



KINDLE EREADER - TROUBLESHOOTING DOWNLOAD PROBLEMS



Reading becomes even more portable with a Kindle; you can store thousands of books in a light, pocket-sized, device and even download new content while you're out and about. This means you're never stuck for something to expand the mind with, even on the most brain-numbing journey. If you've downloaded a new tome but can't find it in your eBook library, here's how to locate it on your Kindle's shelves.



It should take
under 15 mins



Article
Ease

WHAT YOU'LL NEED



Wireless
router



Kindle



Internet
connection

The Knowhow

Can't open a book or it gives an error message

This is generally because the book hasn't fully downloaded or there was a problem during the download.

- Delete the book from your Kindle
- Press Home
- Select Menu
- Go to Settings
- Choose Restart
- Download the book again

Books won't download

Check the Wi-Fi or 3G coverage in your area. If you are out of range of a signal you won't be able to download content.

If you have 3G, check it is enabled:

- Choose **Menu**
- Select **Turn Wireless On**
- Press **Home**
- Select **Menu**
- Go to **Settings**
- Choose **Restart**
- Try downloading again

If you are having problems with a Wi-Fi network

- Ensure the Wireless network is working; reset the router if it isn't

- Make sure you have entered any passwords for the network correctly
- Follow the instructions above for downloading by 3G

Check the status of the Kindle network:

Every so often the Kindle network will be taken down for updating and maintenance by Amazon. You will be unable to download items during this time. The network is normally only taken down for a few hours at a time, so try again later.

You can check the current status of Amazon's online services using Europe tab of the link below:

<http://status.aws.amazon.com/>