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Troubleshooting Your Music Library on Kindle Fire 1st Generation

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Try these troubleshooting steps for resolving issues with Your Music Library on your Kindle Fire.

Orders

Issue	Resolution
I'm being asked to enter credit card info to purchase free music.	Go to the following link to set up your Digital 1-Click payment method: http://www.amazon.com/payment We ask our customers to enter a payment method for all purchases, including free purchases, to set up a digital 1-Click payment method and to verify a U.S. billing address.
I want to check if my promotional balance was used on my order.	Check the order confirmation email or view your order details in Your Account (https://www.amazon.com/your-account). Your available promotional balance will be deducted from eligible purchases before any amount is charged to your credit or debit card.
I'm traveling internationally. Will I be able to purchase music from the Digital Music Store?	U.S. customers can purchase and download music while traveling internationally. Digital Music content is only available to U.S. customers.

Playing Your Music

Issue	Resolution
I want to play my music.	Tap "Music" from the Home screen and select "Library." Your compatible music (.mp3 and .m4a file types) can be streamed or downloaded from the Cloud Library. Tap any song in a list to start playback.
I'm not seeing any of my music in the Library.	**Select "Cloud" from the Library.** The "Device" tab will only display music that's been downloaded to your Kindle Fire. Compatible music stored in Your Music Library can be found in the "Cloud" tab. **Refresh Your Music Library.** From the Music app, tap the Menu icon and select "Settings," then "Refresh Cloud Player." **Verify your Kindle Fire is registered using the same email address and password used to originally purchase music or upload music to Your Music Library.** Your Kindle Fire must be registered to the same account used to

	make MP3 purchases or upload music to Your Music Library.
Some of my music is missing from my library.	Check the "Recently Added" playlist under the Device tab If your music was downloaded instead of saved to Your Music Library, your music will be found in the "Recently Added" playlist under the Device tab.
I can't stream my music.	**Check the Date & Time** From the Home screen, tap the **Quick Settings** ⚙ icon, and then tap **More**. Tap **Date & Time**, and then tap **ON** next to Automatic. **Check your Wi-Fi connection.** If your Wi-Fi connection is weak or drops suddenly, you may not be able to stream music from Your Music Library. We recommend a stable Wi-Fi connection to stream your music.

Download Issues

Issue	Resolution
I got an error message saying I don't have enough memory to download.	Delete some downloaded content to make room for your music. You can delete downloaded content from the on-device memory by selecting the "Device" tab of any Library and long pressing individual items, then selecting to "Remove" option. Once you have enough available on-device memory, redownload from your download queue. You can find your download queue by tapping the Menu icon and selecting "Downloads."
I can't find my download.	Tap the Menu icon, select "Downloads" and tap the music to begin playing. Tap "Library," then "Device." Recently downloaded music will be available in the "Recently Added" playlist under the Device Library's Playlist tab.

My Wi-Fi signal dropped before my download completed.	Wait until your Kindle Fire has a strong Wi-Fi signal and retry the download from the download queue. Tap the Menu icon, select "Downloads" and tap the music you'd like to redownload, then select "Download."
I can't download my music from my library.	**Check the Date & Time** From the Home screen, tap the **Quick Settings** ⚙ icon, and then tap **More**. Tap **Date & Time**, and then tap **ON** next to Automatic. **Check your Wi-Fi connection.** If your Wi-Fi connection is weak or drops suddenly, you may not be able to download music from Your Music Library. We recommend a stable Wi-Fi connection to download your music. **Restart your Kindle Fire** Many issues with your Kindle Fire, such as a frozen screen or issues with downloading content, can be solved by restarting your device. 1. Press and hold the **Power** button for a full 40 seconds. Your Kindle Fire will shut down while you hold the Power button, which is normal. 2. After 40 seconds, release the **Power** button. 3. Press the **Power** button again to restart your Kindle Fire.

Adding and Deleting Content

Issue	Resolution
I have music on my computer or mobile device and I want to play it on Kindle Fire.	Upload your music to Your Music Library from your computer. Use the "Upload your music" feature from Your Music Library on your computer's web browser (http://www.amazon.com/musiclibrary). If your music is stored on a mobile device, first transfer your music to your computer via USB cable.
I'm seeing duplicate tracks in the Cloud tab and I want to remove them.	Visit Your Music Library (http://www.amazon.com/musiclibrary) from your computer's web browser and select the items you'd like to delete.