

Amazon Fire TV User Guide



Amazon Fire TV User Guide

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Amazon Fire TV Device Basics

Learn how to navigate and access content and settings on your Amazon Fire TV device.

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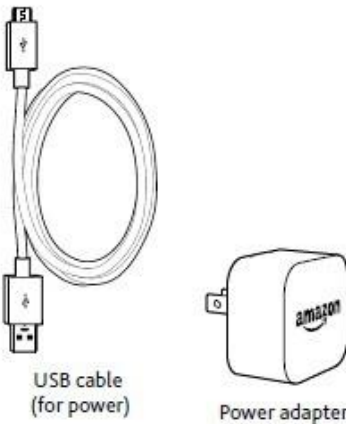

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


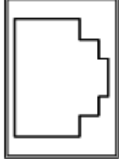
[Use Your Voice to Search Amazon Fire TV Devices](#)



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Fire TV Stick Hardware Basics

Hardware	Description
<p>Fire TV Stick</p>  <p>Micro-USB (for power only) HDMI</p>	<p>The Fire TV Stick includes a micro-USB port (for power only) and a HDMI connector. The HDMI connector goes directly into your TV or into the included HDMI extender.</p> <hr/> <p>Fire TV Stick only supports HDMI output.</p>
<p>USB Cable and Power Adapter</p>  <p>USB cable (for power) Power adapter</p>	<p>The USB cable connects your Fire TV Stick to a power source. Plug one end of the cable into the micro-USB port on your Fire TV Stick and the other end into the included power adapter and a power outlet.</p> <p>You can also plug the USB cable into a USB port on your TV for power, but using the included power adapter and plugging it into a power outlet is recommended for optimal performance.</p> <p>The USB port can't be used to connect Fire TV Stick to computers or other devices.</p> <p>To turn off Fire TV Stick, unplug the USB cable from the device or from the power source.</p> <hr/> <p>It is not necessary to turn off Fire TV Stick when you are finished using it. Your Fire TV Stick is designed to conserve energy by going into sleep mode after 30 minutes, while continuing to automatically receive important software updates.</p>
<p>HDMI Extender Cable</p>  <p>HDMI extender cable</p>	<p>The HDMI extender is included with your Fire TV Stick and can be used to ensure your Fire TV Stick fits securely into your TV. The HDMI extender may also improve your Wi-Fi connection.</p> <p>To use the HDMI extender, plug the Fire TV Stick into the HDMI extender, and then plug the HDMI extender into an available HDMI port on your TV.</p>

Amazon Fire TV Hardware Basics

Port	Description
<p>Power</p> <p>POWER</p> 	<p>The power port connects the included power cord from Amazon Fire TV to a power outlet. To turn off Amazon Fire TV, unplug the power cord from the back of the device or from the wall outlet.</p> <p>A pulsing white light means your Amazon Fire TV is powering on or is looking for a remote. If you don't see the light, try a different power outlet.</p> <hr/> <p>It is not necessary to turn off Amazon Fire TV when you're finished using it. Amazon Fire TV (2nd Generation) is designed to conserve energy by going into sleep mode after 20 minutes of inactivity. Amazon Fire TV (1st Generation) goes into sleep mode after 30 minutes of inactivity. While in sleep mode, your device can still receive important automatic software updates.</p> <hr/> <p>For more information about Amazon Fire TV (2nd Generation) power consumption, go to Amazon Fire TV (2nd Generation) Device Power Consumption.</p>
<p>HDMI</p> <p>HDMI</p> 	<p>The HDMI port connects an HDMI cable from Amazon Fire TV to your compatible TV.</p> <hr/> <p>A HDMI cable is not included with Amazon Fire TV.</p>
<p>Optical Audio</p> <p>OPTICAL AUDIO</p> 	<p>The optical audio port can be used to connect to a stereo system. Not available on Amazon Fire TV (2nd Generation).</p> <hr/> <p>An audio cable is not included with Amazon Fire TV.</p>
<p>Ethernet</p> <p>⏪ ⋮ ⏩</p> 	<p>Use the Ethernet port if you want to connect Amazon Fire TV to the Internet with a wired connection. The Ethernet port connects an Ethernet cable from Amazon Fire TV to a router or modem.</p> <p>A wired connection is not required to use Amazon Fire TV; it is designed to connect to the Internet with either a wireless or wired connection.</p> <hr/> <p>An Ethernet cable is not included with Amazon Fire TV.</p>
<p>USB</p>	<p>The USB port can be used to connect compatible USB accessories and external storage devices. For more information go to:</p> <p style="text-align: center;">About External Storage for Amazon Fire TV</p>




Port	Description
 	<p data-bbox="894 222 1349 254">Connect a USB Device to Amazon Fire TV</p> <p data-bbox="894 270 1406 302">Use a Keyboard or Mouse with Amazon Fire TV</p>
<p data-bbox="224 434 324 466">MicroSD</p>	<p data-bbox="850 434 1438 527">On Amazon Fire TV (2nd Generation) you can expand the storage space for games and apps up to 128GB by adding a microSD card.</p> <p data-bbox="850 543 1417 606">Use the microSD port to insert a compatible microSD card (purchased separately).</p> <p data-bbox="850 623 1463 686">For more information, go to MicroSD Storage for Amazon Fire TV (2nd Generation)</p> <hr data-bbox="850 695 1463 699"/> <p data-bbox="850 705 1393 737">Not available on Amazon Fire TV (1st Generation).</p>

Navigate Your Amazon Fire TV Device

Use your compatible remote to access the **Home** screen and your movies, TV shows, games and apps. Press the 5-way directional track pad to move up, down, left or right. Press the middle **Select** button to select a content item, function or category.

Video: Basics


To learn more about using your smartphone as a remote, go to [Fire TV Remote App Basics](#).

To do this...	Try this...
Go to the Home screen	Press the Home  button.
Return to the previous screen	Press the Back  button.
Select a movie, TV show, game or app	Press the middle Select  button.
Wake up your Amazon Fire TV device	<p>Press any button to wake up your Amazon Fire TV device.</p> <p>Amazon Fire TV (2nd Generation) devices go into sleep mode after 20 minutes of inactivity. Amazon Fire TV (1st Generation) devices go into sleep mode after 30 minutes of inactivity.</p> <p>Your device may also show a screen saver, depending on your screen saver settings.</p>
Put your Amazon Fire TV device to Sleep	<p>Your Amazon Fire TV device goes into sleep mode after 20 minutes of inactivity. Amazon Fire TV (1st Generation) devices go into sleep mode after 30 minutes of inactivity.</p> <p>However, you can manually put the device into Sleep mode:</p> <p>From the Home screen, go to Settings > System > Sleep.</p> <hr/> <p>Quickly access various features with the Quick Access Menu. To open it, press and hold the Home button on your Amazon remote.</p>
Access purchased movies, TV shows, games and apps	<p>From the Home screen, select one of the following options from the Main Menu:</p> <p>Video Library - Your purchased or rented Amazon Instant Video movies and TV shows.</p> <hr/> <p>Movies and TV shows from third-party apps, such as Netflix and BBC iPlayer, are only accessible directly from the apps, not the Video Library.</p>

To do this...	Try this...
	<p>Games - Your purchased games appear in Your Games Library.</p> <p>Apps - Your purchased apps appear in Your Apps Library.</p> <p>Music - Purchased, imported and Prime content added to your library will appear in Your Music Library.</p>
Remove content from the Home screen	<p>To remove an item from the Recent carousel, navigate to the item and then select Remove from Recent.</p> <p>To remove a title from Recommended Movies and TV, navigate to the item and then select Not Interested.</p>
Change the screen saver settings	From the Home screen, select Settings > System > Screen Saver . Update the screen saver slide style, slide speed, start time and photo album.
Turn off your Amazon Fire TV device	<p>To turn off your Amazon Fire TV device, unplug the power cord from the back of the device or from the wall outlet.</p> <p>You can also put the device into Sleep mode:</p> <p>From the Home screen, go to Settings > System > Sleep.</p> <hr/> <p>You don't need to turn off the Amazon Fire TV device when you are finished using it. Amazon Fire TV (2nd Generation) is designed to conserve energy by going into sleep mode after 20 minutes of inactivity. Amazon Fire TV (1st Generation) goes into sleep mode after 30 minutes of inactivity. While in sleep mode, your device can still receive important automatic software updates. On Amazon Fire TV, the LED indicator on the front of the device will turn off when the device is in sleep mode.</p>
Activate and deactivate wireless network ports.	<p>From the Home screen, go to Settings > System > Developer Options > Disable Wi-Fi Radio > On/ Off Button.</p> <hr/> <p>When the Warning <<All wireless accessories, including the Fire TV Remote and Fire Game Controller will not work if you continue. The Fire TV must be rebooted in order to restore wireless remote functionality.>> appears, select <<Yes, Disable Wireless>>.</p> <p>To reactivate wireless network ports, disconnect the power cord from your Amazon Fire TV device for three seconds and then plug the power cord back in. Restart your Amazon Fire TV device.</p>

Main Menu Basics

The **Home** screen includes the **Main Menu**, which allows you to access your account and device settings, along with movie, TV show, game and app content libraries.

Press the **Home**  button on the remote to return to the **Home** screen and **Main Menu** options.

Main Menu option	Description
Search	Search for movies, TV shows, games, apps music and music videos from Vevo. Use the remote to search for content titles using voice input or an onscreen keyboard.
Home	<p>Review content recommendations and recent activity.</p> <p>Recent - Your recently viewed movies, TV shows, games, Cloud Drive photos/videos or apps. To remove an item from Recent, navigate to item and then select Remove from Recent.</p> <p>Featured Movies & TV or Apps & Games - Timely and relevant promotions featured by Amazon and other content providers. You cannot remove items from the Featured listings.</p> <p>Other Movies, TV, Apps & Games – Automated listings that include Amazon’s newest (New Releases, Recently Added to Prime), best (Top Movies, Free Games) or recommended content (Recommended Movies, Recommended TV). You can only remove items from the Recommended Movies and TV listings.</p>
Prime Video	If you're an Amazon Prime member or have a Prime Video monthly subscription, you can browse Prime movies and TV shows at no additional cost.
Movies	<p>Rent, buy and watch movies from the Amazon Video store and some other installed video apps.</p> <p>If you're an Amazon Prime member or have a Prime Video monthly subscription, you can quickly browse Prime movies to watch at no additional cost.</p>
TV	<p>Buy and watch TV show episodes or seasons from Amazon Video and some other installed video apps.</p> <p>If you're an Amazon Prime member or have a Prime Video monthly subscription, you can quickly browse Prime TV shows to watch at no additional cost</p>
Watchlist	<p>Access your Amazon Video Watchlist.</p> <p>Your Watchlist is a list of movies or TV shows you want to buy, rent or watch later. After you buy or rent the movie or TV show, it's available to stream from your Video Library.</p>


Main Menu option	Description
Video Library	<p>Your Video Library includes all your Amazon Video purchases and active rentals, but does not include the movies and TV shows you've watched through Prime Video.</p> <p>Videos you've purchased are stored in the Cloud and available to stream to your device.</p> <hr/> <p>Movies and TV shows from third-party apps, like Netflix and BBC iPlayer, are only accessible directly from those apps, not your Video Library.</p> <hr/>
Games	<p>Shop for, buy and play games from the Amazon Appstore. Use your Amazon GameCircle profile to view and compare achievements, leaderboards and time played in a game.</p> <p>You can pair Amazon Fire or Bluetooth game controllers with your device.</p>
Apps	<p>Shop for and buy games and apps from the Amazon Appstore. Movies and TV shows available through third-party apps, like Netflix and BBC iPlayer, can be accessed directly through those apps in the Apps menu.</p>
Music	<p>Browse and stream music from your Amazon music library, including songs you've purchased from the Digital Music Store or imported to your library.</p> <p>Listen to Prime Music you've added to your library from other devices.</p> <hr/> <p>You can only play Prime music that's already been added to your library from a computer or another compatible device, such as the Amazon Music app on your phone or Fire tablet. You can't add new Prime Music to your library from your Amazon Fire TV device.</p> <hr/>
Photos	<p>Access photos and personal videos from your Amazon Cloud Drive account. You can also start photo slideshows and set individual photos as screen savers.</p>
Home Banner	<p>The banner that displays at the top of your Home screen features offers for digital content (including movies, TV shows and apps), as well as physical products sold on Amazon.co.uk.</p> <p>Use your Fire TV remote to select the banner and open the item's detail page. From there you can review product information, availability and purchase options.</p>

Main Menu option	Description
	<p>: Physical products you order on your Amazon Fire TV or Fire TV Stick are shipped to the address and charged to the payment method you designate at checkout. If you need to view, change or cancel a physical order placed on your Fire TV or update your account information, go to Your Account (https://www.amazon.co.uk/your-account) on the Amazon website using your computer or compatible mobile device.</p>
Settings	View and manage your Amazon Fire TV device apps, controllers, parental controls, Internet connection and more.

Settings Basics

Your Amazon Fire TV device is designed to make most configuration settings automatic, but you can use the **Settings** menu to further manage your apps, Internet connection, controllers, screen savers and more.

From the **Home** screen, select **Settings**.

You can quickly access Settings by pressing and holding the  **Home** button on your remote or the Fire TV Remote App.

Setting	Description
Display & Sounds	<p>Set a screen saver, configure your display, check your TV specifications and manage audio settings.</p> <p>Second Screen Notifications</p> <p>Second Screen gives you the option to connect your Fire TV to your Fire tablet or Fire phone, so you can watch Amazon Video or view your photos across both device screens. To learn more, go to Use Second Screen on Amazon Fire TV .</p> <p>Video Resolution</p> <p>On Amazon Fire TV (2nd Generation) devices, you can check to see whether your TV meets HDCP 2.2 system requirements to stream videos in 4K Ultra HD. For more information, go to Watching Videos in 4K Ultra HD on Fire TV .</p>
	<p>Parental Controls restrict purchasing, content types and access to other features.</p> <hr/> <p>Parental Controls do not restrict content in third-party applications. Parental controls for third-party applications are determined by the app provider.</p>
Controllers & Bluetooth Devices	<p>Add, unpair or update remotes and Bluetooth game controllers. View paired remote apps and third party remotes.</p> <p>Go to Fire TV Remote App Basics to learn how to pair and update the Fire TV Remote App.</p> <p>Add and unpair supported Bluetooth accessories, such as headphones. Go to Connect a Bluetooth Accessory to Your Amazon Fire TV for more information.</p>
Applications	<p>Manage Amazon GameCircle, Appstore and install application settings.</p> <p>Enable or disable GameCircle nickname sharing, Whispersync for Games, Appstore automatic updates and in-app purchases.</p> <p>force stop, clear data, clear cache or uninstall downloaded applications.</p>

Setting	Description
	<p>If you clear data, the app is not deleted; however, saved information (like game scores) may be lost.</p>
System	<ul style="list-style-type: none"> Put your Amazon Fire TV device to sleep Restart your device View device information Check your network status Manage external storage (Amazon Fire TV only) Change network or time zone settings Disable app notifications (Quiet Time) Check for software updates Factory reset your device
Help	<p>Access help videos, quick tips and Amazon customer service information.</p>
My Account	<p>Register or deregister your Amazon Fire TV device with your Amazon account. You can also select Sync Amazon Content to make sure your latest content purchases are available on your device.</p>

Register or Deregister Your Amazon Fire TV Device

In order to use your Amazon Fire TV device, register it to your Amazon account.

To register your device, connect it to the Internet. To learn more, go to [Set Up a Wireless or Wired Connection](#).

If you purchased your Amazon Fire TV device online from Amazon using your Amazon account, it should already be registered to you. If you purchased your Amazon Fire TV device from another retailer or received it as a gift, follow the on-screen instructions for entering your Amazon account information and password.

To verify that your Amazon Fire TV device is registered to your Amazon account:

From the **Home** screen, select **Settings > My Account**.

If no account is currently registered, select **Register** to register your Amazon Fire TV device to the desired Amazon account.

If you would like to register a different Amazon account, select the Amazon account that is currently registered, and then select **Deregister**.

Access & Remove Content

Your Amazon Fire TV device can access Amazon and third-party apps, games, music, videos, and more, which are referred to as “content” throughout our Help pages. There are several ways to access and remove content from your Amazon Fire TV device.

To find content, such as movies, TV shows, games, and apps, select a content type from the **Main Menu** on the **Home** screen.

To access...	Do this...
Prime Instant Video Movies & TV shows	<p>Navigate to the Recently Added Prime Movies & TV or Top Prime Movies or TV listings.</p> <p>If you are an Amazon Prime member or you have a Prime Instant Video monthly subscription, you can watch Prime Instant Video movies at no extra cost.</p>
Amazon Instant Video purchases or rentals	<p>From the Home screen, select Video Library. Your Video Library includes all the Amazon Instant Video movies and TV shows you’ve purchased and all active rentals. Once a rental period has expired, you will no longer see the video in your Video Library.</p>
Amazon Instant Videos to buy, rent, or watch later	<p>From the Home screen, select Watchlist. Your Watchlist is a list of Amazon Instant Video movies or TV shows you want to buy, rent, or watch later. After you buy or rent the movie or TV show, it is also available from your Video Library.</p> <hr/> <p>Content from third-party apps, such as Netflix and BBC iPlayer, cannot be added to your Watchlist or Video Library.</p>
Music	<p>From the Home screen, select Music to access all of the music in your Amazon Music Library.</p> <hr/> <p>You cannot browse or add Prime Music to your collection with your Amazon Fire TV device. Add Prime Music to your collection from the Amazon Music app on a supported device. You can also go to www.amazon.co.uk/primemusic to add Prime Music to your library.</p>
Game Purchases	<p>From the Home screen, select Games. Your purchased games appear in Your Games Library. Your Games Library includes all the games you purchased from the Amazon Appstore.</p>
App Purchases	<p>From the Home screen, select Apps. Your purchased apps appear in Your Apps Library. Your Apps Library includes all the apps you purchased from the Amazon Appstore.</p>

Remove Content from Your Amazon Fire TV Device

If you have content that you no longer use, you can remove items from your Amazon Fire TV device. Any purchases made from Amazon are saved to the **Cloud** and can be downloaded again to your device.

Individual app settings or in-app items may be lost when removed from your Amazon Fire TV device.

To remove content from...	Do this...
Watchlist	From Watchlist , navigate to a movie or TV show and then select Remove from Watchlist .
Recently Watched sections	From Movies or TV , navigate to a movie or TV show and then select the Remove from Recently Watched .
Video Library	You cannot remove content from your Video Library using Amazon Fire TV device. The content you purchase is stored in the Cloud and can only be removed from Manage Your Content and Devices (Amazon.co.uk full site).
Recent carousel	<p>On the Home screen, you'll see personalised recommendations in the Recent section. The listings that display are based on your recent activity.</p> <p>To remove an item, navigate to the item and then select Remove from Recent.</p> <hr/> <p>You cannot remove Featured or Top content on the Home screen.</p> <hr/>
Games or Apps	Go to Buy, Download and Uninstall Games & Apps for details.

Set Up Parental Controls

With Parental Controls, you can block purchases and restrict access to Amazon movies, TV shows, games, apps, photos and more.

Parental controls do not restrict content in third-party applications. Parental controls for third-party applications are determined by the app provider.

When entering the PIN, you need to use an Amazon remote or the Fire TV Remote App. You cannot use a third-party remote.

From the **Home** screen, select **Settings** and then select **Parental Controls**.

Using your remote, press the **Select** button to turn parental controls **On** or **Off**.

Enter your Parental Controls PIN and then select **Next**.

Your PIN is the same PIN you use for other Amazon services, like Amazon Video.

If you forget your PIN, go to [Amazon Video Settings and Devices](#) to reset your Parental Controls PIN.

After you set a PIN, you can set one or more of the following settings:

- Require a PIN for all purchases

- Require a PIN for Amazon Video only

- Block the ability to view or purchase certain content types, such as games, apps or photos

- Change your Parental Controls PIN


After you enable Parental Controls, most actions related to content viewing, purchasing or changing settings require you to enter your Parental Controls PIN.

Use Your Voice to Search Amazon Fire TV Devices

The Voice Search feature allows you to use your voice to search for movies, TV shows, apps, games, and more.

To use your voice to search, you must have the Amazon Fire TV Voice Remote or the Fire TV Remote App installed on a compatible device. Voice search will not work with third-party voice-enabled remotes. The Amazon Fire TV Remote, which is included with Fire TV Stick, does not support voice search.

If you pair multiple voice remotes or remote apps with your Amazon Fire TV device at the same time, Voice Search will only work with the first paired remote.

On your Amazon Fire TV Voice Remote, press and hold the  button.

A microphone icon should appear on the screen, and you will see **Listening...**

If you are using the Fire TV Remote App, press and hold the **Voice**  icon and drag down on the screen.

Continue to hold the Voice button and say keywords related to the content items you want to search for (such as the title or genre), and then release the **Voice** button when you're done speaking.

Your Amazon Fire TV device will search your content library, the Amazon stores, and any compatible apps for related content. The results will appear on your TV screen.

To optimise your Voice Search experience, make sure you:

- Speak one to eight inches from the microphone

- Have one person speak at a time

- Reduce background noise

- Say a movie title, actor name, character name, or genre instead of full sentences or commands, as your Amazon Fire TV device does not support natural language commands.

- To search for videos that are included with Amazon Prime at no additional charge, add the phrase "Prime only" to a voice search.

Use the directional track pad on the remote to review your search results, and then press the **Select** button to select an item.

If you experience issues searching for content using voice input, press up on the remote to use Text Search to enter your search terms with the onscreen keyboard.

Differences between Amazon Fire TV and Fire TV Stick

There are some hardware and software differences between Amazon Fire TV and Fire TV Stick

Category	Amazon Fire TV	Fire TV Stick
Internet Connection	Wired or Wireless Public Wi-Fi compatible	Wireless only Public Wi-Fi compatible
Audio Output	Dolby Digital Plus and 7.1 surround sound	Dolby Digital Plus
Music	Same availability Your Amazon Music Prime Music you've added to your library Prime Stations Third-party apps	Same availability Your Amazon Music Prime Music that you added to your library Prime Stations Third-party apps
Videos	Same availability Amazon Video Prime Video Third-party apps X-Ray information for selected Amazon Video titles	Same availability Amazon Video Prime Video Third party apps X-Ray information for selected Amazon Video titles
Games	All games, including those with high end graphics like Sev Zero.	All games listed as being compatible with Fire TV Stick. From a game or app detail page, view the Works With box or filter your search results.
Apps	All apps	All apps listed as being compatible with Fire TV Stick. From a game or app detail page, view the Works With box, or filter your search results.
Remotes Included	<u>Amazon Fire TV</u> : Amazon Fire TV Voice Remote	<u>Fire TV Stick</u> : Amazon Fire TV Remote
Storage Space	8 GB storage 2 GB memory USB storage option for Amazon Fire TV MicroSD storage option for Amazon Fire TV (2nd Generation)	USB storage option for Amazon Fire TV 8 GB storage 1 GB memory

Category	Amazon Fire TV	Fire TV Stick
	<p>For more information, go to About External Storage for Amazon Fire TV</p>	
USB Compatibility	<p>Xbox 360 wireless gaming receivers</p> <p>Some third-party USB remotes and game controllers</p> <p>Keyboards and mice</p> <p>Flirc USB dongle</p>	Not Available
Compatible Bluetooth Accessories	<p>Bluetooth game controllers</p> <p>Headphones</p> <p>Keyboards</p> <p>Mice</p> <p>Some third-party remotes</p> <p>Go to Compatible Bluetooth Accessories for Amazon Fire TV for more information.</p>	Bluetooth Game Controllers

Remote & Game Controller Basics

Navigate and interact with your Amazon Fire TV device by pairing the included remote and optional game controllers.

In This Section

[Remote Basics](#)

[Game Controller Basics](#)

[Pair a Remote or Game Controller](#)

[Compatible Remotes for Amazon Fire TV Devices](#)

Remote Basics

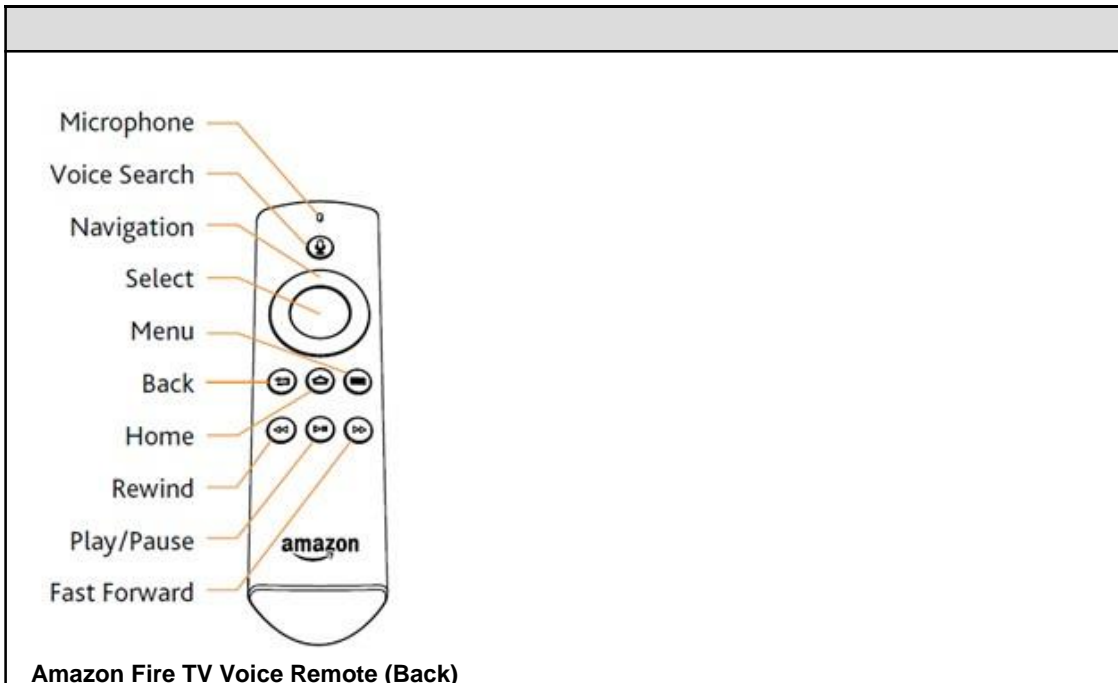
Your Amazon Fire TV device includes a wireless remote with a 5-way directional track pad that allows you to quickly and easily navigate your device.

Before you can use the remote, you must install the 2 AAA batteries (included) and pair it with your Amazon Fire TV device.

To pair a third party remote, go to [Connect a Bluetooth Accessory to Your Amazon Fire TV](#). Controls and performance may vary.

Amazon Fire TV Voice Remote (Front)

Included with Amazon Fire TV and Fire TV Stick with Voice Remote.



Amazon Fire TV Voice Remote (Back)

To insert the two AAA batteries into your Amazon Fire TV Voice Remote:

1



Firmly press down the latch on the back of the remote and lift upwards.

Firmly press down the latch on the back of the remote and lift upwards.

Amazon Fire TV Voice Remote (Front)

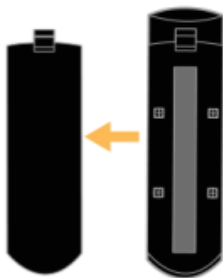
1



It can take a considerable amount of pressure to open the battery door.

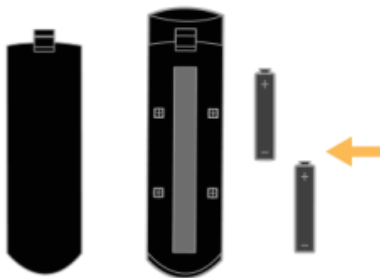
Pull away the battery door.

2



Insert the batteries.

3



Slide the door back in place. Press down to secure.

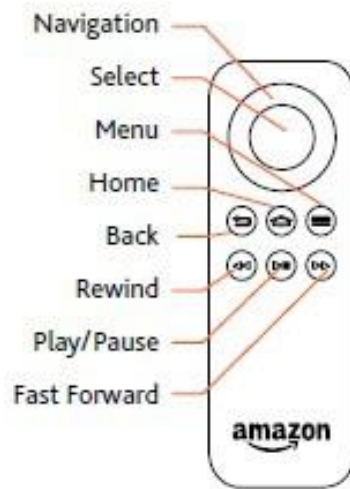
Amazon Fire TV Voice Remote (Front)

4



Amazon Fire TV Remote (Front)

Included with Fire TV Stick.



Amazon Fire TV Remote (Back)

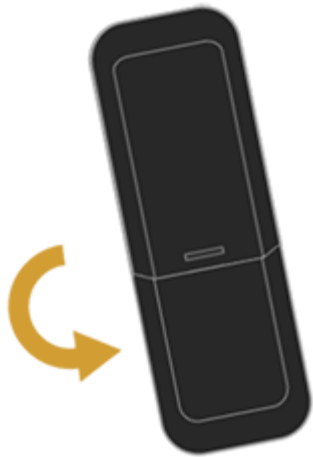
To insert the two AAA batteries into your Amazon Fire TV Remote:

1



Rotate the Fire TV Remote so the top edge is facing downwards.

Amazon Fire TV Remote (Front)

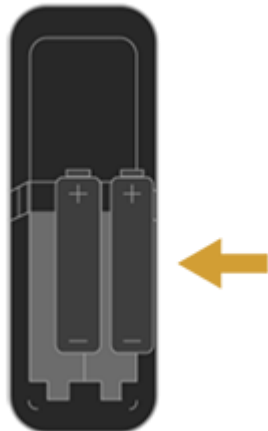


Apply pressure on the indent of the battery door and slide upwards.

It can take a considerable amount of pressure to open the battery door.








Pull away the battery door and insert the batteries.







Amazon Fire TV Remote (Front)

Slide the door back into place and push in to secure.



Button	Description
Voice Only available on the Amazon Fire TV Voice Remote 	Search for movies, TV shows, games or apps using voice commands. Voice search uses two built-in microphones to search for items using your voice commands.
Directional Navigation 	<p>Press right to move to the right on your TV screen. Moving to the right from the Main Menu allows you to access the content libraries or storefronts such as movies, TV, games, apps, photos and more.</p> <p>Press left to move to the left on your TV screen. Moving to the left allows you to return to the Main Menu from any content library or storefront.</p> <p>Press up to move up and press down to move down.</p>
Select 	Select an item, function or category.
Home 	<p>Returns you to the Home screen from any screen on your Amazon Fire TV device.</p> <hr/> <p>Quickly access various features with the Quick Access Menu. To open it, press and hold the Home button on your Amazon remote.</p> <hr/>
Menu 	Presents various functions and settings depending on which screen you're accessing.
Back	Returns you to the previous screen or action.

Button	Description
	
<p data-bbox="224 310 310 338">Rewind</p>  <p data-bbox="224 443 350 470">Play/pause</p>  <p data-bbox="224 569 375 596">Fast Forward</p> 	<p data-bbox="719 310 1419 373">Media control buttons let you rewind, play, pause and fast-forward video.</p> <p data-bbox="719 394 1458 516">Press the rewind or forward button once to skip 10 seconds backward or forward. Press and hold the rewind or forward button to continue navigating backward or forward in the video. Additional presses allow you to cycle through the available speed options.</p>

Compatible Remotes for Amazon Fire TV Devices

You can control your Amazon Fire TV device with any of these remotes:

- Amazon Fire TV Voice Remote

- Amazon Fire TV Remote

- Fire TV Remote App on Fire phone, Fire tablets, iOS devices (7.0 and higher) and Android devices (4.0 and higher)

- Amazon Fire Game Controller (sold separately)

- USB or Bluetooth keyboard

- Some third party Bluetooth game controllers

- Some third-party Bluetooth remotes


- Some third-party wireless USB receivers/remotes

To learn more about supported game controllers, visit <https://www.amazon.co.uk/mfkcontrollers>.






Game Controller Basics


The Amazon Fire TV Game Controller is a wireless game controller that can be used to play games with your Amazon Fire TV device. It can also be used as a remote, allowing you to browse and access movies, TV shows, games and apps.

Before you can use the Amazon Fire TV Game Controller, you first need to insert the two included AA batteries. The controller is then “discoverable” by your Amazon Fire TV device. If your controller isn’t

discovered, press the **Home**  button for at least five seconds and then release it.

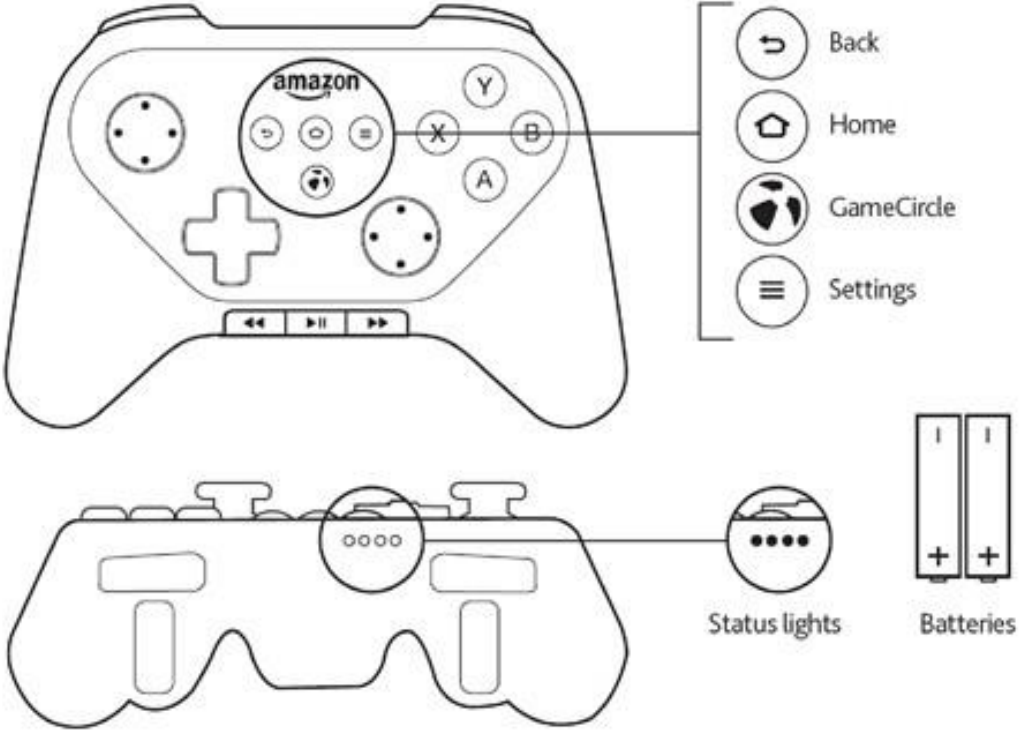
Game Controller Features

Amazon Fire TV (2nd Generation) Game Controller:	
Currently works with Amazon Fire TV (2nd Generation).	
	
Back 	Returns you to the previous screen or action.
Home 	Returns you to the Home screen from any screen.
Menu 	View and manage your Amazon Fire TV apps, controllers and more.
Microphone 	Search for movies, TV shows, games, or apps using voice commands. <hr/> Not available with Amazon Fire TV Game Controller (1st Generation)—see below.
Right & Left Shoulder Buttons	These buttons are mainly used for gaming. Their specific features may change depending on the game being played.


Amazon Fire TV (2nd Generation) Game Controller:	
Gameplay input buttons (Y, X, A, B)	<p>You can also use the left and right shoulder buttons to control video playback (Play/Pause, Fast-Forward, Rewind)</p> <p>Tablet Games on Fire TV:</p> <p>These games require an Amazon Fire TV Game Controller or an Xbox 360 controller with a wireless USB receiver for gameplay.</p> <p>Left joystick: Move "mouse" pointer</p> <p>A button: A single tap or click</p> <p>B button: Back (if available)</p> <p>Left shoulder button: Decrease cursor speed</p> <p>Right shoulder button: Increase cursor speed</p>
Headphone Jack 	<p>Connect compatible headphones to listen to audio with simulated surround sound directly from the controller.</p> <hr/> <p>Not available with Amazon Fire TV Game Controller (1st Generation)—see below.</p>
Status Lights	<p>LED indicators on the front of the controller light up when the remote is on to indicate what player number the controller has been assigned (if the game uses player numbers).</p>




Amazon Fire TV (1st Generation) Game Controller:

Works with Amazon Fire TV (1st Generation) and Amazon Fire TV (2nd Generation)



The diagram illustrates the Amazon Fire TV (1st Generation) Game Controller. It shows two views: a top-down view of the front face and a bottom-down view of the back face. The front face features a central touchpad with the Amazon logo, surrounded by buttons labeled Y, X, B, and A. To the left is a directional pad. Below the touchpad are three buttons for navigation: Back, Home, GameCircle, and Settings. The back face shows four status lights and a battery compartment with two AA batteries. A legend on the right side of the diagram identifies the icons for Back, Home, GameCircle, and Settings.

Back 	<p>Returns you to the previous screen or action.</p>
--	--

Amazon Fire TV (1st Generation) Game Controller:	
Home 	Returns you to the Home screen from any screen.
Amazon GameCircle 	Access your GameCircle dashboard while in a game, or access your Games Library. <hr/> Not available with Amazon Fire TV Game Controller (2nd Generation)—see above.
Menu 	View and manage your Amazon Fire TV apps, controllers and more.
Play / Pause / Fast Forward / Rewind Y, X, A, B Left and right shoulder and trigger buttons	These buttons are mainly used for gaming. Their specific features may change depending on the game being played. Tablet Games on Fire TV: These games require an Amazon Fire TV Game Controller or an Xbox 360 controller with a wireless USB receiver for gameplay. Left joystick: Move "mouse" pointer A button: A single tap or click B button: Back (if available) Left shoulder button: Decrease cursor speed Right shoulder button: Increase cursor speed
Status Lights	LED indicators at the front of the controller light up when the remote is on to indicate what player number the controller has been assigned (if the game uses player numbers).

Compatible Games

The Amazon Fire TV Game Controller is not compatible with all games. To see which controllers are compatible with a game, open the game and select **More Info**. On the overview page, you'll find controller information in the **Works With** box.

When searching for games and apps, you can also filter the search results by:

Fire TV Remote

Tablet Games on Fire TV

Fire TV Game Controller

Fire TV Stick (only visible on Fire TV Stick)

Many third-party Bluetooth game controllers work with Amazon Fire TV devices, as well. To learn more about compatible game controllers, visit www.amazon.co.uk/mfkcontrollers.

Pair a Remote or Game Controller

You can pair your Amazon Fire TV device with Amazon Fire TV remotes, game controllers, and some compatible third-party Bluetooth controllers. Up to seven of these devices may be connected at a time.

If you're setting up your included Amazon remote for the first time, simply insert the two included AAA batteries into the remote, and it will be automatically paired with your Amazon Fire TV device. For details, go to [Set Up Fire TV Stick Hardware](#). If your remote isn't discovered, press the **Home** button for at least five seconds, and then release it.

If you're setting up a third-party Bluetooth remote, go to [Connect a Bluetooth Accessory to Your Amazon Fire TV](#).

Pair an Additional or Replacement Remote

Before you pair an Amazon remote, verify that the remote is compatible with your Amazon Fire TV device, is within range, and has the required batteries installed.

From the **Home** screen, select **Settings**.

Select **Controllers > Fire TV Remotes > Add New Remote**.

Press and hold the **Home** button on your remote for five seconds.

Your Amazon Fire TV device searches for the wireless signal of the remote. After the remote or game controller is discovered, select it from the list of discovered devices using your already paired, existing remote or game controller.

Pair a Remote or Game Controller

Before you pair a game controller, verify that the game controller is compatible with your Amazon Fire TV device, is within range, and has the required batteries installed.

To see which controllers are compatible with a game, navigate to a game, and then select **More Info**. On the overview page, you'll find the controller information in the Works With box. Many third-party Bluetooth game controllers work with your Amazon Fire TV device. To learn more about compatible game controllers, visit www.amazon.co.uk/mfkcontrollers.

Amazon Fire TV supports Xbox 360 controllers through a wireless USB receiver. Use a wireless USB receiver to connect up to four controllers. See manufacturer instructions for connecting to a wireless receiver.

From the **Home** screen, select **Settings**.

Select **Controllers > Bluetooth Gamepads > Add Bluetooth Gamepads**.

Press and hold the **Home** button on your game controller for five seconds.

Your Amazon Fire TV device searches for the wireless signal of the game controller. After the game controller is discovered, select it from the list of discovered devices using your already paired, existing remote or game controller.

Fire TV Remote App Basics

Use your compatible smartphone or tablet as a remote for your Amazon Fire TV device.

In This Section







[Fire TV Remote App Basics](#)


[Download & Pair the Fire TV Remote App](#)

Fire TV Remote App Basics

Use the Fire TV Remote App as an alternate way to navigate and use voice search on your Amazon Fire TV device.

Before you use the Fire TV Remote App, connect the device with the app to the same Wi-Fi network as your Amazon Fire TV device and pair the app with your device. To learn more, go to [Download & Pair the Fire TV Remote App](#)

To Do This...	Try This
Voice search	<p>Press and hold the  icon at the top of the screen, then drag down. Don't release the icon until you're done speaking.</p> <p>Say keywords related to the content items you want to search for (such as the title or genre).</p> <p>To learn more, go to Use Your Voice to Search Amazon Fire TV Devices.</p>
Navigate menu items and categories	<p>To move the selection...</p> <p>Up: Swipe from the middle to the top</p> <p>Down: Swipe from the middle to the bottom</p> <p>Left: Swipe from the middle to the left</p> <p>Right: Swipe from the middle to the right</p> <p>Scroll: Swipe and hold to a specific direction</p>
Select an item	Tap the device screen
Use navigation options:  Home  Menu  Back	<p>At the bottom of the screen, tap any of the navigation icons.</p> <hr/> <p>Quickly access various features with the Quick Access Menu. To open it, press and hold the Home button on your Amazon remote.</p> <hr/> <p>Make sure you are on the latest version of the Fire TV Remote App.</p>
Enter text with a keyboard (may not be available in third party apps, such as Netflix)	<p>Select the keyboard icon in the top right corner of the screen.</p> <p>Enter text.</p> <p>Tap Done to close the keyboard.</p>
Access media controls:  Rewind  Play/pause	<p>Swipe up from the bottom of the screen.</p> <p>Select Rewind, Pause, or Skip.</p>

To Do This...	Try This
 Fast Forward	

The Fire TV Remote App is not designed to play games. Some games might work, but performance will vary. The app does not currently support Second Screen or Display Mirroring. For more information, go to [Use Second Screen on Amazon Fire TV](#) and [Use Display Mirroring on Amazon Fire TV](#) .

Download & Pair the Fire TV Remote App

Download the Fire TV Remote App to your compatible mobile device and pair it with your Amazon Fire TV device to use it as an alternate remote.

Compatibility

The Fire TV Remote App is available on:

Amazon Fire phone

Fire Tablets (with a microphone)

Android 4.0 or higher

iOS 7.0 or higher

The app is compatible with Amazon Fire TV on software version 1.4.1 or higher. It is also compatible with Fire TV Stick. If you use advanced settings on your router, you must enable Multicast support to use the Fire TV Remote App. Contact your router manufacturer for details.

Download

The app is available for download at these locations:

[Amazon Appstore](#)

[Apple Store](#)

[Google Play Store](#)

To download the Fire TV Remote App, go to your preferred appstore from any compatible device and search for "Amazon Fire TV Remote App." Follow the onscreen instructions to complete the installation.

Pair

To pair the Fire TV Remote App with your Amazon Fire TV device:

Connect to the same Wi-Fi network as your Amazon Fire TV device.

Launch the app and select the Amazon Fire TV device you want to pair with.

In the app, enter the code that is displayed on your TV screen. The app is now paired.

To see all of the remote apps that are paired with your Amazon Fire TV device, go to **Settings > Controllers and Bluetooth Devices > Fire TV Remotes**.

Once you pair the Fire TV Remote App with your Amazon Fire TV device, you cannot unpair it. However, if you factory reset your Amazon Fire TV device, all paired devices will be removed. To block access to a paired device, you can also change your Wi-Fi network password.

Bluetooth & External Storage Basics

You can connect some Bluetooth accessories and external storage devices to your Amazon Fire TV. These devices are not compatible with Fire TV Stick.

In This Section

[About External Storage for Amazon Fire TV](#)

[MicroSD Storage for Amazon Fire TV \(2nd Generation\)](#)

[About USB Storage for Amazon Fire TV](#)

[Compatible Bluetooth Accessories for Amazon Fire TV](#)

[Connect a Bluetooth Accessory to Your Amazon Fire TV](#)

[Connect a USB Device to Amazon Fire TV](#)

[Use a Keyboard or Mouse with Amazon Fire TV](#)

Connect a Bluetooth Accessory to Your Amazon Fire TV

You can connect some Bluetooth accessories, like a keyboard, mouse, or headphones, to your Amazon Fire TV.

You can only connect compatible Bluetooth game controllers to Fire TV Stick. Other Bluetooth accessories, such as Bluetooth headphones, are not supported on Fire TV Stick. To learn more about pairing a game controller, go to [Pair a Remote or Game Controller](#).

Before you begin, make sure your Amazon Fire TV and compatible Bluetooth accessory are turned on and within five feet of each other. To connect your compatible Bluetooth accessory, we recommend using a wired Ethernet connection or a 5GHz Wi-Fi network. To switch from a wireless to wired network go to [Set Up a Wireless or Wired Connection](#).

For more information about what kind of accessories you can use, go to [Compatible Bluetooth Accessories for Amazon Fire TV](#)

To connect a compatible Bluetooth accessory:

Go to Settings > Controllers and Bluetooth Devices > Other Bluetooth Devices. **Select** Add Bluetooth Devices.

Put your Bluetooth accessory into pairing mode. Refer to the manual for your Bluetooth accessory for instructions.

Select your compatible Bluetooth accessory from the list. Your Bluetooth accessory is now connected and paired with your Amazon Fire TV.

On some Bluetooth accessories, you'll be asked to enter a code that appears on your Amazon Fire TV device.

To disconnect, turn off your Bluetooth accessory or on the Other Bluetooth accessories screen, press **Select** for the device you want to disconnect.

Information about previously paired devices is saved, so you can easily reconnect the Bluetooth accessory. To reconnect your paired device in the future, turn on the Bluetooth accessory, go to **Settings > Controllers and Bluetooth Devices > Other Bluetooth Devices**, and select your paired input device.

About USB Storage for Amazon Fire TV

With Amazon Fire TV you can save games and apps to a USB flash drive for added storage space.

Amazon Fire TV devices feature a USB port you can use for external storage.

This gives you the option to insert a compatible USB flash drive (one you already own, purchased separately) if you need more storage space for apps and games on your Fire TV.

Compatible USB Storage Devices

Amazon Fire TV supports USB 3.0 flash drives up to 128GB in size and formatted as FAT32

For a list of supported devices, check out: .

To add a USB flash drive:

Insert your compatible USB flash drive into the USB port on the back of your device.

Select **Continue**.

If your USB device is not compatible, a notification displays on-screen instead. You'll see an option to **Eject** the device or to **Format USB Drive** to the compatible FAT32 format to use it with your Fire TV. If you choose the option to reformat, this permanently erases any data already saved to your flash drive.

Once your USB flash drive is connected, your device scans for any installed Fire TV apps and notifies you when the scan is complete.

You're then ready to start saving apps and games to USB storage.

Manage USB Storage

When USB storage is attached, you can select specific games and apps to move to your flash drive:

Go to Settings > Applications > Manage Installed Applications.

Select the app or game you want to move and then select **Move to USB Storage**.

To view all the apps and games saved to your USB flash drive, select **Settings > Applications > Manage Installed Applications > USB Storage**. From here, you can uninstall apps or games to remove them from your USB storage device.

Content saved to external storage can't be transferred to other devices—you can't add apps and games saved to your USB flash drive to another Amazon Fire TV device or copy content from one USB device to another.

Some critical apps, like Amazon Appstore, cannot be moved to USB storage. Each game and app on your Fire TV uses a small amount of internal storage, even if it is also stored on your flash drive.

Some apps and games are configured with a default installation location. The "Technical Details" section on the overview page specifies whether the app or game will automatically install to internal storage or your external storage device.

If you run out of storage space on your USB flash drive, a notification displays on-screen when you try to save new content. You can switch to a different flash drive or remove saved content from your flash drive.

Safely Remove USB Storage

If you need to remove your USB flash drive, first make sure to eject it from your Amazon Fire TV, following the steps below.

If you don't safely remove your USB device, the games, apps and other files saved to it could become corrupted and unusable.

To safely remove USB storage:

Select **Settings > System > USB Storage**.

Select **Eject**.

A notification displays on-screen to explain that any apps or games on your USB device will no longer be available after you remove it. If you still want to proceed, confirm by selecting **Eject** again.

Wait for another notification that tells you when it's safe to remove your flash drive from the USB port on the back of your device.

Compatible Bluetooth Accessories for Amazon Fire TV

Your Bluetooth accessory must have a compatible profile to pair with your Amazon Fire TV.

On Fire TV Stick, you can only connect compatible Bluetooth game controllers. See [Pair a Remote or Game Controller](#) for more info.

You can have up to seven Bluetooth accessories and Amazon remotes actively connected to your Amazon Fire TV at any time.

If you are trying to display your mobile device screen on your Amazon Fire TV, go to [Use Display Mirroring on Amazon Fire TV](#). You cannot connect your phone to Amazon Fire TV using Bluetooth.

Bluetooth microphones, microphone-enabled headsets, and low energy (also known as Bluetooth Smart) devices are not supported.

Compatible Bluetooth Profile	Description
Advanced Audio Distribution Profile (A2DP)	Streams audio to compatible Bluetooth headphones. Only one pair of Bluetooth headphones can be connected to Amazon Fire TV at any time.
Human Interface Device Profile (HID)	Supports external accessories, such as: Keyboards Some third-party remotes Wireless mice <hr/> Mice and keyboards can be used in a limited number of games and apps. Go to Use a Keyboard or Mouse with Amazon Fire TV .
Serial Port Profile (SPP)	Supports external accessories, such as wireless game controllers. Go to Pair a Remote or Game Controller for more information.

MicroSD Storage for Amazon Fire TV (2nd Generation)

With Amazon Fire TV (2nd Generation) you can save games and apps to a microSD card for added storage space.

Amazon Fire TV (2nd Generation) devices feature a microSD card port for up to 128GB external storage for apps and games.

This gives you the option to insert a compatible microSD card (one you already own, purchased separately) if you need more storage space for apps and games on your Fire TV.

MicroSD storage is not available for previous generation Amazon Fire TV models and for Fire TV Stick. For more information, go to [About External Storage for Amazon Fire TV](#).

Compatible microSD Cards

The microSD port on Amazon Fire TV (2nd Generation) supports microSD card sizes up to 128GB, formatted as FAT32.

To insert a microSD card:

Insert your compatible microSD card into the microSD port on the back of your device.

Select **Continue**.

If your microSD card is not compatible, a notification displays on-screen instead. You'll see an option to **Eject** the card or to **Format microSD Card** to the compatible FAT32 format so you can use it with your Fire TV. If you choose the option to reformat, this permanently erases any data already saved to your microSD card.

Once your card is in, your device scans for any installed Fire TV apps and notifies you when the scan is complete.

You're then ready to start saving apps and games to your microSD card.

Manage MicroSD Storage

When microSD storage is inserted, you can select specific games and apps to move to your microSD card:

Go to Settings > Applications > Manage Installed Applications.

Select the app or game you want to move, and then select **Move to microSD Storage**.

To view all the apps and games saved to your microSD card, select **Settings > Applications > Manage Installed Applications > microSD Storage**. From here, you can uninstall apps or games to remove them from your microSD card.

Content saved to external storage can't be transferred to other devices—you can't add apps and games saved to your microSD card to another Amazon Fire TV device or copy content from one microSD card to another.

Some critical apps, like Amazon Appstore, cannot be moved to microSD storage. Each game and app on your Fire TV uses a small amount of internal storage, even if it is also stored on your microSD card.

Some apps and games are configured with a default installation location. The "Technical Details" section on the overview page specifies whether the app or game will automatically install to internal storage or your external storage device.

If you run out of storage space on your microSD card, apps and games automatically save to your Fire TV's internal storage. You can switch to a different microSD card or remove saved content from your microSD storage.

If you run out of internal storage space on your Fire TV, a notification displays on-screen when you try to save new content. You can move installed applications to an external storage device or remove saved content from your internal storage.

Safely Remove a microSD Card

If you need to remove your microSD card, first make sure to eject it from your Amazon Fire TV, following the steps below.

If you don't safely remove your card, the games, apps and other files saved to it could become corrupted and unusable.

Before ejecting your microSD card, make sure you're not currently running an app or game saved to it on your Fire TV.

To safely remove microSD storage:

Select **Settings > System > microSD Storage**.

Select **Eject**.

A notification displays on-screen to explain that any apps or games on your microSD card will no longer be available after you remove it. If you still want to proceed, confirm by selecting **Eject** again.

Wait for another notification that tells you when it's safe to remove your microSD card from the port on the back of your device.

About External Storage for Amazon Fire TV

Compatible external storage options and specifications for Amazon Fire TV devices.

USB Storage Specifications

Component or Feature	Requirement
Compatible Amazon Fire TV devices and storage options	<p>Amazon Fire TV (1st Generation): Access and save apps and games to a compatible USB flash drive. Open personal music, video and photo files saved to USB storage using supported third-party apps.</p> <p>Amazon Fire TV (2nd Generation): Open personal music, video and photo files stored on a compatible USB flash drive using supported third-party apps. A microSD port is available if you need extra storage space for apps and games (see the section below for more information).</p> <hr/> <p>Fire TV Stick does not support USB or external storage.</p>
Device Types	<p>USB flash drive</p> <hr/> <p>Go to here for a list of supported devices.</p>
USB Version	3.0
Size	128GB or smaller
File Format	FAT32
Supported Media	<p>Apps and Games</p> <hr/> <p>At this time, Amazon Video titles, Amazon Music content and photos stored in your Amazon Cloud Drive cannot be saved to external storage. You can stream your videos and music and access your photos over your Fire TV's Internet connection.</p> <p>Personal media files (music, video, photos) saved to your connected USB storage device can only be accessed through supported third-party applications (available on your Fire TV from the Amazon Appstore).</p>

MicroSD Storage Specifications

Component or Feature	Requirement
Compatible Amazon Fire TV devices	<p>Amazon Fire TV (2nd Generation): Access and store apps and games to a compatible microSD card.</p> <hr/> <p>Amazon Fire TV (1st Generation) and Fire TV Stick do not support microSD storage.</p>

Component or Feature	Requirement
Device Types	microSD cards
Size	128GB or smaller
File Format	FAT32
Supported Media	<p data-bbox="852 363 1458 401">Apps and Games</p> <hr data-bbox="852 409 1458 413"/> <p data-bbox="894 478 1446 632">At this time, Amazon Video titles, Amazon Music content, and photos stored in your Amazon Cloud Drive cannot be saved to external storage. You can stream your videos and music and access your photos over your Fire TV's Internet connection.</p> <p data-bbox="894 653 1386 709">Content saved to microSD storage can't be transferred to other devices or microSD cards.</p> <hr data-bbox="852 730 1458 735"/>

Connect a USB Device to Amazon Fire TV

You can connect some USB devices to your Amazon Fire TV using the USB port.

Go to [About External Storage for Amazon Fire TV](#) for more information about using USB storage devices.

Compatible Devices

Compatible USB storage devices

Xbox 360 wireless gaming receiver

Wired gamepads (not connected with a USB charger)**

Flirc USB Dongle (connects some third-party IR remotes)

Wireless mouse with USB dongle**

Wireless Keyboard with USB dongle**

***Performance varies*

To use your compatible USB device with your Amazon Fire TV:

Insert the USB device into the USB port on the back of your Amazon Fire TV.

See user manual for the USB device if you need additional information.

Some third-party apps installed on your Amazon Fire TV device may not feature support for connected USB devices.

Use a Keyboard or Mouse with Amazon Fire TV

Your Bluetooth device must have a compatible profile to pair with your Amazon Fire TV.

You cannot connect a keyboard or mouse to Fire TV Stick.

Keyboard Controls

Key	Action
Up Arrow	Menu Navigation
Down Arrow	Menu Navigation
Left Arrow	Menu Navigation Media Playback Short press to skip back 10 seconds Long press to rewind
Right Arrow	Menu Navigation Media Playback Short press to skip ahead 10 seconds Long press to fast forward
Space Bar	Media Playback Play/Pause
Enter	Select
Keyboard characters	Search or text input. Not supported in all apps.

Some keyboards have dedicated media controls. Performance will vary.

Mouse Controls

A mouse cannot be used to navigate on Amazon Fire TV. However, it can be used in the following types of apps:

Tablet Games on Fire TV

Key	Action
Left Button	A single tap
Mouse Movement	Move the pointer within the app

Quick Fixes

Get quick help setting up your Amazon Fire TV device.

In This Section

[Can't Connect to Wi-Fi](#)

[Can't Pair a Remote or Game Controller](#)

[Video Issues on Your Amazon Fire TV Device](#)

[Basic Troubleshooting for Amazon Fire TV Devices](#)

[Can't Pair the Fire TV Remote App](#)

[Can't Connect a Bluetooth Accessory to Amazon Fire TV](#)

Can't Connect to Wi-Fi

If you can't connect to a Wi-Fi network from Amazon Fire TV device, check that your wireless connection is turned on.

Check this first:

Connect your Amazon Fire TV device to one of these network or router types:

- Open, WEP, WPA-PSK, and WPA2-PSK encrypted networks
- B, G, and N routers on 2.4Ghz
- A and N routers on 5Ghz
- Hidden networks

Enable wireless connectivity on your Amazon Fire TV device. From the **Home** screen, select **Settings > System > Wi-Fi**.

Make sure you know your network password (if required). If you see a lock icon, a network password is required. This password is not your Amazon account password.

Make sure your Internet connection is not down. Restart your router and modem to solve most Wi-Fi network issues.

Do not place your wireless router or Amazon Fire TV device in a cabinet, as it impacts your Wi-Fi signal strength.

Also, try this for Fire TV Stick:

Use the included HDMI extender to optimize the location of your Fire TV Stick. The HDMI extender can improve your wireless connectivity by positioning your Fire TV Stick further from the TV.

Plug the power cord into the included power adapter and then into a wall outlet to ensure the device receives enough power for optimal performance.

Still having trouble?

Check your network status. Your device features a network status tool that can help you diagnose problems with your Internet connection and learn about ways to fix them. For more information, go to [Set Up a Wireless or Wired Connection](#)

Restart your Amazon Fire TV device. Disconnect the power cord from your Amazon Fire TV device for three seconds, and then plug the power cord back in.

Can't Pair a Remote or Game Controller

If you can't pair your Amazon Fire TV remote or wireless game controller, here are some common solutions you can try.

If you're having problems with a third-party Bluetooth remote, go to [Can't Connect a Bluetooth Accessory to Amazon Fire TV](#).

Check compatibility

Amazon Fire TV devices are compatible with the included Amazon Fire TV remote or Amazon Fire TV game controller, as well as many Bluetooth-enabled third-party wireless game controllers.

For more information, go to [Compatible Remotes for Amazon Fire TV Devices](#).

Turn off unused remotes or devices

If you have more than seven connected remotes or actively connected Bluetooth devices, try turning on that you're not currently using off.

Make sure your remote or controller is in range

Your remote must be within 30 feet of your Amazon Fire TV device. Avoid placing your Amazon Fire TV in a cabinet, as this affects signal strength to your remotes and game controllers.

For Fire TV Stick, use the included HDMI extender to optimise the location of your Fire TV Stick. The HDMI extender can improve your remote connectivity by positioning your Fire TV Stick further from your TV.

Try pairing your remote or controller again

Remove and reinsert the batteries for your remote or controller. The remote should automatically try pairing with your device. You have five minutes to pair your remote with your Amazon Fire TV device before it goes into sleep mode.

If your remote isn't discovered, press the **Home**  button for 5 - 10 seconds to try again.

Restart your device

If the steps above don't work, you may need to restart your device. Disconnect the power cord (from the back of the device or from the power outlet) and then plug it back in.

Video Issues on Your Amazon Fire TV Device

You can clear application data to resolve many intermittent video playback issues (such as "Error 13") on Amazon Fire TV and Fire TV Stick.

When you clear application data, it won't delete the app; however, for non-Amazon video apps (such as Netflix), account information may need to be re-entered.

Clear Amazon Instant Video Application Data

- a. To clear application data from the Amazon Instant Video app:
- b. From the Home screen, select Settings.
- c. Select Applications > Manage All Installed Applications > Amazon Video.
- d. Select Force Stop, and then select Clear Data.
- e. When prompted to Delete App Data, select Clear Data again.

Clear Application Data for Other Video Apps

To clear application data for other video apps installed on your device:

- f. From the Home screen, select Settings.
- g. Select Applications > Manage All Installed Applications.
- h. Select the application you want to modify.
- i. Select Force Stop, and then select Clear Data.
- j. When prompted to Delete App Data, select Clear Data again.

After you clear the application data, restart your Amazon Fire TV device. Remove the power cord from the device or from the power outlet, and then plug it back in. You should then be able to watch your video.

Basic Troubleshooting for Amazon Fire TV Devices

Try these common solutions to resolve issues like a blank screen, app errors or problems with media content (movies, TV shows, games and apps).

Take Action: Restarting your device can resolve many issues—just disconnect the power cord (from the back of the device or from the power outlet) and then plug it back in. You can also use your remote to restart your device. Press and hold the **Select** and **Play/Pause** buttons at the same time, for about five seconds. Or, open **Settings > System > Restart** from the main menu.

Issue...	Try this...
<p>Video but no sound</p>	<p>Make sure the audio on your TV isn't muted.</p> <p>If your Amazon Fire TV device is connected to an AV receiver, make sure the receiver is on.</p> <p>From the Home screen, go to Settings > Display & Sounds > Dolby Digital Output and make sure Dolby Digital Plus is set to OFF.</p> <p>Unplug and reconnect the HDMI cable connecting your Amazon Fire TV device to your TV. You may need to try a different HDMI cable.</p>
<p>Blank Screen</p>	<p>Make sure your TV is on and set to the correct input channel.</p> <p>Unplug and reconnect the HDMI cable connecting your Amazon Fire TV device to your TV. You may need to try a different HDMI cable.</p> <p>If your Amazon Fire TV device is connected to an AV receiver, make sure the receiver is on.</p> <p>Temporarily disconnect other devices connected to your TV's HDMI ports.</p> <p>Try changing your TV to a different resolution (e.g. 1080p or 720p).</p> <p>Press the Up and Rewind buttons on your Amazon Fire TV remote at the same time for 5 seconds. The indicator light on your device then blinks yellow as the system cycles through available output resolutions, pausing at each resolution for 10 seconds. If you see the correct resolution, select Use Current Resolution.</p> <hr/> <p>When you start or stop streaming at title in 4K Ultra HD on Amazon Fire TV (2nd Generation), your TV screen may flicker or turn black briefly as the display resolution switches from HD to UHD. For more information, go to Watching Videos in 4K Ultra HD on Fire TV.</p>

Issue...	Try this...
Problems purchasing or accessing content	<p>Make sure your Amazon Fire TV device is connected to the Internet. An Internet connection is required to buy, stream and sync your content. To check your connection, select Settings > System > Wi-Fi from the main menu.</p> <p>Verify that your 1-Click payment method is set up correctly.</p>
Movies, photos, or purchased content not showing	<p>Make sure your Amazon Fire TV device is registered to your preferred Amazon account.</p> <p>To verify your registration settings, go to the Home screen and select Settings > My Account.</p> <p>If you need to switch to a different account, select the Deregister option. Then select Register and enter your account information.</p>
Specific app issues	<p>From the Home screen, select Settings > Applications > Manage All Installed Applications.</p> <p>Select the application you're having trouble with. You can:</p> <ul style="list-style-type: none"> Change settings Move the app between internal and external storage (Amazon Fire TV only) Clear data Clear cache Force stop Uninstall the application <hr/> <p>Clearing data doesn't delete the app itself. However, it may delete saved information, like game scores or account details.</p>
Forgot Amazon Video PIN	<p>Go to Amazon Instant Video Settings and Devices (Amazon.co.uk full site) Amazon Instant Video Settings and Devices (https://www.amazon.co.uk/aiv/settings).</p> <p>Under Your Amazon Video PIN , enter a 5-digit number to set up your PIN or click View/Edit Your PIN to change your current PIN.</p>
Can't Access External Storage	<p>External storage options are not available for Fire TV Stick.</p> <p>First, make sure you're using a supported storage device:</p> <ul style="list-style-type: none"> For Amazon Fire TV (1st Generation) you can use a compatible USB flash drive for external storage. For Amazon Fire TV (2nd Generation) you can use a compatible microSD card for external storage. <p>To learn more, go to About External Storage for Amazon Fire TV.</p>

Issue...	Try this...
	<p>If your storage device is compatible, try safely removing and then re-attaching it to your Amazon Fire TV:</p> <ul style="list-style-type: none">Go to Settings > System and select your storage device.Select Eject.Wait for the on-screen confirmation before safely removing the device.Re-attach your storage device.

Can't Pair the Fire TV Remote App

If you can't pair your Fire TV Remote App, or if the app stops working, check your Wi-Fi network connection.

Check this first:

Make sure the device with the Fire TV Remote App is connected to the same Wi-Fi network as your Amazon Fire TV device.

Make sure another device isn't currently display mirroring to your Amazon Fire TV device, as this will prevent the Fire TV Remote App from pairing.

If you have advanced settings set up on your Wireless router, make sure Multicast support is enabled.

If you used advanced settings on your Wireless router to manually assign a static IP address to your Amazon Fire TV device, set the IP address to automatic.

You can have up to seven Bluetooth accessories and Amazon remotes actively connected to your Amazon Fire TV at any time. Disconnect unused devices.

Still having trouble?

On the device with the app, clear the application data for the Fire TV Remote app. On Android devices, go to **Settings > Apps > Fire TV > Clear data**. For Fire phone, go to [Basic Troubleshooting for Fire Phone](#) for instructions on clearing application data.

Reboot the mobile device and then open the app again.

Can't Connect a Bluetooth Accessory to Amazon Fire TV

Try these troubleshooting steps if you can't connect your Bluetooth accessory to your Amazon Fire TV.

You can only connect compatible Bluetooth game controllers to Fire TV Stick. Other Bluetooth accessories, such as Bluetooth headphones, are not supported on Fire TV Stick. To learn more about pairing a game controller, go to [Pair a Remote or Game Controller](#).

Try this first:

Make sure your Bluetooth accessory is compatible with your Amazon Fire TV.

To learn more, go to [Compatible Bluetooth Accessories for Amazon Fire TV](#).

Do not place Amazon Fire TV in a cabinet, as it impacts signal strength to Bluetooth accessories.

Unpair your Bluetooth accessory from other previously paired devices, like desktop computers or mobile devices.

Only pair one device at a time.

You can have up to seven Bluetooth accessories and Amazon remotes actively connected to your Amazon Fire TV at any time. Disconnect unused devices.

Change the batteries or fully charge your compatible Bluetooth accessory.

If your Amazon Fire TV is connected to Wi-Fi, we recommend using a 5GHz wireless connection for using Bluetooth accessories.

If available, switch your Amazon Fire TV to a wired Ethernet connection.

If the audio in your Bluetooth headphones is out of sync, put your Amazon Fire TV to sleep and wake it up. Press and hold the Home button and then select **Sleep**.

Still having trouble?

If your Bluetooth accessory was previously paired, unpair it. Go to **Settings > Controllers and Bluetooth Devices > Other Bluetooth Devices**. Select your previously paired device and then the **Menu** button to unpair. Then, pair the Bluetooth accessory again.

Restart your Amazon Fire TV device. Disconnect the power cord from your Amazon Fire TV device for three seconds, and then plug the power cord back in.

Get Started with Fire TV Stick

What you need to set up and start using your Fire TV Stick.

Amazon account

You need an Amazon account to access movies, TV shows, games, music and apps on Fire TV Stick.

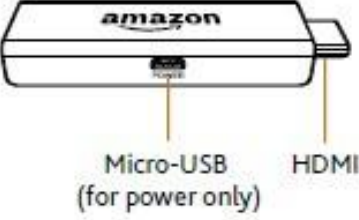
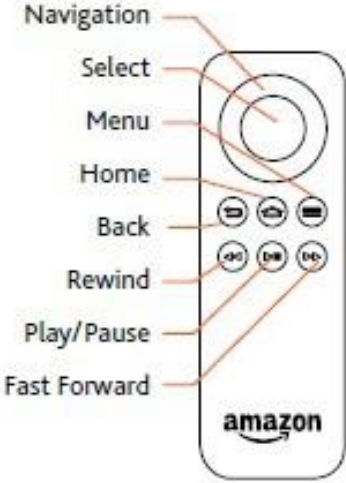
Wireless Internet Connection (not included)

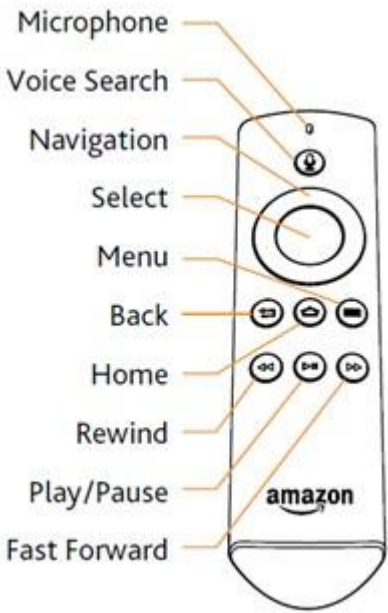

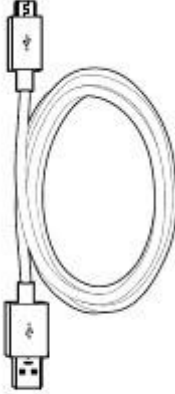
You need a wireless connection to buy, download and stream content on Fire TV Stick.


High-definition TV (not included)

Fire TV Stick is compatible with high-definition TVs with HDMI ports.

Fire TV Stick equipment

Equipment	Image
Fire TV Stick Device	 <p>The diagram shows the Fire TV Stick device with two ports labeled: Micro-USB (for power only) and HDMI.</p>
Amazon Fire TV Remote <i>Included with Fire TV Stick</i>	 <p>The diagram shows the Amazon Fire TV Remote with the following buttons labeled: Navigation, Select, Menu, Home, Back, Rewind, Play/Pause, and Fast Forward. The Amazon logo is visible at the bottom of the remote.</p>

Equipment	Image
<p>Amazon Fire TV Voice Remote</p> <p><i>Included with Fire TV Stick with Voice Remote</i></p>	 <p>Microphone</p> <p>Voice Search</p> <p>Navigation</p> <p>Select</p> <p>Menu</p> <p>Back</p> <p>Home</p> <p>Rewind</p> <p>Play/Pause</p> <p>Fast Forward</p>
<p>Power Adapter</p>	 <p>Power adapter</p>
<p>USB Power Cable</p>	 <p>USB cable (for power)</p>

Equipment	Image
HDMI Extender Cable	 <p data-bbox="974 735 1096 829">HDMI extender cable</p>
2 AAA Batteries (for the remote)	

Set Up Fire TV Stick Hardware

After you unpack your Fire TV Stick, you need to connect it to your high-definition TV and set up the remote.

Before you begin, find the two AAA batteries included with your remote.

Plug the small end of the USB power cord into your Fire TV Stick and the other end into the power adapter. Then, plug the power adapter into a power source.

We recommend that you use the power adapter and plug it into a power outlet. Although some TVs have powered USB ports, there may not be enough power for Fire TV Stick to work properly.

Plug your Fire TV Stick into an available HDMI port on your TV. If your TV has more than one HDMI port, remember the number of the port you used to connect your Fire TV Stick.

If needed, you can use the included HDMI extender to make sure your Fire TV Stick fits securely into your TV. The HDMI extender may also improve your Wi-Fi connection. Plug your Fire TV Stick into the HDMI extender and then plug the HDMI extender into an available HDMI port on your TV.

Turn on your TV and select the HDMI input channel for the port you used to connect your Fire TV Stick. Set up your remote. To remove the battery door and insert the included 2 AAA batteries:

It can take a considerable amount of pressure to open the battery door.

Amazon Fire TV Remote (included with Fire TV Stick)

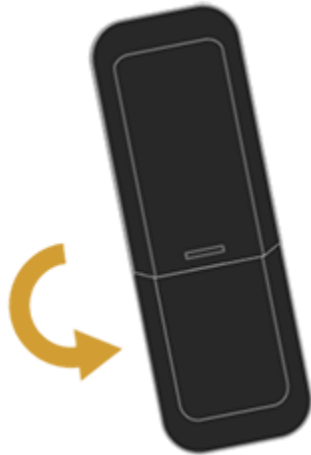
1



Rotate the Fire TV Remote so the top edge is facing downwards.

Rotate the Fire TV Remote so the top edge is facing downwards.

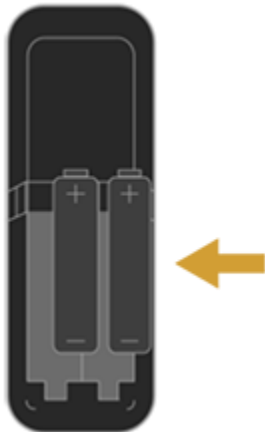
Amazon Fire TV Remote (included with Fire TV Stick)



Apply pressure on the indent of the battery door and slide upwards.



Pull away the battery door and insert the batteries.



Slide the door back into place and push in to secure.

Amazon Fire TV Remote (included with Fire TV Stick)



Amazon Fire TV Voice Remote (included with Fire TV Stick with Voice Remote)

1



Firmly press down the latch on the back of the remote and lift upwards.

Firmly press down the latch on the back of the remote and lift upwards.

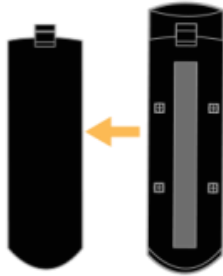
1



Pull away the battery door.

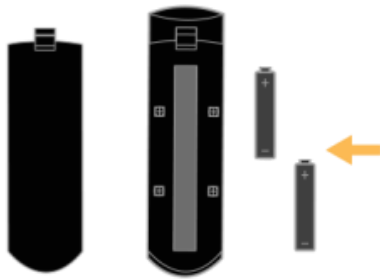
Amazon Fire TV Voice Remote (included with Fire TV Stick with Voice Remote)

2



Insert the batteries.


3



Slide the door back in place. Press down to secure.

4



After you insert the batteries, your remote becomes “discoverable” and automatically pairs with your Fire TV Stick. If your remote isn’t discovered, press the **Home**  button for at least five seconds and then release i

Set Up a Wireless or Wired Connection

Amazon Fire TV supports wireless or wired Internet connections. Fire TV stick requires a wireless connection. Connect your Amazon Fire TV device to the Internet to access movies, TV shows, games, and apps.

For information about connecting to a public Wi-Fi network, such as a hotel or school, go to [Connect Your Amazon Fire TV Device to a Public Wi-Fi Network](#).


For optimal wireless performance, do not place your Amazon Fire TV in an enclosed cabinet, as it impacts signal strength to the device, remote, and game controllers.

For Amazon Fire TV, if you are switching from a wired to a wireless connection, disconnect the Ethernet cable from your Amazon Fire TV device before switching to a wireless connection.


For Fire TV Stick, use the HDMI extender if your Fire TV Stick is blocked by an object that may impact signal strength to the device, remote, and game controllers.

Wireless Network Connection:

- a. From the **Home** screen, select **Settings > System > Wi-Fi**.
Your Amazon Fire TV device automatically detects nearby Wi-Fi networks that broadcast their network name. Some networks are open for everyone to join, while others require a password to connect.
- b. Under Available Networks, select a wireless network and enter the network password (if required) using the onscreen keyboard. You can also use the keyboard in the Fire TV Remote App.

If you don't see your desired network, scroll down and select **Join Other Network** or **Rescan**.
- c. After you connect to a wireless network, press the  button to display the **Home**

Wired Network Connection (Amazon Fire TV only):

- a. Connect one end of an Ethernet cable (not included) to the back of your Amazon Fire TV, and then connect the other end to your router.
- b. From the **Home** screen, select **Settings > System**. Next to **Network**, you will see **Wired**.
- c. After you connect to a wired network, press the **Home**  button to display the **Home** screen.

Connect Your Amazon Fire TV Device to a Public Wi-Fi Network


Connect to public Wi-Fi networks like hotels and schools that require a browser sign in.

If you are travelling or using a Wi-Fi connection that requires a web browser to sign in, you can still connect your Amazon Fire TV device.

From the Home screen, select **Settings > System > Wi-Fi**.

Under **Available Networks**, select the public Wi-Fi network. For networks that require a web page to log in, a browser window will pop up after several seconds.

In the browser pop-up, you can only access the sign in page for the public Wi-Fi network.

Follow the onscreen instructions to use your Amazon remote to select input fields. Press the **Menu**  button to enter cursor mode to select links or input fields. An onscreen keyboard will pop up for text fields.

Enter in the required information. This could be a pre-shared password, room number, or just a button to accept conditions for using the network. Contact the network owner for more information.

After your device connects to the network, the browser window closes automatically.

Internet speeds will vary on public Wi-Fi networks and could impact performance for your Amazon Fire TV device.

Watch Movies & TV Shows

From your Amazon Fire TV, you can buy, rent and stream Amazon Video movies and TV shows. .You can also watch movies and TV shows through third-party apps like Netflix or BBC iPlayer.

In This Section

[Buy or Rent Movies & TV Shows](#)

[Watching Videos in 4K Ultra HD on Fire TV](#)

[Use Display Mirroring on Amazon Fire TV](#)

[Use Second Screen on Amazon Fire TV](#)

[Turn On Closed Captions](#)

[View Actor and Scene Information on Amazon Fire TV Devices](#)

Watching Videos in 4K Ultra HD on Fire TV

Amazon Fire TV (2nd Generation) supports video streaming in 4K Ultra HD for selected movies and TV shows.

4K Ultra High Definition (4K Ultra HD or UHD) offers enhanced picture resolution up to 2160p—which is four times greater than HD.

With Amazon Fire TV (2nd Generation), you can watch movies and TV shows offered in this format from Amazon Video and other streaming video services.

If your Fire TV is connected to a compatible Ultra HD TV, the **Movies** and **TV** sections on the main menu include “4K Ultra HD” categories, where you can find popular titles available to watch in UHD.

An "Ultra HD" indicator displays in your video playback controls whenever you're streaming in 4K Ultra HD. Your screen also may flicker briefly or turn black while your TV display changes to UHD resolution.

System Requirements

To watch videos in 4K Ultra HD on Amazon Fire TV (2nd Generation), you need a compatible Ultra HD TV with at least one HDMI input that supports HDCP 2.2 content protection standards.

HDCP is an access control technology most content providers use to manage their protected digital content. You can only watch videos in 4K Ultra HD from Amazon Video and Netflix if your Ultra HD TV and HDMI port(s) support HDCP version 2.2 or higher. For more information about HDCP, go to [About Content Protection](#).

Fire TV devices automatically detect whether these requirements are met. You can also check to see whether your TV supports HDCP 2.2 from the Fire TV Display menu.

Go to **Settings > Display & Sounds > Display** and open the Video Resolution section. When video resolution is set to "Auto," a notification displays in the right panel if HDCP 2.2 is not detected for your Fire TV's HDMI connection.

Many Ultra HD TVs with HDCP 2.2 include "Mobile High-Definition Link" (MHL), "UHD", or "4K" ports on the device. The user guide or product packaging may specify whether HDCP 2.2 is supported, as well.

Support for 4K Ultra HD video is not available for Amazon Fire TV (1st Generation) and Fire TV Stick.

Internet Speed

To stream videos in 4K Ultra HD, you need a high-speed Internet connection of at least 15 Mbps.

Fire TV devices feature a network status tool you can use to check your Internet connection or diagnose connection problems. For more information, go to [Check Your Network Status](#)


Buy or Rent Movies & TV Shows


You can buy and rent movies and TV shows from Amazon Video and other video services on your Fire TV device.

To shop for movies and TV shows on your Amazon Fire TV device:

Browse the categories under **Movies** or **TV** from the main menu or **Search** for a specific title.

There are several ways to search on Amazon Fire TV:

Amazon Fire TV Voice Remote: Press and hold the **Voice**  button on your remote and then say a title, actor name, character name or genre. Or, manually select the **Search** option on the Home screen.

Fire TV Remote App: Press and hold the **Voice**  icon, drag the icon down and then say a title, actor name, character name or genre. You can also manually enter search terms using the on-screen keyboard.

Amazon Fire TV Remote: Select **Search** from the Home screen and use the on-screen keyboard to enter search terms.

You'll see search results from Amazon Video and other video services, based on your account information and the apps installed on your device.

From the search results, select a movie or TV show to view its video details and purchase options. Amazon displays the best offer available from Amazon and other apps. You can select **More Ways to Watch** to see additional options.

If a movie or TV show is available to watch with another video app (like Netflix or Hulu), you can select that option to open the app and start watching from there. Some of these providers may require additional authentication or subscription fees through their apps.

To purchase the video, select **Buy** or **Rent** and follow the on-screen instructions.

After your order is complete, select **Watch Now** to start playback.

When you select **Buy**, you're purchasing a video to own. When you select **Rent** (for movies), you have a set rental period to watch the video.

If you're an eligible Prime member, you can watch movies and TV shows from Prime Video at no additional cost. Select **Prime Video** from the main menu or add the phrase "Prime only" to a voice search to narrow your results to available Prime Video titles. For example, say "action movies Prime only".

You can also select **Add to Watchlist** from the video details for a movie or TV show. With Watchlist, you can save Amazon Video titles you want to watch later in one place for easy access.

Use Display Mirroring on Amazon Fire TV

You can wirelessly display your compatible phone or tablet screen and audio on your Amazon Fire TV device.


You can mirror your display on most phones or tablets that support Miracast. Some of these devices include:

Fire phone

Fire HDX Tablets

Devices running Android 4.2 (Jelly Bean) or higher (performance may vary).

Before you begin, make sure your Amazon Fire TV device and Miracast-enabled device are turned on and within 30 feet of each other. If your Miracast device isn't registered to the same Amazon account as your Fire TV, also make sure both devices are connected to the same Wi-Fi network.

To quickly start display mirroring, press and hold the **Home**  button on your Amazon Fire TV remote and select **Mirroring**. Then connect your compatible device. Press any button on the remote to stop Display Mirroring.

Here also are detailed connection steps, depending on your Miracast-enabled device:

Device	Steps
Compatible Fire HDX tablet	<p>Swipe down from the top of the screen to open Quick Settings and then tap Settings.</p> <p>Tap Display & Sounds and then tap Display Mirroring.</p> <p>Select your Amazon Fire TV device. It may take up to 20 seconds for your Fire tablet screen to appear on your TV screen. To stop mirroring your Fire tablet, tap Stop Mirroring.</p>
Fire phone	<p>Open Quick Actions.</p> <p>Under Display select Share your screen via Miracast.</p> <p>Select your Amazon Fire TV device. It may take up to 20 seconds for your Fire phone screen to appear on your TV screen.</p> <p>Tap Stop Mirroring to stop mirroring the screen of your phone.</p>
Android device running 4.2 or higher	<p>On your Amazon Fire TV device, select Settings > Display & Sounds > Enable Display Mirroring.</p> <p>On your Android device, connect to your Amazon Fire TV.</p> <hr/> <p>If you need more information about connecting, contact technical support for your Android device.</p> <hr/> <p>Press any button on the remote to stop Display Mirroring.</p>

Use Second Screen on Amazon Fire TV

Second Screen gives you the option to connect your Amazon Fire TV device to your Fire tablet or Fire phone, so you can watch Amazon Video or view your photos across both device screens.

Second Screen links your compatible Fire tablet or Fire phone display screen to your Amazon Fire TV or Fire TV Stick display.

You can then use your tablet or phone to send Amazon Video titles and photos to your TV screen. You can also control video playback or learn more about the currently playing video with X-ray for Movies and TV shows.

Second Screen is compatible on these devices:

- Kindle Fire HD 2nd Generation
- Kindle Fire HDX
- Fire HD 6
- Fire HD 7
- Fire phone


Before you begin:


Make sure your phone or tablet and your Amazon Fire TV device are connected to the Internet. For the best performance, connect both devices to the same network.




Make sure both devices are registered to the same Amazon account.

Turn on Second Screen Notifications in your Amazon Fire TV Settings. Go to **Settings > Display & Sounds > Second Screen Notifications**.

To use Second Screen with Amazon Video:

From your phone/tablet, find an Amazon Video title you want to watch. A **Send To**  icon displays on the **Watch** button.

Tap **Send To**  and select your Amazon Fire TV device from the list to start playing the video on your TV.

While watching, you can control playback by tapping the **Play** , **Pause**  or **Jump Back**  buttons on your phone/tablet screen or by using the video progress bar to fast-forward or rewind.

If the movie or TV show includes X-ray, you can open that option to view information about the actors, characters, music and more on your phone/tablet screen. To learn about X-Ray, go to [View Actor and Scene Information on Amazon Fire TV Devices](#)


You can exit the Second Screen experience to perform other tasks on your phone/tablet while the video continues to play on your TV.

To go back to Second Screen mode, swipe down from the top of the screen to open your notifications view and select the video. Then tap **Join Now** to rejoin the playback session.

To use Second Screen for photos and personal videos:

Tap **Photos** on the Home screen from your phone/tablet.

Swipe from the left edge of the screen and then select a category under **Library** or select a specific photo album.

Tap the **Send To**  icon (at the top right) to display the album on your TV.

To learn more, go to [View Photos & Personal Videos](#).

View Actor and Scene Information on Amazon Fire TV Devices

Use X-Ray to quickly peek at or explore movie information in-depth on your Amazon Fire TV device. X-Ray is available on Amazon Fire TV and Fire TV Stick.


X-Ray for Movies and TV Shows helps you discover and learn more about actors and characters in a scene while watching video on your Amazon Fire TV device. X-Ray will also identify music in the scene as it plays.

You can view X-Ray information directly on your Amazon Fire TV device or on other compatible devices, such as a Fire Tablet. To learn more about viewing X-Ray information on other compatible devices, go to [Use Second Screen on Amazon Fire TV](#) .



If a movie or TV show has X-Ray available, you'll see **View All X-Ray** next to **Options** in the video controls. X-Ray is only available on Amazon Instant Videos and Prime Instant Videos. Not all videos have X-Ray.


To view X-Ray information on your Amazon Fire TV device while an X-Ray supported video is playing:

To do this...	Try this...
Peek at information about the current scene, such as the song playing or involved actors, and continue video playback.	Open X-Ray Quick View: Press Up or Pause on your Amazon Remote. <hr/> Press Down to hide X-Ray Quick View.
Look at in-depth information about actors and songs, as well as characters and trivia.	Open Full Screen X-Ray: Open X-Ray Quick View by pressing Up or Pause on your Amazon remote. Press Up .
Close Full Screen X-Ray and resume video.	Press Play on your Amazon remote.
Skip between scenes.	Open X-Ray Quick View by pressing Up or Pause on your Amazon remote. Press Up to open Full Screen X-Ray. Select Scenes , then scroll through the video tiles.


X-Ray 

[In Scene](#) [Actors](#) [Characters](#) [Music](#) [Trivia](#) [Scenes](#)


Bosch
Press  to resume 




Titus Welliver Harry Bosch
Known for: *Argo*, *The Town*, *Transformers: Age of Extinction*, *Gone Baby Gone*




Rob Brownstein
Nicholas Trent



Jaime Hector
Jerry Edgar



Annie Wersching
Julia Brasher



Amy Aquino
Lt. Grace Billets

Turn On Closed Captions

You can turn on closed captions ("CC") to display the audio for movies and TV shows as text on-screen.

Videos with closed captions available feature a "CC" symbol in the video details.

Most videos that support closed captions include English text; however other languages may also be available. You can view available languages under **Captions and subtitles** in the video details.


To watch a video with closed captions:

Start playing the video.

Press the **Menu**  button on your Amazon Fire TV remote or the Fire TV Remote app.

Select **Turn Captions On**.

After you turn captions on, use the left or right arrows on your remote trackpad to set captions options, including font size and colour scheme. Your selections apply to all videos you play until you change them. You can also manage closed captions preferences from your [Amazon Video Settings and Devices](#) (Amazon.co.uk full site)

Press the **Menu**  button again to return to video playback with captions on.

To turn captions off, press the **Menu** button and select **Turn Captions Off**.

Contacting Your TV Manufacturer

If you're having trouble watching videos in 4K Ultra HD on your Amazon Fire TV (2nd Generation), you may need to contact your TV's manufacturer for more help.

Some issues with 4K Ultra HD playback are related to your TV's system settings or hardware.

To watch videos in 4K Ultra HD on Amazon Fire TV (2nd Generation), your Ultra HD TV and HDMI port(s) need to support HDCP 2.2. For more information about HDCP, go to [About Content Protection](#).

You can visit the support website for your device manufacturer if you need additional help confirming whether your TV supports HDCP 2.2.

Device	Device Support Website
JVC	http://www.jvc.co.uk/contact.php
LG	http://www.lg.com/uk/support
Panasonic	http://www.panasonic.com/uk/support.html
Samsung	http://www.samsung.com/uk/support/
Sony	http://www.sony.co.uk/support/en

Play Games & Apps

From your Amazon Fire TV device, shop for and download Amazon Appstore games and apps.

In This Section

[Buy, Download and Uninstall Games & Apps](#)

[Play Games & Apps](#)

[Turn Off In-App Purchasing](#)

[About GameCircle](#)

Buy, Download and Uninstall Games & Apps

Shop for, buy, download and uninstall games and apps from your Amazon Fire TV device.

To buy or download games and apps, you need to have a 1-Click payment method set up. To learn more, go to [Change Your 1-Click Settings](#).

Find the game or app you want to buy by browsing the categories under **Games** or **Apps** on the main menu. You can also search for a game or app:

Amazon Fire TV Remote: Select **Search** from the Home screen and use the on-screen keyboard to enter search terms.

Amazon Fire TV Voice Remote: Press the **Voice**  button on your remote to search using your voice. Or select **Search** from the Home screen to use the on-screen keyboard.

Fire TV Remote App: Press and hold the Voice  icon, drag the icon down and then say the name of a game or app. You can also tap the Keyboard icon to use the on-screen keyboard.

From your search results, select a game or app to view its overview page. On the overview page, you can see the **Works with** box, which describes system and controller compatibility:

Fire TV Stick (only visible on Fire TV Stick)

Fire TV Remote (both Amazon Fire TV Remote and Amazon Fire TV Voice Remote)

Amazon Fire TV Game Controller

Tablet Games on Fire TV (requires a game controller or mouse)

To learn more about compatible game controllers, visit www.amazon.co.uk/mfkcontrollers.

Select **Buy**, or if the app is free, select **Free**.

You can choose to purchase your game or app with your 1-Click payment method or any Amazon Coins you have in your account. Once purchased, your game or app automatically begins downloading. When the download is complete, the purchase button changes to **Open**.

Select **Open** launch the app or game.

The games and apps you purchase are available in **Your Games Library** or **Your Apps Library** under the **Games** and **Apps** categories on the main menu.

The first time you open **Games** from the menu, you can choose to "Get the free games Fire TV owners use most in one step". If you choose to get these games, they all download to your device at the same time. You can also select **Skip** to go directly to the main **Games** screen.

Uninstall Games & Apps

You can uninstall games and apps from your Amazon Fire TV device or external storage.

To uninstall game and apps from your Amazon Fire TV device:

From the **Home** screen, select **Settings > Manage All Applications**.

To see the apps stored on your device, select **Fire TV**.

If you have a compatible external storage device connected, you also have the option to select that device (**USB Storage** or **MicroSD Storage**) to view and manage apps stored there.

Scroll up or down to find the app you want to uninstall, and select it.

Select **Uninstall**, and then follow the onscreen instructions.

You can find and reinstall your apps and games by opening **Your Games Library** or **Your Apps Library** from the **Games** or **Apps** categories on the main menu.

If you're running out of space for games and apps on your Amazon Fire TV, you can add external storage. Go to [About External Storage for Amazon Fire TV](#) for more information.

Play Games & Apps

Play purchased games and apps from your Amazon Fire TV device. Your purchased games and apps can be found in **Your Games Library** or **Your Apps Library**.

Some games and apps can be played with the remote, while others require you to pair the Amazon Fire Game Controller or a compatible wireless game controller to your Amazon Fire TV device.

When searching for games and apps, you can filter the search results by:

Fire TV Stick (only visible on Fire TV Stick)

Fire TV Remote (both Amazon Fire TV Remote and Amazon Fire TV Voice Remote)

Amazon Fire Game Controller

Tablet Games on Fire TV (requires a game controller or mouse)

To learn more about compatible game controllers, visit www.amazon.co.uk/mfkcontrollers.

To do this...	Try this...
Find which controllers are compatible with a game	<p>Navigate to a game and then select More Info.</p> <p>In the Works With box, you will see controller information.</p> <hr/> <p>The Fire TV Remote App is not designed to play games. Some games may work, but performance will vary.</p>
Launch a game or app	<p>From the Home screen, select Games or Apps.</p> <p>Under Your Games Library or Your Apps Library, you'll find your purchased games and apps.</p> <p>Select a game or app to begin using or playing the game or app.</p>
Play Tablet games on Amazon Fire TV devices	<p>These games require an Amazon Fire Game Controller or mouse to be played. To learn more, go to Game Controller Basics or Use a Keyboard or Mouse with Amazon Fire TV.</p> <p>To find a tablet style game:</p> <p>From the Home screen, select Games</p> <p>Filter by Tablet Games on Fire TV</p> <p>To play a tablet style game with a game controller:</p> <p>Left joystick: Move "mouse" pointer</p> <p>A button: A single tap or click</p> <p>B button: Back (if available)</p> <p>Left shoulder button: Decrease cursor speed</p> <p>Right shoulder button: Increase cursor speed</p> <p>To play a tablet style game with a mouse:</p>

To do this...

Try this...

Left Click: A single tap or click.

Mouse Movement: Move "mouse" pointer.

Turn Off In-App Purchasing

You can prevent accidental in-app purchases by turning on Parental Controls.

When purchasing is enabled, you can purchase items (such as in-game currency or premium unlocks) within a free or paid app. These items unlock additional functionality, such as new levels in a game, or allow you to purchase subscriptions and more. If you don't want in-app items to be purchased while using a game or app, you can disable the option on your Amazon Fire TV device.

From the **Home** screen, select **Settings > Parental Controls**.

Press the **Select** button again to change the button to **ON**.

Enter your Amazon Parental Controls PIN (if you already have one) or create a new one, and then select **Next**.

Parental control options will display.

If you forget your PIN, visit www.amazon.co.uk/PIN to reset your Parental Controls PIN.

Select **PIN Protect Purchases** to change the button to **ON**.


With Parental Controls enabled, all purchases on your Amazon Fire TV device will require a PIN.

About GameCircle

Amazon GameCircle enhances your gaming experience by storing your achievements, high scores and time played in the Cloud, so you can compare with your friends and other GameCircle users.

When you open a GameCircle-enabled game, a **Welcome Back** message displays. To see more

information, press the **Home**  button on your remote.

On Amazon Fire TV (1st Generation) Game Controllers, you can also press the **GameCircle**  button to launch GameCircle.

For games and apps that use Whispersync for Games, GameCircle syncs your game progress across all your Amazon Fire devices.

Hide Your GameCircle Profile

You can hide your gaming information from the GameCircle Settings screen.

While your profile is hidden, you will not be able to send or receive friend requests, or view other users' profiles.

From the **Home** screen, select **Settings > Applications > Amazon GameCircle**.
Select **Share your GameCircle Nickname** so that the feature is turned **Off**.

Listen to Music

With Amazon Music, you can listen to songs purchased from the Digital Music Store or imported to Your Music Library on your Amazon Fire TV device.

In This Section

[Listen to Music](#)

[Listen to Prime Music with an Amazon Fire TV Device](#)

Listen to Music

Browse and stream your music from your Amazon Fire TV device, including songs you've purchased from the Amazon Digital Music Store or imported to your music library. If you're an eligible Prime member, you can also access Prime Music from your library.


To stream Amazon Music, your Amazon Fire TV device must be authorised to your Amazon account. You can have up to 10 devices authorised to your account and each device can be authorised to one Amazon Music account at a time. To learn more, go to [Authorise Your Device](#).

The Digital Music Store is currently not available on Amazon Fire TV devices. However, you can stream music you've already purchased or imported to your music library.

If you're an Amazon Prime member, you can listen to Prime Music at no additional cost. Go to [Listen to Prime Music with an Amazon Fire TV Device](#) for more information.

From the Home screen, select **Music**.

Browse for music in the **Recently Played** list or browse by **Playlists**, **Artists**, **Albums** or **Genres**. Use the alphabet key at the top of the screen to browse quickly.

You can also use voice search to find your music. Press and hold  button on your remote and say an artist's name, album title, playlist title or song title.

Select a playlist, artist, album or song to start playback. Use the playback controls on your remote to play, pause, fast-forward or rewind.

Exit to the Home screen at any time--your music keeps playing while you view photos or play games and you can continue to use your remote to control playback.

While browsing your music, press the Menu button on your remote to quickly return to the currently playing song.

Listen to Prime Music with an Amazon Fire TV Device


If you're an eligible Prime member, you can listen to Prime Music from your Amazon Fire TV or Fire TV Stick.

To listen to Prime Music, you must be an eligible Prime member.

To listen to Prime Music:

From the **Home** screen, select **Music**.

Select **Your Prime Playlists** . Or, select a Prime album from **Your Albums**.

You can also use voice search to find Prime Music. Press and hold the  button and then say an artist's name, album title, playlist title or song title.

Select a playlist, album, or song to start playing. Use the playback controls on your remote to play, pause, forward or rewind the music. You can also shuffle individual albums or playlists.

At this time, the option to shuffle all of your Prime Music is not available.

You can only listen to Prime Music on one device at a time.

Manage Photos & Screen Savers

When you register your Amazon Fire TV device to your Amazon account, your Cloud Drive photos and personal videos are available on your Amazon Fire TV device.

In This Section

[View Photos & Personal Videos](#)

[Add Photos & Personal Videos to Cloud Drive](#)

[Set Screen Savers](#)

View Photos & Personal Videos


Any photos and personal videos you upload to Amazon Cloud Drive are automatically available on your Amazon Fire TV device when you register your Amazon account. You can also display photos and personal videos from some Fire Tablets and Fire phone.

You can disable access to your photos and personal videos by setting up Parental Controls. To learn more, go to [Set Up Parental Controls](#). However, if you view your images/videos then a thumbnail of your photo/video will still show up in your recently viewed items. This content will still be blocked if you restrict photos in Parental Controls.

To view photos and personal videos from your Cloud Drive:

- a. From the Home screen, select **Photos**.
- b. Navigate the lists:


All - Scroll right and left to view thumbnails of all of your photos and videos. Use the filters at the top to jump to a specific year or month. Select a photo or video to view the full-sized version, and then scroll right and left to continue viewing the full-sized versions of your photos and videos.

Press the **Back**  button on your remote to return to the thumbnails.

Favourites - All of the photos or videos that you have added to your Favourites list. To add an item, select **Add to Favourites** below an individual photo or video. You can also filter by **Favourites** in an album.

Albums - Select an album to view the photos and videos in it.

Videos - Select a video to watch it. Use the playback controls on the remote to pause, play, rewind, and forward.


While viewing a collection of photos or videos, press the Menu  button to sort by **Date Taken** or **Date Uploaded**. You can also sort images by **Newest First** or **Oldest First**.

To display photos and personal videos directly from your compatible device:

- a. Compatible Fire devices include:

- Kindle Fire HD
- Kindle Fire HDX
- Fire HD 6
- Fire HD 7
- Amazon Fire phone

From your device, tap **Photos**.

- b. Swipe from the left edge of the screen, and select a category or album.
- c. Tap the Second Screen  icon at the top to display your photos and/or videos on your TV. To learn more, go to [Use Second Screen on Amazon Fire TV](#).

View Slideshows

From your Amazon Fire TV device, you can launch a full-screen slideshow of your photos on your TV.

From the **Home** screen, select **Photos**.

Select an album, and then select **Start Slideshow**.

The album slideshow automatically advances through photos and personal videos located in the current album or list you are viewing.

Your slideshow automatically restarts when it reaches the end.

Press left or right to go forward or back in the album at your own speed.

You can manage your Slideshow settings by pressing the **Menu** key on your remote. Adjust settings like, slide style, slide speed, and start time, while you preview the Slideshow in the background. Press the **Menu** key again to exit.

For personal videos, the first frame of the video will display as a photo in the slideshow.

Add Photos & Personal Videos to Cloud Drive

Download the Amazon Cloud Drive mobile app to add photos and personal videos (under 20 minutes long) from your mobile device to your Cloud Drive account. This will enable you to view your photos and personal videos on other devices that are registered to the same Amazon account, such as your Amazon Fire TV device.

From the Home screen, select **Photos > Add Photos & Videos**, and follow the onscreen instructions:

- a. Select Get the Mobile App for iOS or Android.
- b. Enter your mobile number to receive a text message that includes a link to install the app.
- c. Check your mobile device for the message, and then tap the link to automatically go to the Cloud Drive app detail page in the Apple App Store or Google Play Store.
If you don't receive the message, select **Send Again** or **Send to a Different Number**.
- d. After installing the app, open it and sign in with your Amazon account.
- e. Accept the prompt to turn on **Auto-Save**. This will allow the photos and videos on your mobile device to be added to your Amazon Cloud Drive and be available on your Amazon Fire TV device.

You can also download the mobile app from www.amazon.co.uk/cloudriveapp.

Set Screen Savers

You can customise the screen saver on your Amazon Fire TV device by selecting your most recent 500 photos or an album from Amazon Cloud Drive.

Any photos and personal videos you upload to Amazon Cloud Drive are automatically available on your Amazon Fire TV device when you register your Amazon account. To add photos to your Cloud Drive account from a mobile device or desktop computer, you can install the Cloud Drive app or you can add photos through your web browser. To learn more, go to [Add Photos & Personal Videos to Cloud Drive](#).

From the **Home** screen, select **Photos** to view your photo albums.

Select a photo or album, and then select **Set As Screen Saver**.

Pick your Screen Saver settings, such as the slide style, slide speed, and start time, while you preview the Screen Saver.

The screen saver will launch when your Amazon Fire TV device is left idle.

You can also set your Screen Saver settings through the Settings menu: press the **Home** button, and then select **Settings > System > Screen Saver**.

Sharing Content On Amazon Fire TV Devices

You can use Family Library on your Amazon Fire TV device to share your Prime Instant Video, games and apps with one other adult in an Amazon Household.

To share content with one other adult, invite them to your Household in Family Library. Go to [About Family Library](#) for more information.

After you have added one other adult to your Household, you can sync the shared content on the Amazon Fire TV device.

Go to **Settings > Account > Sync Content**.

You can share the following content in a Household on Amazon Fire TV devices:

- Free and purchased games compatible with Amazon Fire TV devices

- Free and purchased apps compatible with Amazon Fire TV devices

- Payment methods (managed at [Manage Your Content and Devices](#) (Amazon.co.uk full site))

You **cannot** share the following content in a Household on Amazon Fire TV devices:

- Purchased or rented Amazon Instant Videos

- Purchased Amazon Music

- Prime Music

- Third Party App Content or Information

- Games and apps on USB storage on different Amazon Fire TV devices

Use Amazon Fire TV in a Different Country

Amazon Fire TV devices are supported in some countries outside of the UK.

You can take your Amazon Fire TV device with you if you are moving or travelling to certain countries outside of the UK. Your Amazon Fire TV device will work in the following countries:

United States

United Kingdom (UK)

Germany

Austria (Fire TV Stick only)

In order to use your device outside of the UK, you need to change the Country Settings for your Amazon account.

When you change the country for your Amazon account, you will no longer be able to access any of your purchased or rented videos from Amazon Instant Video. Your purchased videos will still be available in the original country if you change back to that country, but any rented videos will be unavailable.

Some apps and games may not work in your new country. If you have any questions about app compatibility, contact the app developer for more information.

To change your country settings:

Go to the **Settings** tab in [Manage Your Content and Devices](#) .

Under Country Settings select **Change**.

Enter your new address.

Choose a supported country for Amazon Fire TV and then select **Update**.

In the notification that appears, select **learn more** and then select **Transfer your Kindle account to**.

On your Fire TV device, go to **Home > Settings > My Account**. Select **Deregister**. Return to My Account and select **Register**.

You can now use your Amazon Fire TV in the supported country.

Features and content will differ by region. Please see the product detail pages on our Amazon international sites for more information about the availability of apps, TV, movies, music, and more in those regions.

Visit our international help pages for more information:

[Amazon.com Fire TV Help](#)

[Amazon.de Fire TV Help](#)

Amazon Fire TV (2nd Generation) Device Power Consumption

Mode	Power Consumption (in Watts)
Sleep (Networked Standby)*	2.2 W
Sleep, Ethernet (Networked Standby, Ethernet)*	2.7 W
Developer Options > Disable Wifi (Standby)	0.2 W

*Automatically enters "Networked Standby" after 20 minutes of inactivity. "Networked Standby" mode can be entered immediately by holding the **Home** button on the Amazon Fire TV remote for two seconds and selecting **Sleep** on the pop-up menu.