BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Amazon Photos

Back up, find, share and show every picture — explained in plain English, one tap at a time

A plain-English guide to the photo storage that comes with Prime

Take your time — looking around can't hurt a single picture

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For the Amazon Photos app on iPhone, Android, PC & Mac · facts current November 2026

What's Inside

This is your guide to Amazon Photos: what you get with Prime and without it, how to get your pictures backed up, and how to find, share, show and download them. Read it in any order and at your own pace; there's no test, and you can't fall behind. Every chapter explains what a feature does *for you*, with slow, step-by-step directions. Amazon redesigned its app in 2026, so if a screen looks a little different on yours, the idea is still the same.

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PART 1

Getting to Know Amazon Photos

What Amazon Photos is, what you get with Prime and without it, and how to see in two minutes exactly how much room you have.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you pay for Amazon Prime, you already own something many members never switch on: a safe place on the internet to keep every photo you take, at full quality, with no extra charge. It's called **Amazon Photos**. It quietly copies the pictures from your phone and computer, lets you find them again by typing a word like "beach" or "dog," and can show them on an Echo Show or on your TV when nobody is watching.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and few things matter more to folks than their family pictures. Phones get dropped, lost and replaced. Computers wear out. A second copy of your photos somewhere safe is one of the kindest things you can do for yourself and your family. I wrote this book the way I'd explain it at your kitchen table: slowly, in plain English, one tap at a time.

What this book covers

- **What Amazon Photos is**, and what you get with Prime and without it.
- **Storage plans and prices**, and what happens to your pictures if Prime ever ends.
- **Setting it up**: the phone app, Auto-Save, and the app for a Windows PC or Mac.
- **Finding your pictures**: albums, search, and the people and things Amazon can recognize.
- **Sharing with family**: sharing your storage, the Family Vault and shared groups.
- **Showing your photos** on an Echo Show and a Fire TV, and ordering prints.
- **Getting your photos back out**, your privacy settings, and the scams that borrow Amazon's name.

WHAT THIS DOES FOR YOU

What this book does for you

By the end, your phone's pictures will copy themselves to Amazon without you lifting a finger, you'll know how to find any one of them in seconds, and you'll be able to share them with family and see them on the big screen. You'll also know exactly what to do if you ever stop paying for Prime, so nothing is ever lost by surprise.

The honest "can't break it" promise

Opening the app, scrolling, searching, making albums and looking at your storage page can't harm a single picture. There are only a few moments that deserve a pause, and I'll flag each

one: **deleting** photos (in the app, deleting can remove the copy on Amazon too), **canceling Prime** (your free room shrinks to 5 GB) and **sharing** (be sure you pick the right person). I'll show you how to do those safely.

> **GOOD TO KNOW**
>
> **Facts current as of November 2026**
>
> The prices, plans and menus in this book were checked in November 2026, against Amazon's own help pages wherever possible. Amazon updates its app often, so if a button on your screen has a slightly different name, the idea is the same. Trust your screen, and check your own storage page (Chapter 4).

And you're never stuck alone. If you'd like a hand, call me at **(330) 200-8042** and we'll sort it out together. There's no such thing as a silly question about your own family pictures.

— Bill

CHAPTER 2

What Amazon Photos Is

Amazon Photos is Amazon's service for keeping your pictures and videos safe on Amazon's computers, which people call "the cloud." You put the free Amazon Photos app on your phone, tablet or computer, sign in with the same email and password you use to shop on Amazon, and the app copies your pictures up. From then on you can see them on any of your devices, or in a web browser at **amazon.com/photos**.

It isn't a replacement for the camera or the Photos app that came with your phone. Those keep working just as before. Amazon Photos sits alongside them and keeps a **second copy**, so if the phone is lost, broken or traded in, your pictures are still waiting for you.

A few words worth knowing

Word	What it means
The cloud	Amazon's computers, reached over the internet. Your photos are stored there, not just on your phone.
Upload	Copying a photo from your device up to Amazon Photos.
Auto-Save	Amazon's name for automatic uploading. When it's on, new photos copy themselves to Amazon (Chapter 9).
Download	Copying a photo from Amazon back down to a phone or computer (Chapter 22).
Full resolution	The full, original quality of the picture, with nothing shrunk or squeezed.
GB and TB	Gigabytes and terabytes: measures of storage space. 1 TB is 1,000 GB. A phone photo is a few megabytes (MB), and a video is far bigger, so 5 GB fills up much faster with videos.
Album	A small group of photos you pick, like "Christmas 2026."
Family Vault	A shared Amazon Photos space that lets a Prime member give family members a place to save their pictures too (Chapter 16).
Shared group	A private group you invite people into, so everyone can see and add photos (Chapter 17).

Where Amazon Photos works

Device	How
iPhone and iPad	The free Amazon Photos app from the App Store.
Android phones and tablets	The free Amazon Photos app from the Google Play Store.

Device	How
Windows PC or Mac	The free Amazon Photos desktop app, or any web browser at amazon.com/photos.
Fire tablet	The Photos app is built in.
Echo Show and Fire TV	Show your photos as a slideshow or screensaver (Chapters 19 and 20).

TIP

Amazon Drive is gone; Amazon Photos isn't

Amazon used to offer a general file-storage service called Amazon Drive. Amazon retired it, and its help pages now explain the change. Amazon Photos was not retired: it's still the home for your pictures and videos. If someone tells you "Amazon stopped storing photos," they're mixing the two up.

CHAPTER 3

What You Get, With Prime and Without It

Anyone with an Amazon account can use Amazon Photos. What changes is how much room you get. Here it is in plain words.

	With Amazon Prime	Without Prime
Photos	**Unlimited**, at full resolution	Count toward 5 GB in total
Videos	5 GB of video storage	Count toward the same 5 GB
Extra room	Can buy a storage plan for more videos	Can buy a storage plan
Share with family	Can share the unlimited photo storage	Can share a paid plan

What "unlimited photos" really means

If you're a Prime member, you can upload as many **photos** as you like and Amazon keeps them at their original quality. That's genuinely generous. The catch is **videos**: they're big, and Prime includes only 5 GB for them. A few long home movies can fill 5 GB quickly, and Amazon says videos count toward your limit for everyone, Prime or not. Chapter 5 covers what to do if videos outgrow the free room.

HEADS UP

Prime pays for the photos

The unlimited photo storage belongs to your Prime membership. If Prime ends, your free room drops to 5 GB for everything. Your pictures aren't wiped the moment that happens, but there are rules, and they're worth knowing ahead of time (Chapter 7).

What Prime costs

In the U.S., Prime is **$14.99 a month** or **$139 a year**. Photos are just one part of it, along with free shipping, Prime Video and more. My Your Amazon Account manual covers Prime itself in detail. This book is only about the photo side.

CHAPTER 4

Check How Much Room You Have

Before you change anything, take two minutes to see what you have. Amazon shows your storage on one screen: how much you're using, how much is left, and whether you have a paid plan.

On a computer

1. Open your web browser and type **amazon.com/photos** into the address bar at the top. (Type it yourself; don't follow a link in an email.)
2. Sign in with your Amazon email and password if asked.
3. Look for your **storage** details. Amazon's help page calls this "How much storage do I have" and shows the space used by photos, videos and anything else.

On a phone

1. Open the **Amazon Photos** app.
2. Tap your **Profile** icon (a small round picture or initial at the top of the screen).
3. Your storage use is shown on the profile screen, with an option to get more storage.

Write these down

What to note	Where it shows
Prime or not?	Your Amazon account page shows Prime membership and its renewal date.
Video space used	Out of 5 GB, or out of your paid plan.
Paid storage plan?	If yes, its size and monthly price.
Which email	The Amazon email you signed in with. Family members each use their own.

TIP

Signed in with the right account?

Many households have two Amazon accounts, or an old one nobody remembers. If your photos seem to be "missing," check which email the app is signed in with. Pictures saved under one account won't show up when you're signed in to the other.

PART 2

Storage Plans, Prices and Prime

When the free room is enough, when a small monthly plan makes sense, and exactly what happens to your pictures if Prime ever ends.

CHAPTER 5

Amazon Photos Storage Plans and Prices

If you're a Prime member who mostly takes photos, you may never need to pay a penny more. A storage plan is for people who have **lots of videos**, or who don't have Prime and have more than 5 GB of pictures. Plans are added on top of whatever you already get.

The plans Amazon lists

Plan	Price (U.S.)	Good for
100 GB	about $1.99 a month	A few years of family videos
1 TB	about $6.99 a month	A big video collection, or a whole family's pictures
2 TB	about $11.99 a month	Very large collections

GOOD TO KNOW

Check the price on your own screen

These are the U.S. prices Amazon published in 2026. Amazon has offered other sizes over the years, and since July 2020 its plans have been billed **monthly** rather than yearly. Before you buy, look at the price shown on your storage page, which is always the current one.

Buy or change a plan

1. On a computer, go to **amazon.com/photos** and open your storage details. In the phone app, tap your **Profile** icon.
2. Choose the option to get more storage.
3. Pick the plan size you want and confirm. Amazon charges the card on your Amazon account.
4. Your new storage limit applies **right away**.

If you switch from one paid plan to another, Amazon says you get a prorated refund for the unused part of the old plan and pay the full price of the new one.

HEADS UP

A storage plan is a separate monthly charge

A storage plan doesn't come with Prime and doesn't end when Prime does. It shows on your card as its own charge, and you'll find it in your Amazon account under **Memberships & subscriptions**. That's also where you cancel it.

CHAPTER 6

Which Choice Is Right for You

Here's my honest, plain-English guide. Find the line that sounds like you.

If you're...	My suggestion
Prime member, mostly photos	You're set. Turn on Auto-Save for photos (Chapter 9) and enjoy it. No plan needed.
Prime member, lots of videos	Either save only photos and keep videos elsewhere, or add the 100 GB plan. Check how much video you have first (Chapter 4).
No Prime, a small collection	The free 5 GB may be enough for a few years of pictures.
No Prime, a big collection	Compare a storage plan with what you may already pay for, such as iCloud, Google One or Microsoft 365. It's easy to end up paying twice for the same job.
A whole family	One Prime member can share photo storage with the family (Chapter 16).

TIP

You can use more than one service

Plenty of people keep their pictures in Apple's iCloud or Google Photos and also turn on Amazon Photos as a free second copy, because Prime already pays for it. Two copies in two places is a sensible safety net. My Apple Photos and Google Photos manuals cover those services.

Is Prime worth it just for photos?

Probably not on its own. Prime costs $139 a year, and if you only want photo storage, a small plan from Amazon or another company costs far less. But if you already have Prime for shipping or Prime Video, the photo storage is a real benefit you've already paid for, and it would be a shame to waste it.

CHAPTER 7

What Happens If Prime Ends

This is the question I'd want answered before trusting any service with my pictures, so here's Amazon's own answer, in plain words.

Amazon's rules

- If you cancel Prime (or cancel a storage plan), you keep **5 GB of free storage**.
- If what you've stored is bigger than 5 GB, your account becomes **over quota**.
- While you're over quota, you can still **sign in, view and download** the photos and videos already there.
- You **can't upload** anything new until you free up space or add storage.
- Amazon's file retention policy says that after **180 days** over quota, files can be deleted, starting with the newest, until the account is back under its limit. Amazon says it notifies you first.

HEADS UP

Don't wait if Prime is ending

Six months sounds like plenty of time, but it slips by, and the warning email is easy to miss or to mistake for spam. Treat it as a firm rule: **download your photos soon after Prime ends**, or add a storage plan. Chapter 22 shows you how to get everything out.

A calm plan before you cancel Prime

1. Check how much you've stored (Chapter 4). If it's under 5 GB, nothing changes for you.
2. If it's more, decide: keep a storage plan, or download everything first.
3. To download everything, use a computer (Chapter 22), and save the pictures to the computer and to a USB drive.
4. Make sure your photos are also in your phone's own photo app or another service before you remove anything from Amazon.
5. Only then cancel Prime, from **Account & Lists** > **Prime Membership** > **Manage membership**.

TIP

If Prime ended by accident

If a card expired and Prime lapsed, update the card and rejoin Prime; the unlimited photo storage is a Prime benefit, so it comes with the membership. While you sort it out, you can still view and download what's there.

PART 3

Getting Set Up

Putting the app on your phone, turning on Auto-Save so your pictures copy themselves, and backing up the photos on your computer.

CHAPTER 8

Install the Amazon Photos App on Your Phone

The app is free. You'll sign in with your **Amazon** email and password, the same ones you use to shop. There's no separate account to make.

On an iPhone or iPad

1. Open the **App Store** (the blue icon with a white "A").
2. Tap **Search** at the bottom and type **Amazon Photos**.
3. Look for the app named **Amazon Photos: Photo & Video**. Check that the maker listed under it is Amazon.
4. Tap **Get**, then confirm with Face ID, Touch ID or your Apple Account password.
5. Open the app and sign in with your Amazon email and password.

On an Android phone or tablet

1. Open the **Play Store** (the colorful triangle).
2. Tap the search bar and type **Amazon Photos**.
3. Pick the Amazon Photos app made by Amazon, and tap **Install**.
4. Open the app and sign in with your Amazon email and password.

Let the app see your photos

The first time you open it, your phone asks whether Amazon Photos may use your pictures. This permission is what lets it back them up.

Phone	What to choose
iPhone	Choose **Allow Full Access**. If you choose a few photos only, the rest won't be backed up. You can change it later in **Settings** > **Apps** > **Amazon Photos** > **Photos**.
Android	Choose **Allow** for photos and videos. If you said no, change it in the phone's **Settings** > **Apps** > **Amazon Photos** > **Permissions**.

SCAM ALERT

Only from the official store

Get the app only from the App Store or Play Store, and check that the maker is Amazon. Never install a "photo backup" app because a pop-up, text or caller told you to.

CHAPTER 9

Turn On Auto-Save

Auto-Save is the most important switch in this whole book. When it's on, every new photo you take copies itself up to Amazon. You don't have to remember a thing.

On an Android phone

1. Open the **Amazon Photos** app.
2. Tap your **Profile** icon at the top right.
3. Tap the **Settings** icon (a gear) at the top right.
4. Tap **Upload Settings**.
5. Under **Auto-Save**, switch **Save** on for photos, and for videos too if you want them.
6. To include every folder on your phone (screenshots, saved pictures and so on), choose the device folders to save, or switch **Save all device folders** on.

On an iPhone

1. Open the **Amazon Photos** app.
2. Tap your **Profile** icon.
3. Open the app's settings and choose **Upload Settings** (on some versions it's labeled **Uploads**).
4. Under **Auto-Save**, switch **Save** on for photos, and for videos if you want them.

Amazon notes that on an iPhone, the photos in your Photos library, including ones synced from iCloud, will upload once Auto-Save is on.

> HEADS UP
>
> **Videos use your 5 GB**
>
> Auto-saved videos count against your storage, even with Prime. If you only want the free unlimited photo storage, leave the **video** switch off.

Wi-Fi or cellular data?

Out of the box, Auto-Save uploads over **Wi-Fi** only, which is what I'd suggest. There's a separate switch to use **cellular data**. Leave it off unless you have an unlimited data plan, because a first upload of years of pictures can use a lot of data.

TIP

The first upload takes time

If you have thousands of pictures, the first upload can take hours or even days. Plug the phone in overnight, stay on Wi-Fi, and open the app now and then. Amazon says the app needs to be opened for auto-saving to happen, and on an iPhone, **Background App Refresh** should be on for Amazon Photos (**Settings** > **General** > **Background App Refresh**).

CHAPTER 10

The Desktop App for a Windows PC or Mac

If you have years of pictures on a computer, perhaps copied from an old camera, the **Amazon Photos desktop app** can back them up and keep watching the folder for new ones.

Install it

1. On your computer, open your web browser and go to **amazon.com/photos**.
2. Sign in, then look for the option to download the apps, or go to Amazon's **Amazon Photos Apps** page and choose the **Windows** or **Mac** version.
3. Open the file you downloaded and follow the steps on screen to install it. On a Mac, drag it into the Applications folder if asked.
4. Open Amazon Photos and sign in with your Amazon email and password.

Back up a folder

1. In the desktop app, open the **Backup** tab.
2. Choose the option to **add a folder**, and pick the folder that holds your pictures (on most computers, the **Pictures** folder).
3. Choose how often it should back up and which kinds of files to include (photos, videos or both).
4. Save. The app starts copying, and keeps copying new pictures you add to that folder.

HEADS UP

Backing up isn't the same as moving

Amazon mentions that once your photos are backed up you *could* delete them from the computer to free up space. I'd be careful. If those are the only copies besides Amazon's, you'd be down to one copy. Keep them on the computer, or on a USB drive, as well.

TIP

Leave it running

The desktop app works in the background. Big transfers pause when the computer sleeps and pick up again when it wakes, so it's fine to let it run over a few evenings.

CHAPTER 11

Adding Photos From a Browser or Another Service

You don't need any app at all to add a handful of pictures. And if your photos are in another service, such as Google Photos, you can bring a copy into Amazon.

Upload from a web browser

1. Go to **amazon.com/photos** and sign in.
2. Choose **Add** (or **Upload**) near the top of the page.
3. Pick the photos or a folder from your computer, and confirm.
4. Wait for the progress bar to finish before you close the page.

Bring photos over from Google Photos or elsewhere

1. Download your pictures from the other service. For Google Photos, that's usually Google's **Takeout** download, which arrives as one or more zip files.
2. Unzip the files on your computer, so they're ordinary folders of pictures.
3. In the Amazon Photos desktop app, open the **Backup** tab and add that folder (Chapter 10).
4. Let it run. Amazon says transfers continue in the background and resume after pauses.

> **GOOD TO KNOW**
>
> **It's a copy, not a move**
>
> Bringing photos into Amazon doesn't remove them from Google or iCloud. That's a good thing. Decide later, calmly, whether to keep both.

PART 4

Finding and Enjoying Your Pictures

Getting around the app, making albums, finding any picture by typing a word or a name, and the little "on this day" surprises Amazon puts together for you.

CHAPTER 12

Getting Around the App

Amazon gave its Photos app a fresh look in May 2026. The new design arrived on the **iPhone** first, and Amazon said Android would follow. So depending on your phone and when it last updated, your screen may look like the new design or the older one. The ideas are the same in both.

The new design (iPhone)

The app opens on a screen of **memories**: collections of trips, people and special moments that Amazon picks out for you. Along the bottom is a row of tabs. Reports of the new design list these:

Tab	What it shows
This Day	Pictures taken on today's date in years gone by (Chapter 15).
Years	All your pictures, sorted by year, so you can scroll back through time.
People	Pictures grouped by face, once you turn on face grouping (Chapter 14).
Creations	Things Amazon has made from your pictures, such as slideshows and collections.

Things that are in every version

- A **search** box or magnifying glass, for finding pictures by word (Chapter 14).
- Your **Profile** icon, usually at the top. It leads to your storage, settings and Auto-Save.
- A way to see **all your photos** in date order, newest first.
- **Albums**, the collections you make yourself (Chapter 13).

TIP

Can't find a button?

If my directions name a button you can't see, look under your **Profile** icon first. That's where Amazon keeps most settings in both the old and new designs. And make sure the app is up to date: open the App Store or Play Store, search for Amazon Photos and tap **Update** if you see it.

Looking at one picture

1. Tap any picture to open it full screen.

2. Swipe left or right to see the next or previous picture.
3. Spread two fingers apart on the picture to zoom in, and pinch them together to zoom out.
4. Look along the bottom or top for the buttons to **share**, **add to an album**, see more **details** (the three dots) or **delete**.
5. Tap the back arrow, or swipe down, to go back to the grid.

CHAPTER 13

Albums: Your Own Collections

An **album** is a group of pictures you pick, like "Grandkids 2026" or "Our 50th Anniversary." Putting a photo in an album doesn't move or copy it; the picture simply shows up in both places. Albums are also how you choose which pictures appear on an Echo Show or Fire TV (Chapters 19 and 20).

Make an album

1. Open Amazon Photos and go to the screen that shows all your pictures.
2. Press and hold on one picture until a check mark appears. Then tap any others you want to include.
3. Tap the **add** or **three dots** button and choose **Add to album**.
4. Choose **New album**, type a name, and tap to save or create it.

Add more pictures later

1. Select the pictures, the same way as above.
2. Choose **Add to album**, and this time tap the name of the album you already made.

GOOD TO KNOW

Removing from an album isn't deleting

Taking a picture out of an album leaves it safely in your photos. Only **delete** sends it to the Trash (Chapter 23). If the app asks which one you mean, read the choice carefully.

Albums on a computer

At **amazon.com/photos** the steps are much the same: check the box on each picture, then choose the option to add them to an album. A big screen and a mouse make it easier to sort through a lot of pictures at once.

TIP

A good first album

Make one album called "For the Echo Show" or "For the TV" and add your twenty or thirty favorite family pictures. When you set up a screen later, you just pick that album.

CHAPTER 14

Finding Any Picture: Search and People

This is one of the nicest things about Amazon Photos. You don't have to remember when you took a picture. Amazon looks at what's *in* each picture, so you can search for a word like **beach**, **cake**, **dog** or **snow**, and the matching pictures appear.

Search with words

1. Open Amazon Photos and tap **Search** (the magnifying glass).
2. Type a word or a short description, such as **birthday cake** or **kids in the snow**.
3. Tap a result to see the matching pictures.

With the 2026 redesign, Amazon says you can describe a picture in everyday words, like "beach sunset last summer." How well it works depends on how well Amazon has tagged your pictures, so a brand-new library may find less at first.

Find everyone by name: People

Amazon Photos can group pictures of the same face together. You give each group a name, and then you can search for "Emma" or "Grandpa" and see every picture of them. Amazon calls the setting **Tag Specific People**, and it has to be on first.

1. Open Amazon Photos and tap your **Profile** icon.
2. Tap the **Settings** gear.
3. Tap **Image recognition**.
4. Switch on **Tag specific people**. (On Android, Amazon's directions start from a smile icon, but the setting has the same name.)
5. Give the app some time to sort through your pictures. Then open **People**, tap a face, and type a name. You can add who the person is to you, then tap **Done**, or **Save & Edit Next** to name the next one.

If it got someone wrong

1. Open Amazon Photos and go to **People**.
2. Tap the person's group, then tap the picture that's wrong.
3. Use the option to change or remove the tag.

GOOD TO KNOW

This is a privacy choice

To group faces, Amazon says it collects, stores and uses records of the faces in your pictures. Many families find it worth it; some people would rather not. It's your choice, and Chapter 25 explains how to turn it off. Amazon also notes the feature may not be offered in some places.

CHAPTER 15

Memories and "This Day"

Every so often, the app puts together a little surprise from your own pictures. You don't have to do anything to get these. They're simply a lovely way to see old photos again.

Name	What it is
This Day	Pictures taken on today's date in past years. "Five years ago today" can be a real treat.
Daily Memories	A fresh collection of your pictures chosen for you each day.
Stories	Collections Amazon makes on its own, such as Best of Season, Best of Year and Trips.

See them

1. Open Amazon Photos.
2. In the new design, the memories are on the first screen, and **This Day** has its own tab at the bottom. In the older design, look for a **This Day** card or a date near the top of the screen.
3. Tap one to watch it as a slideshow, or to see the pictures one by one.

TIP

Put them on the kitchen counter

Daily Memories and This Day can also appear on an Echo Show. You turn that on in the Alexa app. Chapter 19 shows you how.

HEADS UP

Memories can bring up hard ones

Amazon chooses these pictures automatically, and it doesn't know that someone in them has passed or that a day was difficult. If a memory is hard to see, simply close it and come back another time. Nothing is changed or lost when you close one.

PART 5

Sharing With Family and Friends

Letting family save their pictures with your Prime storage, private groups where everyone can add photos, and sending a picture to anyone at all.

CHAPTER 16

The Family Vault: Sharing Your Prime Photo Storage

When Amazon introduced the **Family Vault**, it was a real gift to families: a Prime member could invite up to **five** other people, and they would get the same unlimited photo storage, even if they didn't have Prime themselves. Each person kept their own account, and everyone could add pictures to the shared vault so the whole family's photos ended up in one place.

GOOD TO KNOW

Check your own app for today's details

Amazon's 2016 announcement set out those rules, but I couldn't find a current Amazon help page that confirms how many people can join today, or exactly where the invite button lives in the redesigned app. So treat the numbers above as a guide, not a promise, and go by what your app shows you.

Look for it in the app

1. Open Amazon Photos and tap your **Profile** icon.
2. Look for **Family Vault** (on some versions it's in the app's menu rather than your profile).
3. If you see it, choose the option to **invite** someone, and type their email address or phone number.
4. They'll get an invitation. They accept it and sign in with their own Amazon account.

What each person should know

- Each person's pictures stay in **their own** account. Only what they add to the Family Vault is shared with the family.
- The unlimited storage is for **photos**. Videos still count toward each person's own limit.
- The storage comes from the Prime member's membership. If that Prime membership ends, the family's free storage is affected too, so everyone should keep their own copy of anything important.

TIP

Don't see Family Vault?

That's all right. A **shared group** (next chapter) is the easiest way to gather the whole family's pictures in one place, and it works for anyone with an Amazon account. My Your Amazon Account manual covers Amazon Family, which is a separate way of sharing other Prime benefits.

CHAPTER 17

Shared Groups: A Private Family Album Everyone Can Add To

A **shared group** is like a private family photo album on the internet. You invite the people you choose, and everyone in the group can add pictures, see what others have added and leave comments. Nobody else can see it. It's a wonderful way for grandchildren far away to keep you up to date.

Question	Answer
Who can add and comment	Only the person who made the group and the people they invite.
How many people	Up to **50** members in each group.
How many groups	Up to 2,500, so you can have one for each side of the family, or one per trip.
Quality	Pictures and videos are shared at full resolution.

Start a group

1. Open Amazon Photos and select the pictures you want to share first (press and hold one, then tap others).
2. Tap the **Share** button.
3. Choose to share to a **group**, then choose a **new group**.
4. Give the group a name, such as "Our Family."
5. Add people by name, email address or phone number, and send.

Add more pictures, or a whole album

1. To add pictures: select them, tap **Share**, and pick the group you already made.
2. To add a whole album: open the album, tap the menu (three dots) and choose to share it. Then pick a new or existing group.

Leave a group, or remove someone

Open the group and look for its settings or the three dots. The person who made the group can manage who's in it, and members can leave. Amazon's help page for this is called "Manage Access to Shared Groups."

GOOD TO KNOW

Want your own copy?

Pictures someone else adds to a group come from **their** account. If they later remove a picture, or leave the group, you may stop seeing it. If there's one you treasure, download your own copy (Chapter 22).

CHAPTER 18

Send a Picture to Anyone

Sometimes you just want to send one picture, or a handful, to a friend. Amazon says the person receiving them doesn't need Prime or an Amazon Photos account.

On a phone

1. Open the picture, or select several.
2. Tap the **Share** icon.
3. Search for the person by name, email address or phone number and send. Or choose the option to share a **link**, or to use your phone's own sharing menu (Messages, email and so on).

Take it back

If you share a link and later change your mind, Amazon's help pages explain how to **unshare**. Open the shared item and look for the option to stop sharing or remove the link. After that, the link no longer works.

HEADS UP

A link works for whoever has it

Anyone the link is passed along to can open it. For private family pictures, a shared group (Chapter 17) is safer, because only invited people can see it.

SCAM ALERT

Real shares come from people you know

Scammers send emails that say "Someone shared photos with you" with a link to a fake sign-in page. If you weren't expecting it, don't sign in through the link. Ask the person, or open the Amazon Photos app yourself, where real shares appear.

PART 6

Showing Your Pictures

Turning an Echo Show into a picture frame, filling the TV with family photos when nobody's watching, and ordering real prints you can hold.

CHAPTER 19

Your Photos on an Echo Show

An Echo Show is an Alexa speaker with a screen. When nobody's using it, it can show your own family pictures, which makes it a lovely kitchen or bedside picture frame. Grandchildren can even add photos to it from far away (Chapter 17).

Step 1: Choose which pictures

You can do this from the Amazon Photos app or a web browser.

1. In the Amazon Photos app, look for **Personalize devices** (on Android, Amazon's directions start from the smile icon). On a computer at amazon.com/photos, choose **Personalize Devices**.
2. Pick your Echo Show from the list.
3. Add the albums or collections you want it to show, such as your "For the Echo Show" album (Chapter 13), or a shared family group.

Step 2: Turn on Photo Display on the Echo Show

1. Swipe down from the top of the Echo Show's screen and tap **Settings**.
2. Tap **Display & Appearance**.
3. Tap **Photo Display**, and choose your Amazon Photos pictures.

HEADS UP

Not in Amazon Kids mode

Amazon says photo display isn't available while the Echo Show is in **Amazon Kids** mode. If your pictures vanished after the grandkids visited, check whether Kids mode is still on.

Just ask

Say	What happens
"Alexa, show my photos."	Starts a slideshow of your pictures.
"Alexa, show my photos of Emma."	Shows pictures of that person, if you've named her in People (Chapter 14).
"Alexa, show me pictures from our trip to Hawaii."	With **Alexa+**, you can ask in your own words. Alexa+ is included with Prime.

Daily Memories and This Day on the Echo Show

The Echo Show can also show the **Daily Memories** and **This Day** collections from Chapter 15. You turn them on in the **Alexa app** on your phone: find your Echo Show under **Devices** and look in its photo or screen settings. The app asks you to turn on Auto-Save and to let it see your phone's pictures.

My Amazon Alexa and Echo manual and my Digital Photo Frames manual cover the Echo Show itself in more detail.

CHAPTER 20

Your Photos on the TV with Fire TV

When a Fire TV sits idle, it shows a slideshow, usually of pretty scenery. You can set it to show **your own pictures** instead, so the TV becomes a big family picture frame.

Step 1: Pick the album

Use **Personalize devices** in the Amazon Photos app or at amazon.com/photos, the same way as for the Echo Show (Chapter 19), and choose your Fire TV this time.

Step 2: Set the screensaver on the Fire TV

1. On the Fire TV remote, press **Home**, then go to **Settings** (the gear at the right end of the top row).
2. Choose **Display & Sounds**.
3. Choose **Screensaver**, then **Current Screensaver**, and pick your Amazon Photos album.
4. On the same screen you can change the slide speed and how soon the screensaver starts.

GOOD TO KNOW

Newer Fire TVs: the Ambient Experience

Some newer Fire TV models use the **Ambient Experience** instead of the classic screensaver. If your menu doesn't match, look under **Settings** > **Display & Sounds** > **Ambient Experience** for the photo choice. My Fire TV manual covers the TV side in more detail.

TIP

See them right now

You don't have to wait for the screensaver. Open the **Amazon Photos** app on the Fire TV (find it with the search on the home screen) to browse your pictures on the big screen whenever you like.

CHAPTER 21

Ordering Prints and Photo Gifts

Yes, Amazon still makes prints. From inside Amazon Photos you can order **prints**, **photo books**, **wall décor** and **custom gifts** such as calendars and cards, and they're mailed to you. Amazon says printing is offered to customers in the **U.S.**, and orders ship to U.S. addresses (including APO and FPO).

Start an order

Where	How
In the phone app	Open a picture and tap the **shopping cart** icon. Or open your profile menu and choose **Print photos with Amazon**.
On a computer	At amazon.com/photos, click **Order Prints** at the top right.

1. Choose what you'd like to make: prints, a photo book, a calendar and so on.
2. Pick the pictures and the size.
3. Check the preview carefully. Look at how each picture is cropped, and the spelling of any words.
4. Check out the way you would for any Amazon order. The price, shipping and delivery date are shown before you pay.

GOOD TO KNOW

Check the price on your screen

Prices and sales change often, and I couldn't confirm Amazon's current print prices or any Prime discount from Amazon itself, so I've left them out. Compare with a drugstore or Walmart if you need prints the same day. My Photo Printing and Photo Books manual compares the choices.

TIP

Prints make the best backup for a few favorites

A printed copy of your very favorite pictures, in a frame or an album, is the one backup that never needs a password. Many families do this once a year.

PART 7

Keeping Your Pictures Safe

Getting your pictures back out, deleting without regret, fixing uploads that stall, choosing your privacy settings, and spotting the scams that borrow Amazon's name.

CHAPTER 22

Downloading Your Photos

Your pictures are yours, and you can copy them back out of Amazon at any time. You might want one picture on a new phone, a set for a slideshow at a family gathering, or everything, because Prime is ending (Chapter 7).

On a computer (best for lots of pictures)

1. Go to **amazon.com/photos** and sign in.
2. Check the box on each picture you want. Many people do one month or one year at a time.
3. Choose **Download**. Big selections usually arrive as a **zip** file in your Downloads folder.
4. Open the Downloads folder and double-click the zip file to unpack it into an ordinary folder of pictures.
5. Move that folder somewhere safe, such as your Pictures folder, and copy it to a USB drive too.

GOOD TO KNOW

There's no single "download everything" button

Amazon's help says you can't download a whole album in one go: you open it and select the pictures. For a big library, work in batches, a year at a time, and tick each year off a list as you go. It's slow but sure, and it's a good job to do over a few evenings.

On a phone

1. Open Amazon Photos and select the picture or pictures.
2. Tap the **three dots** (more) and choose **Download**.
3. The pictures are saved to your phone's own photo app (Photos on an iPhone, Gallery or Google Photos on Android).

HEADS UP

Check the size before you start

Downloading years of pictures to a phone can fill it up. For big jobs, use a computer with plenty of free space, or a USB drive.

CHAPTER 23

Deleting Pictures, and Getting Them Back

Deleting is the one everyday action in Amazon Photos that deserves a moment's thought, so here's exactly how it works.

Where deleted pictures go

- When you delete a picture from Amazon Photos, it goes to the **Trash**.
- It stays in the Trash for **90 days**, and then Amazon deletes it for good.
- If you **empty** the Trash, or delete something from inside it, it's gone at once and can't be brought back.

Bring a picture back from the Trash

1. On a computer, go to **amazon.com/photos** and sign in.
2. Choose **Trash** in the list on the left side of the page.
3. Check the box on the pictures you want back.
4. Choose **Restore**. They go back to where they were before.

HEADS UP

Phone and Amazon are two different copies

When you delete in the Amazon Photos app, read the question it asks. Depending on the choice, it can remove the copy on Amazon, the copy on your phone, or both. If you only want to free up room on your phone, make sure the picture is safely on Amazon first and delete it from the phone's own photo app.

TIP

Deleted something by mistake?

Don't panic, and don't empty anything. Check Amazon's Trash first (above), and then the phone's own **Recently Deleted** album (iPhone) or **Trash** (Google Photos on Android). The picture is very often in one of them.

CHAPTER 24

When Photos Won't Upload, or Seem Missing

Most upload problems come down to a handful of simple causes. Work down this list in order.

What you see	The likely cause	What to do
New photos aren't on Amazon	Auto-Save is off, or the app hasn't been opened lately	Check Auto-Save (Chapter 9). Open the app on Wi-Fi and leave it open for a while.
Only some photos uploaded	The app can only see some of your photos	iPhone: Settings > Apps > Amazon Photos > Photos > **Full Access**. Android: allow photos and videos in the app's permissions.
Videos didn't upload	Video saving is off, or your video space is full	Check the video switch in Auto-Save, and your storage (Chapter 4).
Uploads stopped completely	You're over your storage limit	Check your storage. Free up space or add a plan (Chapter 5).
Nothing uploads on an iPhone in the background	Background App Refresh is off	Settings > General > Background App Refresh, and switch on Amazon Photos.
All my photos are gone!	Signed in to a different Amazon account	Check which email the app is signed in with (Chapter 4).

Still stuck? The gentle restart

1. Make sure you're on Wi-Fi, and that the phone has some free space.
2. Close the Amazon Photos app completely, then open it again.
3. Restart the phone.
4. Update the app from the App Store or Play Store.
5. Open Amazon Photos and leave it open on Wi-Fi, plugged in, for half an hour.

GOOD TO KNOW

Low Power Mode and battery savers

Phones save battery by pausing background work. If your phone's battery saver is often on, uploads may wait until you open the app or plug the phone in. That's normal.

CHAPTER 25

Your Privacy Settings

Other people can't see your pictures unless you share them with them. Still, a few settings are worth knowing about, and the most important one is about your Amazon account itself.

Face grouping: on or off

Amazon says **image tagging** is on by default; it's what lets you search for "dog" or "beach." **Tag specific people**, which groups faces, is a separate switch. Amazon says that to group faces it collects, stores and uses records of the faces in your pictures. To turn it off:

1. Open Amazon Photos and tap your **Profile** icon.
2. Tap the **Settings** gear, then **Image recognition**.
3. Switch off **Tag specific people**.

> GOOD TO KNOW
> **What turning it off changes**
> With face grouping off, you can't search by a person's name, and asking Alexa for "photos of Emma" won't work. Everything else, including searching for things and places, keeps working. I couldn't confirm from Amazon's own pages exactly what happens to face records already made, so if that matters to you, ask Amazon's customer service.

Lock the front door: your Amazon password

Your photos are only as safe as your Amazon account. The single best thing you can do is turn on **2-Step Verification**, so a code from your phone is needed as well as your password.

1. On amazon.com, go to **Account & Lists** > **Your Account** > **Login & security**.
2. Next to **2-Step Verification (2SV) Settings**, choose **Edit**, then **Get Started**.
3. Follow the steps to get codes by text or with an authenticator app. Amazon asks for a backup method too.

Who can see what

What	Who can see it
Your photos	Only you, while signed in to your Amazon account.
A shared group	Only the people invited to that group (Chapter 17).

What	Who can see it
A shared link	Anyone who has the link (Chapter 18).
Echo Show and Fire TV	Anyone in the room, so choose the albums you send there with care.

TIP

A shared tablet or computer

If others use your computer, sign out of amazon.com/photos when you're done. On a shared Echo Show, pick a family album for Photo Display rather than all your pictures.

CHAPTER 26

Amazon Scams to Watch For

Because nearly everyone has an Amazon account, scammers use Amazon's name constantly. With photos, their favorite trick is fear: "your pictures are about to be deleted." Here's what to know.

SCAM ALERT

"Your storage is full. Your photos will be deleted today."

An email or text says your cloud storage is full or your payment failed, and that your photos and videos will be lost unless you click and pay. Security researchers report these messages go to huge numbers of people, and the link leads to a fake page that steals your card number and password. Whatever a message says, you can always check your real storage yourself, without its link.

SCAM ALERT

The "Amazon" phone call about a charge or your account

A caller says there's a suspicious order or a problem with your account and asks for a code, your password, or payment. Amazon says it will never ask for your password or a one-time code by phone, never asks you to pay outside Amazon's own website or app, and never asks for gift cards.

SCAM ALERT

"Someone shared photos with you"

A message says a friend shared an album and asks you to sign in through its link. The sign-in page is fake. Real shares show up inside the Amazon Photos app.

The two-minute check that settles it

1. Don't click the link, and don't call any number in the message.
2. Open the **Amazon Photos** app yourself, or type **amazon.com/photos** into your browser.
3. Check your storage (Chapter 4). If it's fine, the message was fake.
4. For anything about orders or charges, check **Your Orders** in the Amazon app or on amazon.com.
5. Delete the message.

Report it

You can report a suspicious Amazon message or call at **amazon.com/reportascam**. If you've lost money, also report it to the FTC at **ReportFraud.ftc.gov**.

TIP

Already clicked, or typed your password?

Don't be embarrassed; these are professional criminals. Change your Amazon password right away from the Amazon app or by typing amazon.com yourself, and turn on 2-Step Verification (Chapter 25). If you entered a card number, call the bank using the number on the back of the card. If you gave out a gift card number, call the company that issued the card quickly. My Your Amazon Account manual has more on Amazon scams.

PART 8

Help and Your Cheat-Sheet

An honest word about when a hand is worth it, and the whole guide boiled down to one page.

CHAPTER 27

When to Call Bill

I've written this book so you can look after your Amazon Photos on your own. But part of being helpful is being honest about when a hand saves you time, worry or money, so here's my straight advice, with no pressure.

Times it's well worth a call

- **Getting years of pictures backed up** from an old phone, a computer, or a box of camera memory cards, and checking that every one really made it.
- **Prime is ending**, or you're thinking of canceling it, and you want every picture safely downloaded first.
- **Setting up an Echo Show or Fire TV** to show the family's pictures, including a shared group the grandkids can add to.
- **Pictures seem to be missing**, or two Amazon accounts have got mixed up.
- **Moving pictures between services**, such as from Google Photos or iCloud into Amazon, or the other way around.
- **A message, call or text you're not sure about.** Ask before you click or call.

What working with me is like

I work at your pace: no rushing, no talking down, and no jargon. I explain what I'm doing in plain words, and I'll tell you honestly when a paid plan isn't worth your money. I serve Portage County, Ohio, and I bring more than 30 years of professional experience to every visit.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. Help is **$49 remote · $99 in your home**. If I'm with another customer, my AI receptionist, Sophie, will answer and make sure I get back to you. No question is too small.

Thank you for letting me help you look after your family's pictures. They're some of the most precious things you own, and now they're safe.

— Bill

CHAPTER 28

Your Amazon Photos Cheat-Sheet

Print just this page and keep it by your computer. The whole book, boiled down.

Where things are

I want	Go here
My photos on a computer	**amazon.com/photos** (type it yourself)
How much room I have	App: **Profile** icon. Computer: your storage details
Auto-Save	App: Profile > Settings gear > **Upload Settings**
Face grouping	App: Profile > Settings gear > **Image recognition**
Deleted pictures	amazon.com/photos > **Trash** (kept 90 days)
Echo Show and Fire TV	App or website: **Personalize devices**
Storage plan billing	Amazon account > **Memberships & subscriptions**

Everyday moves

To do this	Do this
Make an album	Select pictures > **Add to album** > New album.
Find a picture	Tap **Search** and type a word, like "beach."
Share with family	Select pictures > **Share** > a group.
Bring one back	amazon.com/photos > Trash > check it > **Restore**.
Echo Show frame	Echo Show: Settings > Display & Appearance > **Photo Display**.
Fire TV screensaver	Settings > Display & Sounds > **Screensaver**.

Keep handy

Item	
My Amazon email	_____
Prime renews on	_____
Storage plan (if any)	_____
Albums on the Echo Show or TV	_____

Item	
Groups I'm in	_____

Safety, in three lines

- "Your photos will be deleted" messages are almost always scams. Check the app yourself.
- Amazon never asks for your password, a code or gift cards over the phone.
- Before Prime ends, download anything over 5 GB, and keep a second copy somewhere else.

WHAT THIS DOES FOR YOU

You've got this

Your pictures copy themselves to Amazon, you can find any one of them in seconds, share them with the people you love and see them on the big screen. When you'd like a hand, call (330) 200-8042.