

Amazon Kindle FAQ and Free User Guide



[Amazon Kindle 2](#)

[Kindle DX: Amazon Kindle DX: 9.7" Wireless Reading Device](#)

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Q: How many Kindles can be registered to one account? How many users on a kindle account?

A: Six. Please note that all the Kindles registered to the same account will be accessing that account holder's credit card information, so the account holder will receive all the charges for all new books, subscriptions, etc. that are purchased on that account.

Q: Can the Kindle be used outdoors?

A: Yes. eInk technology is very different that backlit LCDs (found in computers and the iPhone) and is very clear, bright, and readable outdoors.

Q: How old is the average Kindle owner?

A: According to random response by 336 Kindle owners, the age of owners ranges from 8 to 88 years with a mean of 49.

Q: Can I use my Kindle outside of the US?

A: Yes, but you will not be able to use the Whispernet feature to download books and sample chapters.

Q: Do I have to buy books only from Amazon?

A: No, there are plenty of other sites selling ebooks, as well as multiple sites with free books that can be read on the Kindle. (Maybe someone wants to expand on this answer with more detail.)

Q: Can I charge the battery of my Kindle outside of the US?

A: Yes, but you will need an adapter for the plug.

Q: How long does the battery last?

A: Reports vary, but many have said they have gone 5 to 7 days between recharging. The Whispernet feature seems to drain the battery, so if you leave that off and only turn on when you have something to download, that will maximize battery life. Playing music also drains the battery more quickly.

Q: Can friends send me Kindle ebooks as a gift?

A: Not directly. Only Kindle owners with a device registered to a One-Click account can buy Kindle titles and then only for that device. Your friends can, however, send you a gift card that you can register to your Amazon account and purchases will be deducted from that card first.

Q: Why doesn't the Kindle have a backlight?

A: EInk doesn't work the same way as a LCD. Lighting from behind is inherently impossible.

Q: If I live outside of the US, can I buy a Kindle?

A: To buy a Kindle, you must have a valid amazon.com account, with a US shipping address and a credit/debit card that comes from an American bank.

Q: Can I use my Kindle at the beach, on my sailboat, at the pool, etc?

A: Yes. People say it fits well in a ziplock bag and you can easily read through the plastic.

Q: Can I create folders to organize and sort the content on my Kindle?

A: At the present moment, no, but this is probably the most requested feature that people would like to see on their Kindle. Some have noted that newspaper subscriptions are sorted into a folder so it seems that the device does have this capability; it is probably just a matter of time until it is provided to users through an upgrade.

Q: I am browsing through Amazon and see a Kindle book I want. Is there anyway to make a note of this on my Kindle?

A: Send yourself a sample chapter. Then you will have it available to read whenever you get around to it.

Q: Is there a charge for sample chapters?

A: No, sample chapters are free.

Q: How much do Kindle books cost?

A: They vary, from free to very expensive. But the vast majority of mainstream, popular books seem to range in price from \$.99 to \$9.99.

Q: Help! My Kindle is frozen! How do I reset the kindle 2?

A: There is a reset button on the back. Insert an unbent paper clip for a hard reset. These instructions are also in the user's guide, page 24.

Q: My Kindle freezes up ALOT. Is this normal?

A: Generally, no. It may be defective. Contact customer service.

Q: How do I contact customer service?

A: Kindle support can be found here:

http://www.amazon.com/gp/help/customer/display.html/ref=sv_kinc_7?ie=UTF8&nodeId=200127470

Q: I have ideas that I think will improve the Kindle. Should I post them here?

A: You could, but it probably makes more sense to send them to: kindle-feedback@amazon.com

Q: Which makes more sense to maximize battery life? Turn off the kindle or let it go into sleep mode?

A: Folks have said that what uses power is turning the page, so off or sleep is probably a wash in terms of battery usage. Whispernet does drain power more quickly so turn that off when you are not expecting a download. Listening to music also drains the battery more quickly.

Q: Are there different size fonts?

A: Yes: 6. Use the little "aA" key in the lower right hand corner to bring up the font menu.

Q: What's the largest font?

A: Size 6 is equivalent to a 20 point font in Word.

Q: What are the other sizes?

A: Here's a chart:

* 1 = 7pt

* 2 = 9pt

* 3 = 11 pt

* 4 = 14 pt

* 5 = 17 pt

* 6 = 20 pt

Q: Can I turn full justification off?

A: Yes. Bring up the font menu, then press Alt-J to add an additional option for Left/Full justification.

Q: I have a subscription to the New York Times. Can I share that among different Kindles on my account?

A: No. At the present time, only books can be shared among Kindles on the same account.

Q: Can I bookmark a page in a book I am reading?

A: Yes

Q: Do I NEED to bookmark a page in a book I am reading?

A: No. The Kindle will remember the page you left off at.

Q: What if I am reading three books?

A: It will remember the page in all three books.

Q: Then why do I need a bookmark?

A: To give you the option for marking your place and also, it gives you another way to navigate through a book.

Q: What if I am reading a book and it has an unfamiliar word?

A: The Kindle has a built-in dictionary so you can look up words.

Q: Can I make notes on the Kindle?

A: Yes.

Q: Can I highlight a passage?

A: Yes, but it won't be in color since the Kindle is only in grey-scale.

Q: Can I make a clipping of something?

A: Yes.

Q: Can I search on the Kindle?

A: Yes. The search will go through your books, notes, clippings, highlights, sample chapters and anything else you have on the device.

Q: Can I play Grand Theft Auto 4 on my Kindle?

A: No. You need a Playstation or Xbox for that.

Q: If I subscribe to a newspaper such as the New York Times, do I get all the content? Ads?

Crossword puzzle?

A: No ads are included in the Kindle version. The crossword puzzle is also not available. Syndicated content that might be found in a daily paper, such as "Dear Abby" and the funnies, in general, does not seem to be available in the Kindle version. This is likely because of agreements that amazon is negotiating with papers and syndicators.

Q: I ordered a book by accident. Can I cancel my order?

A: If you ordered from the [Kindle store](#), on your Kindle, you have an option right at the time of purchase to cancel your order. Otherwise, go online to customer service to initiate a return/refund.

Q: Can I use my Kindle on a plane?

A: Yes, but of course, the Whispernet won't work. Is not whispernet freeze. Some users have reported that they have been asked to turn off their Kindles during take off and landing.

Q: I really enjoy the experience of reading a book: that tactile feel of the pages, smelling the ink...

A: That's fine, but if that is how you feel, reading an eBook on the Kindle might not be your cup of tea.

Q: My favorite book doesn't seem to be available in a Kindle version. What should I do?

A: Let people know you want a Kindle version. Write the publisher. Write the author. Make your wishes known.

Update: as of August 8, 2008, amazon.com has implemented a "contact the publisher" button. So, if you see a book in the amazon.com catalog that doesn't have a Kindle kounterpart, you can request it directly via the amazon page.

Q: If I only buy ebooks will it save trees from being cut down?

A: Yes, but, nowadays most paper is made from criminal trees that deserve to die.

Q: I only want to read books by FAMOUS authors published by BIG NAME publishing companies. Is there anyway to sort the offerings at amazon so I don't have to look at this self-published crap that is cluttering up the Kindle store?

A: No. And frankly, with that attitude, you are going to miss a lot of good writing by new, up and coming authors. But that's a rant for another thread.

Q: Why don't they use page numbers?

A: Locations are page numbers, in a sense. I think why people get confused is that one screen, which we would normally think of as a page, has multiple locations. For example, the screen I am looking at goes from 1042-1047 so there are five locations on this "page."

However, if I change the font size, the locations change from 1042-1053 (font size 1) to 1042-1045 (font size 6). And that is precisely the reason by they don't use page numbers...because the "page" (screen) varies depending on the size font you are using.

Q: How do I find out how many locations are in a book or document, ie, how long it is?

A: Bring up the menu and choose "Go to location." That will show you the number (ie, 1-3450). As you are reading, if you know your book has 3450 locations, you'll know that when you are at 1000 you just a bit shy of one-third of the way through; at 1700 you are about halfway, and so on. (Thanks to A. Hayden for this hint on finding the number of locations in a document.)

Q: How long does it take for the screensaver to come on?

A: The Kindle goes into sleep mode after 10 minutes of inactivity.

Q: I want to read PDFs on my Kindle.

A: You and everyone else. Okay...based on my experience...

1. I sent one very plain vanilla text only document (pdf format) to my Kindle. I used the ___@kindle.com, paid 10 cents. It arrived in a few minutes, looked fine, and I could read it.
2. I sent an invoice from my business (formatted with columns) to the same ___@kindle.com address. (Another 10 cents). Although it arrived, the formatting was gone. All the info was there but it was all jumbled together. This was not a document I would present to a client.
3. I downloaded a pdf from a professional journal to my computer and sent it as an email. This was a document with two column formatting, tables, and figures. After about 10 minutes I received an email from amazon saying that it was not a supported format.

So...take from this what you will. Simple documents work, not so simple...not so well.

Q: How do I mail a file to my Kindle?

A: The first step is to go to "manage my Kindle" in your account at amazon. You need to add email addresses that are authorized to send mail to your Kindle. (If you want to, you can also edit the email address of your Kindle at the same time.) Once that is done, just email the file to your Kindle's email address. It will be converted to a Kindle readable format and appear on the index/home page in a few minutes. In my experiments, you should have the whispernet on when

you send the email. If it can't be delivered, does not seem to go into a queue awaiting delivery--it just sort of evaporates. Note that there is a 10 cent charge for sending a file to your Kindle.

Q: I am really cheap and don't want to pay 10 cents...

A: Then mail the file to _____@free.kindle.com. It will come back to your email as an attachment which you can then save to your computer and transfer to your Kindle with the USB cable.

Q: What kind of files can I send to my Kindle?

A: According to Kindle support, the following file types are supported: Unprotected Microsoft Word documents (*.doc), HTML documents(*.html, *.htm), and Text documents (*.txt)Images: JPEGs (*.jpg), GIFs (*.gif), Bitmaps (*.bmp), and PNG images (*.png).

Q. Can I convert PDFs so that I can read them on my Kindle?

A. Yes. Download a copy of Mobipocket Creator

<http://www.mobipocket.com/en/downloadSoft/ProductDetailsCreator.asp>

After installing, open program, click Adobe PDF from the Import menu, browse to your PDF and click Import.

After importing, click on Build. I leave the default options and then click Build near the bottom. You should now have a screen where you can choose to open the folder where the eBook was saved. There should be a .prc file in there which you can copy to your Documents folder on your Kindle via the USB cable.

The program will do a whole lot more, but I haven't gone through all the features yet.

Q: How much memory does the Kindle have?

A: 256 MB, of which approximately 180 MB is available to the user.

Q: How many books will fit in 180 MB of memory?

A: According to the Kindle documentation, about 200. Note that if you put other types of files on your Kindle (mp3, pictures) they tend to be larger files that use more memory, leaving less space for your books.

Q: How do I know how much memory I have?

A: Go to "settings." The information is listed there both with a number and visually with a

thermometer.

Q: And I can add an SD card for more memory. How big?

A: The Kindle documentation is vague on this point. I have read on these forums that folks have put in cards up to 16 GB and had them work okay. I think most people are using 2 GB and 4 GB cards, though, from what I have read.

Q: How long does it take to fully charge the Kindle battery? - Kindle battery charge time?

A: About 2 hours.

Q: I have a subscription to the New York Times. I am going to Europe for a business trip. Will I be able to read the Times while I am there?

A: If you are going to Europe with only your Kindle....no. Whispernet does not work outside of the US so you would not be able to acquire the paper.

However, if you will have access to a computer with an Internet connection then, yes, you can read the paper. This is what you do.

1. Go to "Your Account" then choose "Manage Your Kindle."
2. From there, go to "Your Media Library" (it is on the right hand side of the page).
3. Choose the tab that says, "Downloads."
4. In the drop down tab that says "View" choose "Newspapers."
5. The screen will show the New York Times. You can select the date and then choose, "Download to computer."
6. Once it is downloaded to your computer, you can transfer it to your Kindle with the USB cable.

Note that only one week of papers are stored in your media library.

Q: I take it that since Kindle has a USB cable, books can be backed up to one's PC?

A: Kindle books can be copied and backed up, but not read on the PC.

Q: Should the technology crash and burn are Kindle books in a format that can be read by other technology? Or will we be stuck with a whole bunch of books we can never read again once our Kindles die? I know that some people don't like to re-read books, but I tend to visit favorite books over and over like old friends.

A: I don't really have an answer to this question. It would seem that with the investment that Amazon has made in the Kindle and Kindle books, that they will assure that people will be able to read them as long as they own the appropriate technology. If your Kindle should die and you don't replace it, then you probably would not be able to access your books. But then, my dissertation is on 5 1/4" floppy disks, and I don't have any device that I can read those on anymore, either!

Q:I don't know where I found out about Alt-J. Probably reading this board! My other favorite is Alt-T which shows the time in words. It's very cute.

A:Here's the list of amazon kindle keyboard shortcuts:

Global keys

Alt-Shift-R reboot Kindle

Alt-Shift-. restart GUI

Alt-Shift-G make screenshot

due to an implementation bug, screenshots can only be stored on SD card, not the main storage. A gif file is saved in the card root.

Home

Alt-Shift-M Minesweeper

Alt-Z rescan picture directories

Alt-T show time

Reader

Alt-B toggle bookmark

Alt-T spell out time

Alt-0 enable/disable slideshow

Alt-1 start slideshow (if enabled)

Alt-2 stop slidehow

Alt-PageForward/PageBackward go to next/prev annotation or one "chunk" (1/20th of a book) forward or backward

Settings

411 show diagnostics data

511 run loopback call test

611 diagnostic data service call

Font List

J show/hide justification options

Picture viewer

Alt-Shift-0 set current picture as screensaver

F toggle fullscreen mode

Minesweeper

I,J,K,L up,left,down,right
M mark mine
R restart
Space open cell
Scroll move cursor up/down
Alt-Scroll move cursor left/right
H return to Home screen

Text input

Alt-Backspace clear all
Alt-H/Alt-J move cursor
(the following don't work in search field for some reason)
Alt-6 ?
Alt-7 ,
Alt-8 :
Alt-9 "
Alt-0 '

Browser

It seems there is a location capability (GPS?) in the CDMA module. I cannot check it as I'm not in USA but the following shortcuts are programmed inside the browser.

Alt-1 show current location in google maps
Alt-2 find gas station nearby
Alt-3 find restaurants nearby
Alt-4
Alt-5 find custom keyword nearby
Alt-D dump debug info to the log and toggle highlight default item
Alt-Z toggle zone drawing and show log

Audio Player

Alt-F next
Alt-P play/stop

Search commands

These command work in the search field. You can enter only beginning of the command if that's enough for it to be unique.

Public commands (always available)

@help
@web
@wiki/@wikipedia
@store
@time

Q: Does Whispernet work in Montana?

A: No. It doesn't work in Alaska either. No one knows when that service will be available.

Q: My favorite book isn't available on the Kindle! What should I do?

A: Write to the author. Write to the publisher. Let them know what content you want in ebook format.

Q: How do I find out how to write an author?

A: Google his or her name. Most authors have websites and are eager to hear from their readers.

Q: I have a question regarding the PDF converting, what would be the best way to convert a comic book in PDF format to be read on your kindle? Has anyone tried reading a comic on there kindle?

A: I have not tried converting a comic book, myself. Images do not come out great, and the layout of comic book pages might be problematic. But if you have a pdf, you can certainly try emailing it to your Kindle for conversion (<kindle_name@kindle.com>. The worst that can happen is that the conversion will fail (you'll get an email message to this effect if that is the case) or it will look like a bunch of gobbly-de-gook.

Q: If I am using my Kindle outside of the US will I be able to download my daily blogs, newspapers etc?

A: I am assuming yes (although I haven't tested this myself). But if you have access to a computer with the Internet where you can log into your account, then you will be able to access "Your Media Library" where your newspapers and blogs are stored. Note: one week of newspapers are stored in YML; only one day for a blog is available (the current day). Download to the computer and transfer to your Kindle with the USB cable.

Q: Now, how can I unsubscribe from the Amazon Daily? I've clicked all around the site.

A: Go to your account and then manage your Kindle. Your Kindle subscriptions are near the bottom of the screen. There is a button to unsubscribe.

Q: For a gift, do we just buy an Amazon.com gift card and the recipient can apply it to his or her account?

A: At the present moment, that's the best way to handle it, yes.

Q: How many books can the Kindle store? Can you store the books you have read somewhere else and then put them back on the Kindle when you are ready to read the book again?

A: The Kindle can store approximately 200 books in the memory that is available. If you have audio files (MP3) this number might be less since those files are bigger and take up more room. You can add an SD card to your Kindle (anything from 1 GB to 16 GB) which will allow you to store hundreds--even thousands--of additional books.

You can store books on your Kindle, on your SD card, and on your computer. Books you purchase from amazon are stored in "Your Media Library" so they are also available, if you delete them from your Kindle after reading.

Q: How do I transfer bokks from my computer to my Kindle? What are the steps? HELP!

A: Use the USB cable that came with your Kindle. Attach it to your computer and the Kindle. Your Kindle will appear as an extra drive on your computer (on mine it is usually G:). Using cut and paste or drag and drop, move the book files from your computer to the Kindle. Make sure they are in the folder called "books." Disconnect the cable and the books should show up on the index page on your Kindle.

Q: How do I delete all of my bookmarks at once?

A: If you attach your Kindle to your computer via the USB cable and navigate to the "documents" folder, you'll see two files for each book. One is the original book (.azw, .prc, .mobi etc.) and the other is an .mbp file. This is where your bookmarks are stored. If you delete the file it will be as if you have a virgin book and the Kindle will create a new .mbp file next time you visit that book.

To delete all your bookmarks, sort the document list by file type and delete all the .mbp files, then do the same for your SD card if you have one.

If you're not comfortable deleting files on my suggestion (which I can understand), then just rename the .mbp file extension (e.g. warandpeace.mbp becomes warandpeace.xyz) so the Kindle can ignore it. You can change the name back again if required.

Also - did you know that you don't have to set a bookmark manually every time you leave a book? If you stop reading or go to another book, the Kindle automatically remembers where you were. This is in the .mbp file also, the difference between that and a regular bookmark is that it's

overwritten when you start reading again.

Q: Does that mean if I buy a Kindle for a friend, I can not share the books I have with her? Can a kindle be registered on 2 accounts?

A: You can only share books on Kindles that are registered to the same amazon account.

Q: Can you read books on your computer that you have downloaded to your Kindle?

A: If they are books with DRM, such as the ones you buy from amazon, no. But books without DRM might be readable. It depends on their format and if you have the proper software on your computer to read books in that format.

Q: Is the Kindle good for fast readers?

A: I think of myself as a fairly fast reader and the Kindle works great for me. My friend, who whips through a book in an evening, really likes the Kindle, too. So I would say the answer to your question is yes.

Q: What is the average file size for a book (or per 100 pages)? It says that you can download a book in a minute, but how many pages is that? Is that for a 200 500, or 900 page book?

A:As near as I can tell, files don't download in the way we are used to on a computer...in other words, you don't see a progress part tracking how much has downloaded. Instead, the whispernet connects, it goes off and collects all the content waiting to be downloaded, the little silver blinker blinks, and then...when it is all done, all the content appears on your home/index page. It all seems to take about the same amount of time. Whether I am getting my newspaper in the morning or downloading a 700 page book...it just blinks and appears. I don't think I've ever waited more than 30 seconds for anything (assuming whispernet is working properly).

Q: Will ALL kinds of ebooks work on Kindle? I currently use Mobipocket to read ebooks.

A: No. You must select a format that is compatible with the Kindle. However, if you are using Mobipocket, you are in luck because the mobipocket format (.prc) is a Kindle compatible format.

Q: How do authors get chosen to be included in/on Kinkle?

A: It is up to the publisher. If a publisher chooses not to produce an ebook, an author may decide to find an ebook publisher or self-publish through amazon desktop publishing.

Q: Can you request that a book be placed in kindle format?

A: In just the past few days, amazon has implemented a "let the publisher know you want this in a kindle edition" button. It is on the left hand side of the screen on the book description page. Click

away!

Two ways:

1. Write the publisher, and
2. Go to the book's page in Amazon, and there will be a link you can click on at the left of the screen that says: "Please tell the publisher: I'd like to read this book on Kindle."

Q: do you have to be able to get the Kindle wireless service or can you purchase the books online to your computer and then sync them to your Kindle?

A: Yes, you can buy the books online and download them to your PC from the Amazon site (Your Media Library). Then you can copy them to your Kindle via USB, or even via the SD card if you have an SD slot on the PC.

Q: I don't like having my email appear as the author name when I've sent a file to Amazon for conversion.

A: Download a copy of Mobipocket Creator Publisher Edition, it's free. It's basically the same sort of program that Amazon uses to convert your files, but you can do it yourself. In the Metadata tab, put in the correct title and author and you can even add cover art.

Q: Is there a limit to the size of the SD card you can install in a Kindle?

A: People have reported putting 16GB cards in without any problem.

Q: I want to know when Kindle comes out with new books.

A: Go to the Kindle store and search on publication date. New releases are also announced in the Kindle Daily Post (which you access on your Kindle).

Q: Can I assign 2 credit cards to one Kindle (one for work-related material and one personal)?

A: Your credit cards are assigned to your amazon.com account, not your Kindle per se. I have two cards on my account--business and personal, as you described. At any given time, one or the other is the default and will be the card that is used for purchases unless I go in and manually select the other one. The selecting needs to be done from my computer (as far as I can tell). I haven't found a way to do this from the Kindle.

So...theoretically...if I knew I was going to be making a bunch of personal purchases from my Kindle, I could select my card on my account, then click away happily on my Kindle. The business card wouldn't get charged until I changed that to the default (on my computer).

Q: I also live overseas. Can I download materials onto my computer via the internet and then transfer them to a Kindle?

A: Yes. Depending on what the format the document is in, it may need to be converted to be readable on the Kindle. There are several posts in this thread that discuss options for formatting and transferring.

Q: If not, how can I transfer a kindle from one account to another?

A: Go to "Manage Your Kindle" on the account where the Kindle is registered. De-register it from that account. Then, go to "Manage Your Kindle" on the new account and register it there. That should do it.

Q: Does the Kindle have expandable memory thru SD cards?

A: Yes. People have reported putting in sizes from 1GB to 16GB cards. I have a 2GB in mine and it works just fine.

Q: If I buy a Kindle, then upgrade whenever the new Kindle is available, can I give my Kindle to a friend and will they be able to create an account of their own so that the Kindle is still useful?

A: This would seem plausible but given that a new Kindle is not available, anything that is posted about it is pure speculation.

That said, you can transfer a Kindle to another person, either as a giveaway or selling it. If you deregister it from your account, the new owner can register it to his/her account and enjoy all the benefits of Kindle ownership. Keep in mind, if the person is not on your account anymore (or, put another way, the Kindle is not on your account anymore) the new owner will not be able to access your Kindle content.

Q: How can I "save for later" or add a Kindle book to my Wish List, when shopping on my PC?

A1: Use Amazon's Universal Wish List. Go to the Help section on the Amazon site, and search for Universal Wish List. You add a button to the toolbar on your web browser, and you can add Kindle books - along with any product from any other site - to your Amazon wishlist.

I'd suggest first creating a separate - private - wishlist to store the Kindle books in, since no one else will be able to buy them for you. The universal wish list tool lets you specify which wishlist you want to add to.

A2: If you don't want to use the Universal Wish List, you could add one of the paper versions of the book to your wishlist, then link back to the product page for the paper book and from there to

the Kindle edition. Clunky, but I used to do it that way, especially for books that aren't available yet in a Kindle edition. I used a separate wishlist and called it Kindle Me Please.

Q: What is Whispernet?

A: From the Kindle product home page, Amazon offers this description:

We wanted Kindle to be completely mobile and simple to use for everyone, so we made it wireless. No PC and no syncing needed. Using the same 3G network as advanced cell phones, we deliver your content using our own wireless delivery system, Amazon Whispernet. Unlike WiFi, you'll never need to locate a hotspot. There are no confusing service plans, yearly contracts, or monthly wireless bills—we take care of the hassles so you can just read.

With Whispernet, you can be anywhere, think of a book, and get it in one minute. Similarly, your content automatically comes to you, wherever you are. Newspaper subscriptions are delivered wirelessly each morning. Most magazines arrive before they hit newsstands. Haven't read the book for tomorrow night's book club? Get it in a minute. Finished your book in the airport? Download the sequel while you board the plane. Whether you're in the mood for something serious or hilarious, lighthearted or studious, Kindle delivers your spontaneous reading choices on demand.

And because we know you can't judge a book by its cover, Kindle lets you download and read the beginning of books for free. This way, you can try it out—if you like it, simply buy and download with 1-Click, right from your Kindle, and continue reading. Want to try a newspaper as well? All newspaper subscriptions start with a risk-free two-week trial.

Note that Whispernet does not work **everywhere** in the US (no service in Montana and Alaska; limited service in other rural areas). It also does not work outside of the US. So, if you are in a foreign country, you need to transfer any books you purchase to your Kindle via the USB cable.

Also note, to buy Kindle content (and the Kindle itself) you need to have a credit card with a US billing and shipping address.

Q: No queue for emails without Whispernet? I am in a rural area with little access to wireless, using USB for those functions. Could this be why I haven't been able to get email stuff to work?

A: That may very well be the problem. I have found that if the Whispernet is not on, emails just evaporate. They do not seem to get queued for later delivery. Others have had different experiences but so far, for me (and I am an n of 1) I have only had success receiving emails or files when the Whispernet is on.

Q: I am browsing through Amazon and see a Kindle book I want. Is there anyway to make a note of this on my Kindle?

A: Send yourself a sample chapter. Then you will have it available to read whenever you get

around to it.

OR:

A: Put it in your 'Save for Later' list, and excellent place to keep titles you want to come back to.

Q: If I buy an ebook of short stories and want to print it out as a resource in my classroom, can i do this?

A: You can't print from your Kindle.

Q: Can I save relevant articles from the NYT from my kindle to my mac and, if not read them on my cpu, print pages from them from my hard drive?

A: You can't save the articles from the NYT from your Kindle to your mac. However, you could make a note of the article, then go to the New York Times website, find the article and save it that way.

Q: Can you charge the Kindle using the USB port?

A: Not with the cable that comes with the Kindle. If you use that, it actually runs down the battery, rather than charging it.

There is a cable that is designed for the Palm Zire (I believe) that will work for charging. Details on this may be further back in this FAQ. Let me see if I can find the info and I will post it here. But until I do that, the answer to your question is, no.

Q: May I download Audio Books to the Kindle and listen to them with and WITHOUT headphones?

A: I believe so, yes, although I haven't done much with listening to music. Some users have reported that the speakers in the Kindle aren't too great, but they do the job.

Q: If I download several books... to read while in an area without wireless coverage... and my battery dies, or the Kindle locks up and has to be re-set - will I lose any information or downloads?

A: If the books are on the Kindle you should be fine. On one of the yahoo groups, someone did report downloading a free book which turned out to be corrupt. To fix the problem, she had to remove all the content and reset her Kindle (per amazon support) but that is not the "normal" freeze up the requires a reset.

Q: How much memory does the Kindle have? Or about how many books will it hold?

A: There is approximatly 180 MB of memory on the Kindle which is estimated to hold about 200 books. You can add an SD card and have a ton more room for a ton of books.

Keep in mind that audio files are bigger so if you have a lot of music on the Kindle, you'll have less space available for books.

Q: How many books does it hold?

A: The estimate is 200 at any one time on the Kindle itself. If you use SD cards, you can store an infinite amount.

Q: Once you reach maximum capacity, can you archive old books and buy new ones? Or do you have to permanently delete them?

A: You can remove a book from the Kindle as soon as you've read it, gaining that space back for additional books. If you bought the book from Amazon, it's always available in Your Media Library to download again for free if you want to reread it. If you got the book elsewhere, you can archive on an SD card or on your PC.

Q: How can I make the Kindle Dictionary available as a book. Often I wish to look up a word that may not be in a book I'm reading, but has come up in discussion.

A: Just do a search on the word. It will come up as "found" in the dictionary (assuming it is in the dictionary) along with anywhere else it might be on your Kindle.

Q: I would like to know how you would use a Kindle outside of the US...in other words, is there a way to download the books to the Kindle if you live where the signal does not reach? Thanks.

A: Yes, you use the USB cable. I am in Europe right now and I have been busy transferring my daily subscription to the New York Times as well as books to my Kindle with the cable. It works just fine.

Q: I bought a Kindle for my wife and it is registered as mine. I would like to change that so that it is under her name. How do I do that?

A: Do you mean the name that is on the home screen? I.e., right now, does it say "Barry's Kindle"? You change that in the Manage Your Kindle page on your Amazon account. You can also change it in the settings page (under Device Name) on your Kindle.

Q: Does anyone know if you can buy Kindle books without downloading to a Kindle? I'd like to download to my laptop and read the book from my iPhone.

A: Kindle books purchased from Amazon are encrypted so that they may only be read on a Kindle, not a laptop or iPhone.

Q: I would like to know how it is decided which books get chosen to be download on a kindle.

A: It is the publisher's decision, or in the case of self-published books, the author's decision. If you want a certain book on the Kindle, contact the publisher. Amazon has made that easy to do with a "tell the publisher you want this book on the Kindle" button on each book page.

Q: I've got a question that I haven't seen answered on here before I think. I just bought a Kindle and it hasn't been delivered yet, but I was wondering if I already have a "regular" subscription to a magazine or newspaper, can I transfer that over to the Kindle? Or do I have to buy it again?

A: You have to subscribe on the Kindle. There is no connection between a paper subscription and the Kindle subscription.

Q: Is the Kindle compatible with Mac? for uploading documents and books?

A: Yes

Q: I realize that Whispernet is unavailable outside of the US, but I cannot find how to purchase and then download books from Amazon.com using the USB connection on my computer. I understand how to send my own PDF's and TXT to my computer via email, but not how to use Kindle outside of the US for downloading books. I purchased my Kindle while living in the US, but have now moved to Ecuador.

A: I am assuming you still have your amazon.com account that lets you buy Kindle content. So, once you buy a book, it will be on your account. Go to "Manage Your Kindle Orders" in your account. You'll see a drop down box with the choice "download/send to" Open that up and one of the choices will be "Computer." Download the file to your computer. Hook the Kindle to your computer with the USB. Copy the book file from your computer and then paste it into the documents file on your Kindle. That should do it!

Q: The kinds of files that can be sent to the Kindle. Does this mean I can put a .doc(x) file DIRECTLY on my Kindle or does it, too, have to go to Amazon for "processing? Can I convert word documents to kindle 2?

A: The file has to be converted--either by sending to Amazon for processing or by doing it yourself using a program such as Mobipocket Creator.

Q: How can you read an .azw file that was downloaded to your kindle from your computer?

A: You can't. You need a Kindle to open and read the file. On your computer, all it is is a back-up file.

Q: If you own a Kindle, do you own the book as well? Can you download it to a computer so

that your wife can read it. We share books, and don't want two Kindles.

A: To read a Kindle book, you need a Kindle. You cannot read it on a computer. To share Kindle books, the Kindles need to be on the same account.

Q: We travel a lot. If there is no Whispernet, can we download it through the Amazon website? If not, how do we download books outside of the US?

A: Yes, you can download through Amazon. You use the USB cable and transfer to your Kindle that way.

Q: I have used the "contact the publisher button". Does this mean that the book I requested will become available on my kindle? And if so, how long?

A: It may become available for purchase on your Kindle. It won't go to your Kindle automatically, nor will you get a notice that it is available. You should check back periodically.

How long it takes? Maybe never or maybe just a few weeks. It really depends on the publisher getting the content to Amazon and Amazon making the conversion to the Kindle version. Some publishers and/or authors have indicated they do not want to have their books as ebooks, so you can click forever and it will never happen. Others are working feverishly to bring their catalogs to the ebook platform.

Q: I have received an Amazon Gift Card for my birthday! Now, how do I get it to my Amazon account And how do I use it to buy not only Kindle books but other Amazon items? When I use the 1-Click, will Amazon automatically charge my Gift Card? I may want to use it to buy something other than my next K-book.

A: To use your gift card, go to your Amazon account (on your computer) and find the option for "Apply a gift certificate." You type in the info and it will record the balance.

Once the gift card is there, it will automatically be used FIRST when you make purchases. If you don't want to use the gift card: 1) buy the book or other item by using your computer, not your Kindle; 2) don't buy it using one-click; 3) when you navigate to your shopping cart, you'll get to the payment screen and that will give you the option to pay by another method. Unclick the gift card and select your credit card instead.

If you have a gift card balance and buy content directly from your Kindle, it will deduct the cost from your gift card balance. So keep that in mind.

Q: So, the Kindle requires an outside source of light when read at night?

A: Yes.

Q: Are magazines also displayed in only black and white?

A: Yes. And books too. And anything else you read. The Kindle is in greyscale, not color.

Q: I have heard that you can download audio books as well. Is that true - I don't really see it mentioned anywhere. Also, do you know if there is a port for headphones or is it Bluetooth compatible?

A: You can download books from audible.com. There is a headphone jack. No, it is not Bluetooth compatible.

Q: Any ideas about how to flag books of interest? I like that I can "tell the publisher I want to read this on my Kindle" but there is no corresponding button or flag to say "Notify me when this becomes available on Kindle". Any suggestions for how to manage this? Should I just create a wish list of titles I'm hoping will be on the Kindle one day? Constantly revisit the webpage for each book? Track them on RSS somehow?

A: If the books of interest are Kindle available, just send yourself a sample chapter. If not, you probably just need to keep checking back to see if the book is available.

Q: My mom and I share books, usually packing them into the suitcase when we travel to see each other again. If we both get Kindles, can we share titles? I know my husband would be really happy if I didn't purchase anymore hardcopies.

A: You can share if the Kindles are on the same account. If that is the case, sharing is very easy. I have four Kindles on my account and we "push" books back and forth all the time. Of course, being on the same account means that one person has a credit card tied to that account and the other person(s) can buy books and charge to the owner's credit card. With your mother, there is probably enough trust there that sharing an account wouldn't be an issue. You probably wouldn't want to do it with someone you don't know so well.

You cannot share books or other content between Kindles that are not on the same account.

Q: Can I down load from a kindle to my computer or any other device?

A: You can download Kindle content to your computer for backup purposes, but you won't be able to read anything. You can only read Kindle content on a Kindle.

Q: If my husband and I both purchase Kindles under the same account, are the books that we order loaded onto both Kindles or would we have to order 2 of the same title if we both wanted the same book? What if we don't want the same book? Would we each get our own library or just one per account?

A: When you buy a book, you get the option to send it directly to a Kindle. If you have two Kindles on the same account at Amazon, the "send to" button will have a drop down menu giving

you the names of the Kindles on your account. You select which one and poof! Off it goes and will show up on the home screen when you turn the Whispernet on.

If the other person wants to read the same book, they can retrieve directly from their Kindle. They just need to go to the Content Manager. The book will be listed there with a little tag that says "amazon" (showing that it is in the Amazon library). Tick the box and choose retrieve.

Alternatively, you can go to your Amazon account and see all your content there. For each book, there is a drop down menu, giving you the choice to download/send the book to the Kindles listed on your account or download to your computer.

The Amazon library is created and connected to ONE account. It is not transferable. So, Ashley, if you and your husband have separate Amazon accounts, you should decide which person is going to be the Kindle-accounter. If you set it up on your account and later he decided he wanted his own, he'd lose access to all the books on your account.

Q: Can college text books be downloaded to kindle?

A: If the textbook is available as an ebook that is compatible with the Kindle, yes. At present, the selection of textbooks is small, but I suspect that as more academic publishers figure out the proper business model for selling their books as ebooks, the number will increase.

Q: Why does Kindle have a volume control?

A: Because it has speakers. You can listen to audio books or music on your Kindle and most likely want to adjust the volume.

Q: can you do the New York Times crossword puzzle on the Kindle?

A: No. The Kindle does not have a touchscreen.

Q: can you purchase books in the UK or Europe?

A: It depends. If you are a US person, with a US-based Amazon account (ie, US credit card and shipping address) and you can access your Amazon account while in the UK or Europe, then yes, you could buy books. Be aware that they *might* not open up on your Kindle until you get back to the US.

However, if you don't meet the requirement of having a US-based Amazon account then no, you can't buy books in the UK or Europe.

Q: If I own a Sony E reader, can I get my sony e-books into the Kindle and vice a versa?

A: I am assuming you mean specific books for the Sony (from the Sony Store) and specific books

for the Kindle (from Amazon). Unfortunately, the two devices are not compatible, so Sony books won't work on the Kindle and vice versa.

Q: Is it possible to buy ebooks on amazon, not be able to download them to the Kindle using wireless, but then download them from Media Library? In other words, do my books *have* to be downloaded using wireless before I can "re-download" using the USB?

A: No. There are people in the US who live in areas without Whispernet coverage (see other question). They buy books and transfer them to their Kindles with the USB all the time.

Q: I've wanted a Kindle since they were introduced and am just too sad over lack of coverage outside the US.

A: Hopefully that will change. At the Frankfurt Book Fair last week it was announced that Amazon was looking for a UK/international launch sometime in 2009. They are working on agreements with wireless carriers which in Europe, apparently, is a complicated undertaking since there are so many of them. I have a friend in Belgium who is dying to buy a Kindle and was very jealous of mine! Hopefully she'll have her own before too long.

Q: I've researched this and am about to buy it but all of a sudden I read that you can play music on it? I didn't read ANYTHING about audio being played.

A: Yes, you can play audio. You can put MP3 files on your Kindle and play music while you are reading. Note that they will play in random order. The Kindle is not an iPod and you can't select, shuffle, move around or do anything else with your music. Just listen.

You can also download audio books from audible.com and listen to those. I haven't done that myself but people who are into audio books say it works really well. The books from audible.com will let you stop and then pick up again at the place you left off.

Q: Can you move books already downloaded on to your computer in PDF or other format on the kindle thru USB cord and or using the email thing?

A: Books in formats such as .doc (word), .html or PDF need to be converted to be read on the Kindle. Note that PDF support is experimental and not guaranteed. Some PDFs convert just fine, but very complex documents (columns, graphs) may not. To convert the document, you can either email it to your Kindle for Amazon conversion or run it through Mobipocket Creator (Windows) or Stanza (Mac).

Books in other formats, such as for the Sony ereader, cannot be converted.

Q: Since the Kindle doesn't have a backlight, is it not possible to read it in the dark? For example, riding in a car at night, would you have to turn on an overhead light?

A: Yes. You'd have to turn on a light in the car or use a portable booklight.

Q: I have a question about my Kindle, and how it keeps track of where you are in the book. I read a lot of stories that are in progress. The writers release a couple of chapters at a time. I currently use Mobi on my Blackberry, and when i place a new copy of the book on my blackberry, Mobi still knows where i left off. the book is always called the same, so it will just pickup where i left off. Will the Kindle do the same thing?

A: Yes. The first time you open a book, magazine, newspaper or other content on your Kindle, it creates a file with the extension .mpb on the Kindle. This file keeps track of where you are and updates every time you read the book. This is the same file that keeps track of any bookmarks that you set in the book.

No matter how many books you are reading, each book has its own individual file, happily keeping track of where you are.

Now for the situation you describe, where the writers are releasing chapters, I assume they have one master file and they update that file? For example, the author releases Chapters 1-3 of Book X. Then two weeks later, they release Chapters 1-5 of Book X? In that case, the .mpb file will keep track of where you are, since the book file is the same (has the same name) and all that has changed is the updating.

If, on the other hand, the book file name changes, then it is a completely new file, so there won't be a bookmark for where you left off.

Likewise, if every chapter is a new file, then there won't be a bookmark file (until you open the chapter) because each chapter is an individual standalone file.

Q: The Sony Reader allows for MP3 audio playback, is MP3 available on the Kindle?

A: Yes. You can't select the order the songs play in, however. It is just a random shuffle. The Kindle has speakers and a headphone jack for your listening pleasure.

Q: If I buy a Kindle is there a monthly fee that I would have to pay?

A: No. The purchase price is all inclusive for the whispernet service. You only have to pay for content (books) and any accessories you might wish to buy.

Q: You mention that you must have a valid Amazon.com account, a US shipping address & a credit/debit card from an American bank to purchase the Kindle. Is this also the case for buying the Kindle ebooks? (e.g. Can I use my international credit card (from either Japan or France) to buy/download ebooks everytime I am in the USA?)

A: In order to buy Kindle books from Amazon, you must have a Kindle registered to your account.

If you don't you'll get a message, "It appears that you don't own a Kindle." So if you have a Kindle tied to a valid account, you should be able to buy content. Whether or not you apply international credit cards to your Amazon account is another issue and I don't have enough knowledge to answer that.

Q: Someone told me that the Kindle can play music. Is that true?

A: Yes. The Kindle will play MP3 files. You need to transfer them with the USB cable. Note that they will play in random order. You can't select specific songs.

Q: Can I upload PDF and/or word docs onto the kindle?

A: Word documents, definitely yes, but they must be converted. The easiest way to do this is to email them to your Kindle. You can also use a program like Mobipocket Creator. PDF support is experimental. You can try emailing them or using Mobipocket. Many PDFs convert just fine, but if the document is very complex (lots of tables and charts, for example) it may not work.

Q: How do you convert if you don't email it to your Kindle?

A: On a Windows computer, you can use Mobipocket Creator -- free download from Mobipocket.com. For a Mac I've been told a program called Stanza will do the job.

Q: Can you use a Amazon gift certificate to purchase e-books wireless through the Kendle? This would be a great gift opportunity!

A: Yes. The gift certificate needs to be applied to the account on which the Kindle is registered.

Q: Do the same steps apply to a book you are buying from Amazon?

A: If you buy a book from Amazon and have whispernet, it will download to your Kindle when you turn the Whispernet on. If no Whispernet is available, follow these steps:

1. Buy the book.
2. Go to your account and then "Manage My Kindle."
3. Down towards the bottom of your page you see the list of books you have bought.
4. Use the drop down button to select "download to computer."
5. The windows dialog box will open. Choose "save file" and make sure you note which directory it is saved to.
6. Once that is done, plug in your Kindle with the USB cable.
7. The Kindle will appear as an external drive (on my computer it is G:) (Note: if you have an SD card in your Kindle, that will show up as a drive, too. On my computer it is H:).
8. Using Windows explorer, navigate to the folder where you saved the file. Copy it, then go to your Kindle and paste the file. Make sure to put it in the documents folder on your Kindle (this step is CRUCIAL). If it's not in the documents folder, it won't show up.

9. Use the "remove hardware" icon to safely disconnect the Kindle from your computer.

The home page will refresh and the book(s) you copied to your Kindle should appear. Let me know if you have more questions.

Q: Along this same line. Can anyone tell me if I can "share" a book I buy for my Kindle with other Kindle owners?

A: You can only share books with Kindles registered to the same account: maximum of 6. Kindle books on different accounts are not shareable.

Q: Can I put a Kindle book on my wish list here at Amazon? I don't see the button.

A: Yes. Go to the page where all the reviews are listed (click on "see all reviews"). That will bring up a box with "Add to wish list" and it will add the Kindle version.

Q: Can you read the downloaded books on a plane?

A: Yes. You can't use the Whispernet to download more books while you are flying on a plane, however. But it is fine to use the Kindle in flight, once the okay has been given for using electronic devices.

Q: All of this is very new to me and I am just wondering if a person can take a book off of Kindle and store it on their PC to read a different time. I gather you can store up to 200 books on a kindle, but sometimes I like to read them again a year later - does tranferring to PC work?

A: You can back up books on your PC but you can't read them on the PC. That's what you need the Kindle for.

Q: All of this is very new to me and I am just wondering if a person can take a book off of Kindle and store it on their PC to read a different time. I gather you can store up to 200 books on a kindle, but sometimes I like to read them again a year later - does tranferring to PC work?

A: You can back up books on your PC but you can't read them on the PC. That's what you need the Kindle for.

Q: how do I find the "contact the publisher" button? Is it there for every book?

A: It is there for every book that doesn't have a Kindle counterpart. It is on the left hand side of the screen.

Q: What are the dimensions of the Kindle reader, with and without the standard cover?

A: Without cover: 7.5 x 5.3 x 0.7 inches. With the standard cover: 7.8 x 5.7 x 1.3 inches. With the M-edge cover: 7.6 x 5.75 x 1.25 inches.

Q: Are ebooks from the public library the same as a kindle book?

A: Not necessarily. Many libraries have ebooks that have DRM protection and they will not work on the Kindle. You should check with the librarian to find out the specifics in your situation.

Q: How do I turn off and on the Whispernet feature?

A: The switch is on the back, next to the on/off switch.

Q: I just bought my Kindle and am learning how to add books, etc. I have downloaded several free books from sites mentioned on here and added my SD card to accomodate the new books (I clicked and dragged them directly to the SD card). Why aren't the books on the SD card showing up in all my other titles when I am on my home page?

A: Make sure they are in the documents folder. Otherwise they will not show up on your home page.

Q. When you download a sample of a book, how long does it stay on my Kindle? Can I read it and then remove it?

A. The sample will stay on your Kindle until you remove it. It doesn't expire or anything like that. Also, if you decide to buy the book, you will have both the sample and the book on your Kindle. The book doesn't overwrite the sample file. One good hint: when you finish reading the sample, make a note of what location you are at, so you can go right to the location when you open the book. The book starts at the beginning. It won't know that you've already read the first chapter or two in the sample.

Q: Is the Kindle good for students?

A: It depends on the type of student. At the present time, there are not a tremendous number of textbooks available for the Kindle. I am sure academic publishers are investigating the device and determining their business plans for making content available, but at the moment, texts are limited. Further, certain types of texts, such as those in math and science, are not ideally suited to the Kindle, because the Kindle does not provide good support for graphs, charts and formulae.

That said, students don't only read textbooks. So, those studying in certain fields might very well find many books they need available in Kindle editions. My son took a "Fantasy in Literature" course last spring. The vast majority of the books he read are available at Feedbooks.com, for free. Too bad he didn't have a Kindle then! He could have saved about \$100.

Students have reported using the Kindle in other ways, too. One good idea is to type up class notes and email them to the Kindle to study from. Others have reported putting notes for presentations on their Kindle, thus eliminating the need for a sheaf of papers.

In sum, the Kindle is not going to be a replacement for textbooks. But I do think it can be a useful adjunct to a student's scholarly armentarium.

Q: I've downloaded audio books from manybooks.net and tried to hear them and can't. Any suggestions on this....

A: Make sure they are in the right folder on your Kindle (the audio one). Turn up the volume.

Q: So...the Kindle supports other e-books, not just Kindle format from Amazon?

A: Yes. Kindle books purchased from Amazon can only be read on a Kindle, but books from other sources can be read on a Kindle, too. The Kindle has native support for .azw, .azw1, .prc, .mobi, and .txt files. Other formats can be converted to be read on a Kindle.

Q: Is Amazon working on solving the footnote problem? I just read "The Brief Wondrous Life of Oscar Wao" (Junot Diaz); the book is heavily footnoted. Reading footnotes on the Kindle is a little awkward. You have to select the line the footnote symbol appears in and then choose the symbol from the drop down menu. You're then taken to the end of the book where the footnote text appears. You have to memorize your location so you can return to the page you were on when finished reading the footnote. Ugh. Is there a better way I'm not aware of? It would be easier if the footnote appeared in a pop-up window (the same way the dictionary works when you look up a word).

A: After reading the footnote, press the back button (BACK button, not previous page). That should take you right back to your place in the text.

Q: Does the kindle support a wide range of languages?

A: Not really. Languages such as Greek, Russian, and Chinese are not supported.

Q: Why hasn't any of the Harry Potter books been made available to Kindle?

A: The author has refused to license any e-format publication of her books.

Q: I just have a question to add: I have just received my Kindle and am wondering why I can't connect or download anything. Do we need to purchase a wireless connection plan with this?

A. Your location may be out of range for Whispernet (you do not need to purchase a wireless connection) - go to the Kindle section of amazon.com and check their "Whispernet Availability"

map. Or, you may have forgotten to turn on your Whispernet connection - on the back, next to the power button.

Q: I am thinking of selling my kindle. Does anyone know how to delete the information on it? Can I delete books from kindle?

A: Plug in the USB cable, use windows explorer and delete the files from the various folders. Then, go to your Amazon account and de-register it, as Jesslyn says.

Q: Is there a Kindle blog? I don't mean Amazon Daily, but I thought there was a blog that just covered new books for the kindle. Or did I make that up?

A: There is the Kindle Daily Post which you can read on your Kindle, in the Kindle store, on the Kindle store homepage.

Q: I just purchased 2 kindles, one for myself and one for my daughter. They are on the same account. I just ordered books and they only appear on my kindle. What do I have to do to download to both kindles?

A: When you buy the book, you select the Kindle to send it to (if you are on your computer) or it will go to the Kindle from which it is purchased. To put it on another Kindle, either select from the content manager (on the Kindle) and it will download. Or go to your account at Amazon and "push" the book to the selected Kindle from your account.

Q: Also, how do I delete a preview after I have purchased the book?

A: Go to the content manager, select the sample and then choose the option to "remove selected items from the Kindle memory."

Q: Are my college books available for the Kindle?

A: You'll have to search for the books that are required for your courses. That is the only way to know if *your* college books are available for your Kindle.

Q: Does a Kindle software run on a Mac?

A: The Kindle doesn't require any software. It is compatible with a Mac if you connect it to your computer to transfer content with the USB cable.

Q: What is the process for registering multiple owners to one account?

A: You go to your account at Amazon, choose the "Manage Your Kindle" option and then choose the selection to add a kindle to your account. It's really simple.

Q: How long are newspaper and magazine subscriptions?

A: They renew monthly. If you cancel in the middle of a month, you will get a pro-rated refund.

Q: Can the Kindle display maps or diagrams that may be present in a book?

A: They may be present. Unfortunately, many people report that you can't zoom in on the map and they are difficult to read.

Q: Can Kindle be used on airplanes?

A: You can use the Kindle to read books. You can't use the whispernet to acquire content.

Q: does anyone know how to send pics to the kindle i bought my mom. it is still my account.

A: You cannot send pictures to the Kindle.

Q: Is there any way to print/copy/transfer to a computer a page or two from a Kindle book? To share with others. In other words, is there any way to get content off the Kindle and onto a piece of paper or computer?

A: You can't print from a Kindle. A workaround to print a page or two would be to print a screen shot. You need to have an SD card in the Kindle since screen shots are saved in the root directory of the card. To make a screen shot, press Alt-Shift-G. Then attach the Kindle to your computer with the USB and transfer the file to your computer. It will be a .gif file. Open whatever picture/photo software you have, open the picture, and print from there.

Q: If I buy two Kindles one for me and one for my daughter can we both download the same book but only pay one time ?

A: Yes, as long as they are registered to the same account. Kindles can share books but they must be on the same account.

Q: I'm a foreigner living in the US. Sometimes I travelled back to my country. If the kindle can't use the Whispernet feature to download books, are there any solutions to buy and download books outside of the US.

A: Yes. You buy books and transfer them with the USB cable. This issue has been discussed numerous times in this thread alone. I know the thread is long and you can't search but just taking the time to scroll through will be well worth it in terms of finding the information.

Q: Are Kindle downloads compatible with Sony E-Reader? Are these various electronic downloads virtually all the same or are there differences in how it might appear on my Sony device?

A: You cannot read Kindle books purchased from the Amazon Kindle store on a [Sony e-Reader](#). They are not compatible formats.

Q: I thought the kindle did have the possibility to download audio books, of course this is not the same as having every book read to you, but there are many books available in as audio books, which would make it a good option.

A: Yes, you can listen to audiobooks. But my understanding is that a "reading" feature which is used by students with dyslexia, people who are visually impaired, etc., is different than listening to an audiobook. I am not an expert on this, this is just what I have been told.

Q: I am an author of new children's books. Is it possible to sell my books on the kindle? If so, how do I go about it. The books are already published and in circulation in book form. They are also sold on Amazon.com

A: Talk to your publisher. If they don't want to publish your books for the Kindle, talk about getting the rights back. After that, you can do it yourself or find an ebook publisher.

Q: Has anyone learned whether or not the old Kindles will be able to download and read new Kindle books? Or will one be forced to upgrade if one wants to get new content? (In case one who can't afford the new Kindle is thinking about picking up one of the used ones that are suddenly being offered for sale!

A: There has been no mention anywhere of changing the format of Kindle books. I am sure all properly formatted books will work on either device, K1 or K2.

Q: Do you sell Kindles abroad other than North America?

A: Kindles are only sold in the US.

Q: If you do, Kindle can be supplied books and periodicals via PC, right?

A: For people who are not in an area where Whispernet works, they can put content on their Kindle using the USB cable.

Q: Can I download professional literature to the Kindle. Let's say I am in law school. Can I have the law school books downloaded?

A: Only if they are available in Kindle versions.

Q: Is the only way for Kindles' to download books is if they are in a whispernet access zone? Meaning I should pre-load the Kindle I bought for her with whatever she might want to read, and then hope that the whispernet extends to Europe before she's finished reading it all?

A: That is one option. She can also transfer books to her Kindle using the USB cable.

Q: I just received my Kindle 2 yesterday. After about 5 to 6 hours of reading , my battery is out. Recharging now. Why? If I had whispernet on---where did I turn it on and how do I turn it off?

A: People say it takes the battery a few cycles of charging to get fully "up to speed." Mine seemed to discharge pretty quickly in the first few days, too.

To turn the Whispernet off, press the menu button. It is the first choice at the top of the list. The K2 does not have an on/off switch for the WN like the K1 did.

Q: Do I have to purchase Kindle version of books I've already bought from amazon.com, or can I load them onto the Kindle for free?

A: You will need to repurchase them.

Q: if I add the kindle ap linked to my kindle account on my iphone will it count as one of the 5 kindles I am allowed on a single account?

A: iPhones show up in a separate box on your account page. Right now I have 5 Kindles on my account and 2 iPhones. I believe that I would be limited to sharing a book 6 times, however. I could not put one book on all 7 devices.

Q: I just got an itouch 2 but I download the kindle for itouch, my question is what can I do with that? Do I need a kindle to read books on my itouch or do i need both

A: If you have registered your iTouch to your Amazon account, it should show up there as a device. Then, you can go to Amazon.com and send samples and buy Kindle books and have them sent to your iTouch. You don't need a Kindle, you can read them on your iTouch. Personally, I find the iPhone/iTouch hard to read for long periods of time and I prefer the Kindle, but the iPhone/iTouch is good in an emergency. But you might feel differently. Experiment and try and see what works for you.

Q: I have a US address and Credit card. Can I buy and download books Internationally? I do a lot of travelling and am away from the US for as much as 6 months at a time and would like to be able to buy and download outside of the US.

A: As long as you can access your Amazon account, you'll be able to buy books. You'll need to transfer the books you buy with the USB cable but that is easy to do.

Q: I love my Kindle! If I buy II can I still access all my books on both?

A: Yes, as long as both Kindles are on the same account and you haven't used up all the licenses for your books -- limited to six per book.

Q: I own an apple Iphone and buy kindle books to read in the kindle reader in the phone, I want to buy my wife a regular kindle and all though they say you can't resale the books will my wife be able to read the same books I have all ready purchased if it under the same account?

A: Yes. I own a K2 and my husband has an iPhone and we share books all the time. You just have to have both devices registered to the same account.

Q: Can you resell books already read on the Kindle?

A: No.

Q: Does or Will the new kindle work in Canada wireless? and do i need to have a American address to order, i have a canadian credit card will that work?

A: They did not make an announcement about international (including Canada) availability so I would assume that means the present restrictions apply: US credit card, US address.

Q: Is it safe to leave the screen on when I'm done reading for the night or a while?

A: Yes. In fact, with the K2, Amazon suggests that it is better to let the Kindle go to sleep (or put it to sleep manually) rather than turning the Kindle off.

Q: If I have an I-phone do I need kindle?

A: No. You can read Kindle books with the Kindle app on your iPhone.

Q: Is it possible to pre-order books (like the new Janet Evanovich or Dan Brown due out later this summer) for the Kindle?

A: Some books are available for pre-order, but not all. It seems like publisher variation.

Q: How do I engage the Kindle's reading out loud feature?

A: On the Kindle2: make sure you are in a book. Press the font key (the Aa one). The text-to-speech is an option on the font menu.

Q: Can copies of Kindle books be backed up on your computer?

A: You can save them on your computer, yes, but you won't be able to read them on your computer. You'll only be able to read them on the Kindle from which the copy was backed up.

Q: How do I get to content manager?!!

A: On the K1, menu --> content manager. On the K2, the home screen is the content manager. You can delete, sort, etc., right from the main home page.

Q: When I am in my book group we often go to a particular page number. I am using the Kindle App on my iPhone. How do I find the equivalent book page number on my Kindle App?

A: You can't go to a page number. Ask what chapter they are in and move to the chapter. Or maybe there is a memorable word or phrase on the page -- put that in the search box to navigate to the page.

Q: When I am looking for book to read how do you pay for the book from the kindle ?

A: It is charged to the credit card/[amazon gift card](#) associated with your Amazon account. You have to have an account in order to buy a book.

Q: How do you sync 2 kindles when you are reading a book? one an iphone, the other a kindle 2. mine never seem to be on the same page. i thought you could start reading on one, turn it off, pick up the other & continue reading where you left off.

A: Go to Manage Your Kindle in your Amazon account. At the very bottom of the page is the option for synchronization. Click that and make sure that is turned on. Then, on your Kindle, turn the whispernet on, choose menu, and then select "Sync & Check for Items."

Q: I Live in Australia but I want a kindle.. I know the whispernet function won't work but is there another way to download books onto the kindle like through a computer?

A: Yes. You just connect the Kindle with the USB and copy and paste the files. Make sure they are in the documents folder on the Kindle, otherwise they won't show up on the home page.

You need a US-based Amazon account to buy Kindle books from Amazon (an account at www.amazon.com). However, you can get Kindle-compatible books from other sources, both free and pay, but the selection won't be as large as it is at Amazon.

Q: Where do I set-up the account? It is the same as the one I created to buy the Kindle ?

A: Yes.

Q: If I upgrade to the newer Kindle, can I move all my books from my existing Kindle over to the new one?

A: Yes, assuming you have downloaded the books six times to other devices and used all the licenses up. If you only have one Kindle, this should not be a problem.

Q: For those living outside of cell reception or outside the country, is it possible/difficult to download newspapers and books from computer internet to Kindle.

A: If you know how to use Windows explorer and move and copy files from place to place on your computer and peripheral devices (such as a flash drive) then it is very easy to do -- because that's exactly what you do. Copy and paste from one place to another. Easy!

Q: In other words, can we all share one book without having to pay for it multiple times?

A: Once the book is purchased, it's yours to share among the Kindles on your account at no additional cost.

Q: I want to buy the new Kindle when it comes out for a friend. he currently has the original. how can he transfer the books on the first Kindle to the new one.

A: Register the new Kindle to the same account that the original Kindle is registered to. On the home page of the new Kindle will be a choice for "Archive." Open that and all the books stored at Amazon will be available for immediate download (assuming he has a Whispernet connection). Simple!

Q: Can I use the dictionary that is integrated as a "stand alone" dictionary? I know how to highlight a word within a book and see the definition, but say I just want to look up a word that is not already in one of my downloads. I don't find the dictionary as a separate entry on the home or menu options.

A: You can look up words directly in the dictionary on the Kindle2, but not the K1. On the K1, you can search for a word and it will bring up the dictionary definition.

Q: can you upload documents into the Kindle by means of a PC connection/software? If so, is the software included?

A: The document needs to be in a Kindle-supported format, which includes .azw, .prc, .mobi, .txt, .rtf. If it is not one of those formats, it needs to be converted. You can convert files by 1) emailing them to your Kindle (there is a charge for this); 2) emailing them to the free Kindle email address (name@free.kindle.com) and then transferring via USB; or 3) using a conversion program such as Mobipocket Creator or Calibre. All three options have their pros and cons. We have quite a bit of discussion about this at Kindleboards. Come join us. There are plenty of folks who will answer your questions and guide you through the process.

Q: I know you can download and read magazines and newspapers on the K, and textbooks are the new push for K DX (waiting on mine to ship, as soon as Amazon stops dragging their feet on my K2 refund), but what about Journals (Professional)? Are there any out there in K format or does any body know if there ever will be?

A: The New England Journal of Medicine is available for the Kindle. \$8.99/mo.

Q: How can I archive books I have read?

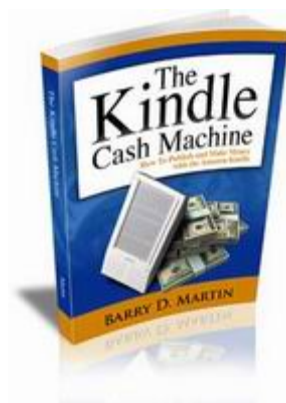
A: For Amazon books, just remove them from your Kindle. Amazon archives them in your account. For non-Amazon books, back them up on your computer and then remove from your Kindle.

Q: What is the best way to deal with a lost Kindle? I've already sent a message to the Kindle with my contact information but the message is still "pending" which I guess means that it has not been turned on recently. Any suggestions on what to do next?

A: Call Customer Service. Click "Kindle Support " in the upper right hand corner and go from there.

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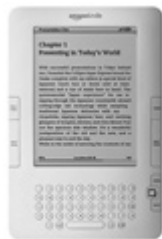
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