire Tips for Beginners**

This 6-page document contains topics covered in all previous Kindle Fire classes. These classes are held the 2<sup>nd</sup> Tuesday of each month from 1-3 pm at the Village Church of Christ at 210 Balboa Road in Hot Springs Village.

### **5. Instructional e-books**

Go to **Books**, then **Store**. Key in “Kindle Fire”, “Kindle Fire HD” or “Kindle Fire HDX” in the **Search** field. .... There were 39 matching titles for the HDX on 12/14/2013. You may want to sort these by Relevance, Rating, Price, etc. Note that some are free with Prime.

### **6. Video Instruction**

This is in addition to the **Tutorial** in your Kindle Fire Device (above).

Go to [www.kindle.com/support](http://www.kindle.com/support) . Click on USA, your device and topic.

Go to Web, then key in [www.youtube.com](http://www.youtube.com) and key in “Kindle Fire HD Instructions” in the **Search** field.

## **EXHIBIT**

### **HDX USER GUIDE CONTENT**

1	Set Up & Charge
2	Connect Wirelessly
3	Download, Sync & Send
4	Kindle Free Time
5	Read Books, Magazines & Newspapers
6	Listen to Music & Audiobooks
7	Watch Movies & TV Shows
8	Take and Manage Photos and Personal Videos
9	Play Games & Apps
10	Communicate with E-mail, Contacts and Calendar
11	Browse the Web
12	Shop
13	Amazon Prime