BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Audible & Audiobooks

Audible plans, credits, the app, Alexa, the car and free library audiobooks — explained in plain English, one step at a time

A plain-English guide for listeners of every age

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Audible and other audiobook apps · facts current November 2026

What's Inside

This is your guide to audiobooks: books read aloud by a narrator, so you can enjoy a good story with your eyes closed. Read it in any order and at your own pace. Most of it is about Audible, Amazon's audiobook service, because that's the one most people ask about: what the plans cost, how credits work, what happens if you pause or cancel, and how to listen on a phone, an Echo, a Kindle or in the car. It also covers the free and lower-cost choices, starting with your public library. Prices and rules are U.S. ones as of November 2026. Audible updates its app and its plans from time to time, so if a screen looks a little different, the idea is still the same.

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PART 1

Getting Started with Audiobooks

What an audiobook is, the main ways to get them (paid and free), and what you need before you press play for the first time. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe small print has started to tire your eyes in the evening. Maybe you spend a lot of time in the car, or you'd like something good to listen to while you garden, cook or walk. Maybe a family member gave you an Audible membership and you're not sure what a "credit" is. Whoever you are, this guide is for **you**.

I'm Bill. Helping people feel at home with their technology is what I do every day, and I've written this guide the way I'd explain it sitting beside you at the kitchen table: plainly, patiently, and without the jargon. When a word like "credit," "Plus Catalog" or "narration speed" comes up, I'll stop and tell you what it means.

You can't break it by exploring

An audiobook app looks busy at first, with covers and buttons everywhere. But you cannot hurt anything by tapping around. The two things that cost money (joining a plan and buying a book) always show you a price and ask you to confirm first. Everything else is safe to try. If you start a book by accident, just tap **Pause**.

WHAT THIS DOES FOR YOU

Why audiobooks are worth a try

An audiobook gives you the complete book, word for word, read by a professional narrator or by the author. You can enjoy it with your eyes closed, while your hands are busy, or on a long drive. For many people whose eyes tire easily, audiobooks bring back the pleasure of a good book.

What's in this guide

- **Getting started**: what an audiobook is and your choices, paid and free (Part 1).
- **Audible memberships**: the plans, what they cost, how credits work, the Plus Catalog and returns (Part 2).
- **The Audible app**: your library, downloads, speed, the sleep timer, bookmarks and chapters (Part 3).
- **Listening everywhere**: Echo speakers, the car, Kindles and Fire tablets, and sharing (Part 4).
- **Your membership**: pausing or canceling, and what happens to your books and credits (Part 5).

- **Free and other options**: your library, Spotify, Apple Books, Google Play Books and Chirp, plus easier listening for tired eyes (Part 6).
- **Staying safe and fixing problems**: fake renewal emails and calls, and common hiccups (Part 7).

> **GOOD TO KNOW**
> **You don't have to pay to enjoy audiobooks**
> Audible is a paid service. Your public library lends audiobooks for free with a library card, through apps like Libby and Hoopla. This guide explains both honestly, so you can choose what suits your budget.

And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small, and no one will make you feel silly for asking. Now let's find you something good to listen to.

— Bill

CHAPTER 2

What an Audiobook Is

An **audiobook** is a recording of a complete book read aloud. It's the same book you'd find in print, not a summary, read by a professional narrator, an actor or sometimes the author. Some have a full cast of voices and sound effects. You listen on a phone, tablet, computer, smart speaker or in the car.

How long is an audiobook?

Audiobooks are measured in hours instead of pages. A short novel may be five or six hours; a long biography can be twenty or more. Every store shows the length on the audiobook's page, usually as something like "Length: 11 hrs and 32 mins." You don't have to listen all at once. The app remembers exactly where you stopped.

A few words you'll see

Word	What it means
Narrator	The person who reads aloud. A good narrator makes a big difference, so most stores let you play a free **sample** first.
Unabridged	The complete book, every word. Almost all audiobooks today are unabridged.
Abridged	A shortened version, with parts cut out. The store says so on the audiobook's page.
Streaming	Playing the audiobook over the internet, the way you'd watch TV online. Needs a connection.
Downloading	Saving the audiobook onto your phone or tablet so it plays with no internet, such as in the car or on a trip.
Chapters	Audiobooks are split into chapters like a printed book, so you can jump around.
Podcast	A free or included spoken-word show, released in episodes. Not the same as an audiobook, though many apps offer both.

TIP

Always listen to the sample

Before you spend money or a credit, tap the **Sample** or **Play sample** button on the audiobook's page. If the narrator's voice doesn't suit you after a minute or two, choose a different edition or a different book. It's the single best way to avoid a book you won't finish.

Audiobooks versus "read aloud"

Some devices, such as Kindle e-readers and Fire tablets, can read an e-book aloud with a computer voice. That's handy, but it isn't the same as an audiobook. An audiobook is performed by a real person, with expression and pacing. Bill's *Kindle and E-Readers* manual explains the read-aloud features.

CHAPTER 3

Your Choices at a Glance

There are several ways to get audiobooks, and they work differently. Some you pay for monthly, some you buy one book at a time, and some are free with a library card. Here's a plain overview. Details and current prices are in the chapters that follow.

Where	How it works	Cost (U.S., November 2026)
Audible Standard	Pick one audiobook a month from Audible's whole collection. Yours while you stay a member. Ad-free podcasts included.	$8.99 a month (Chapter 5)
Audible Premium Plus	One credit a month to buy any book to keep, plus unlimited listening to the Plus Catalog.	$14.95 a month (Chapter 5)
Your public library	Borrow audiobooks free in the Libby or Hoopla app. Popular titles may have a waiting list.	Free with a library card (Chapter 23)
Spotify Premium	Includes a set number of audiobook hours each month on some plans.	Part of the Premium price (Chapter 24)
Apple Books, Google Play Books, Chirp	Buy audiobooks one at a time, no membership.	Price per book (Chapter 24)

FROM BILL

My honest starting advice

If you've never tried audiobooks, start with your library card and the free Libby app. If you find you love listening and the library waits are too long, then look at an Audible plan. There's no wrong answer, and you can use more than one.

Which is right for you?

If this sounds like you…	Consider
You listen to one or two books a month	Audible Standard or Premium Plus, or the library.
You want to keep the books for good	Premium Plus credits, or buying books one at a time. Standard's monthly picks stay only while you're a member (Chapter 5).
You don't mind waiting for popular titles	The library is hard to beat: it's free.
You already pay for Spotify Premium	Try its included audiobook hours before paying for another service.
You listen only now and then	Buy single books, or borrow from the library. No monthly fee.

CHAPTER 4

What You Need to Start Listening

You don't need any special equipment for audiobooks. Most people use a phone or tablet they already own. Here's a checklist before you begin.

The short checklist

- **A device to listen on**: an iPhone, iPad, Android phone or tablet, Fire tablet, computer, Echo smart speaker, or a newer Kindle with Bluetooth headphones.
- **The app**: Audible's free app, or Libby, Hoopla, Spotify or the Books app, depending on where your books come from.
- **An account**: Audible uses your **Amazon account**. If you shop on Amazon, you already have one.
- **Wi-Fi at home** for downloading books, so they don't use up your phone's cellular data.
- **Something to listen with**: the phone's own speaker is fine at home. Headphones, earbuds, hearing aids that stream sound, a Bluetooth speaker or your car all work too.

GOOD TO KNOW

Audible and Amazon are the same company

Audible is owned by Amazon, and you sign in to Audible with your Amazon email and password. That's why your Audible books can also show up on an Echo, a Kindle or a Fire tablet signed in to the same Amazon account. Bill's *Amazon Shopping* manual covers the Amazon account itself.

Writing down your sign-in

Before you start, make sure you know the email address and password for your Amazon account. Write them on the cheat-sheet in Chapter 29 or in your password book. If you've forgotten the password, use the **Forgot password** link on Amazon's real sign-in page; Amazon will send a code to your email or phone.

HEADS UP

Use your own account, not a borrowed one

It's tempting to sign in with a grown child's Amazon account to hear their books. That also gives you their credit card on file, and anything you tap "buy" on goes on their bill. A family is usually better served by each adult having their own account. Chapter 20 explains sharing.

PART 2

Audible Plans, Credits and Purchases

What Audible's memberships cost, what a credit is and when it runs out, the Plus Catalog, buying with a credit or with cash, and how returns work.

CHAPTER 5

Audible Plans and Prices

Audible is Amazon's audiobook service. You can buy books from it without a membership, but most people join a monthly plan. In March 2026 Audible added a lower-priced plan, so there are now two plans open to new members in the U.S.

The two plans (U.S. prices, November 2026)

	Audible Standard	Audible Premium Plus
Monthly price	$8.99	$14.95
Each month you get	One audiobook pick from Audible's whole collection. No credit is used.	One **credit**, good for any audiobook you keep for good (Chapter 6).
Unlimited listening	Audible's ad-free podcasts.	The **Plus Catalog**: thousands of included audiobooks, podcasts and Audible Originals (Chapter 7).
Do you keep the books?	Your monthly picks stay in your Library **only while you're a member**.	Books bought with credits or cash are **yours to keep**, even if you cancel.
If you skip a month	That month's pick does not carry over.	Unused credits carry over, but expire after 12 months (Chapter 6).

Audible announced the Standard plan on March 3, 2026, at $8.99 a month in the U.S., and kept its higher plan at $14.95 a month. Sales tax may be added depending on where you live. Audible's own pages show the current price before you join; check it there, since prices can change.

GOOD TO KNOW

Premium Plus or just "Premium"?

Audible's sign-up pages call the $14.95 plan **Premium Plus**, while some of its newer help pages and its March 2026 announcement call it **Premium**. They mean the same plan: one credit a month plus the Plus Catalog. Don't let the two names confuse you.

What about Audible Plus?

Audible Plus was an older, lower-priced plan with the Plus Catalog but no credits. Audible's help pages say that as of March 3, 2026, new members can no longer sign up for it. If you already have Audible Plus, your account page shows what you pay and what's included.

Standard: good to know

- Your monthly pick can be any title in Audible's collection, which Audible says is over a million titles.
- If you'd like more than one book in a month, you can buy others at the regular price.
- If you once had Premium Plus and still have unused credits, you can still spend them on Standard.
- Monthly picks can't be returned or exchanged.
- When you cancel, you lose access to the books you picked with Standard.

FROM BILL

Which plan would I choose?

If you want to *keep* your books, to listen again years from now or leave them in your library, Premium Plus is the plan that gives you books for good. If you listen to one book a month and don't mind that the picks go away when you stop, Standard costs about six dollars a month less. Both can be canceled any time.

CHAPTER 6

How Audible Credits Work

A **credit** is like a voucher for one audiobook. Premium Plus members get one each month on their billing date. You can spend a credit on almost any audiobook in Audible's store, whether it costs five dollars or forty. The audiobook is then yours to keep.

The rules, in plain words

Credit rule	What it means for you
One credit = one book	Any audiobook that shows a credit price, whatever its cash price.
Carrying over	Unused credits stay in your account from month to month.
How many you can save	Audible's U.S. help page says there's no limit to how many credits you can have at once.
When they expire	**12 months after they're issued**, or when you cancel your membership, whichever comes first.
Credits from Apple or Google	Credits bought or given through the App Store or Google Play don't expire, according to Audible.
Credits from a return	A credit you get back from a return also lasts 12 months from when it's issued.

HEADS UP

Canceling erases unused credits

This is the rule that catches people. If you cancel with credits left, **they're gone**. Spend them before your final billing date. Chapter 22 walks through canceling safely.

Checking how many credits you have

1. Open the Audible app, or sign in at audible.com.
2. Your credit balance shows near the top of the store page and on your account details page.
3. On the website, your account details also show when each credit expires.

TIP

Set a calendar reminder

If you're saving credits, put a note on your calendar every few months: "Use Audible credits." A credit that quietly expires is money spent on nothing.

If you think a credit went missing

Credits arrive on your billing date, not the 1st of the month. If one seems to be missing, check that your membership is active and that your card on file is up to date. A credit can also disappear because it reached its 12-month expiration. If you still can't account for it, contact Audible through the **Help** section of the app or website (Chapter 27).

CHAPTER 7

The Plus Catalog

The **Plus Catalog** is a collection of audiobooks, podcasts and Audible Originals that Premium Plus members can listen to as much as they like, without spending a credit. Think of it as a members-only lending shelf.

What to know about it

- It has thousands of titles, and Audible adds new ones every week.
- There's no limit on how many you listen to.
- You can stream them or download them for listening without internet.
- You can add them to your Library and keep listening **as long as you're a member and the title stays in the catalog**.
- When a title is leaving the catalog, Audible shows an **Included until** date next to it.

Finding included titles

1. Open the Audible app and go to the store (on most phones it's the **Home** or **Discover** tab).
2. Look for books marked as included with your membership. Their button usually says **Add to Library** or **Play** rather than showing a price.
3. Tap **Add to Library**. The audiobook appears in your Library, ready to play.

HEADS UP

Included is not the same as owned

If you cancel, or if a title leaves the catalog, Plus Catalog books lock in your Library, even ones you downloaded. If you love a book and want it for good, buy it with a credit or cash.

WHAT THIS DOES FOR YOU

What this does for you

The Plus Catalog is a good way to try new authors, short listens, and lectures without spending a credit. Save your credits for the big new releases you really want to keep.

CHAPTER 8

Buying with a Credit or with Cash

On a book's page you may see two ways to pay: with a credit, or with money. Here's how to choose, and how to avoid buying something you didn't mean to.

When to use a credit

- For long or expensive books, where the cash price is well above what a credit costs you.
- Before a credit is about to expire (Chapter 6).

When paying cash can make sense

- When a book is on sale for less than a credit is worth to you. Audible runs sales for members.
- When you've run out of credits and don't want to wait for next month.
- If you're on Standard and want a second book this month.

Buying a book, step by step

1. Find the audiobook (search by title or author).
2. Play the **sample** to check the narrator.
3. Tap the buy button. Read what it says: it shows whether it will use **1 credit** or charge your card, and how much.
4. Confirm. The audiobook goes straight to your Library.

HEADS UP

Where you buy can matter on a phone

Depending on your phone and the app's version, buying inside the app may not always be offered; the app may send you to audible.com in your web browser instead. That's normal. Just make sure the address really is **audible.com** before you sign in.

Gifts

You can give someone an audiobook or a membership from audible.com, and you can redeem a gift you've received on the website. If a gift card arrives by email, check that it came through Audible or Amazon, not from a stranger (Chapter 26).

CHAPTER 9

Returning or Exchanging a Book

If you buy a book and don't enjoy it, or bought one by accident, Audible lets eligible members return it. A return made with a credit gives the credit back.

Who can return

- Members whose membership is active and in good standing.
- Mainly for titles bought with a credit. Audible's help says returns are for eligible Premium Plus members, and it also covers titles bought by mistake.
- Standard monthly picks can't be returned or exchanged.
- Audible limits how many returns you can make; if you've reached the limit, the website tells you.

Returning on the website

Returns are made on audible.com in a web browser. The Audible app doesn't do returns.

1. Go to **audible.com** and sign in.
2. Open your account and choose **Purchase history**.
3. Find the audiobook and select **Return this title**.
4. Pick a reason if asked, and confirm. If you paid with a credit, the credit goes back into your account.

GOOD TO KNOW

"Not eligible for return"

If a book shows this message, the website usually lets you see why. If you believe it's a mistake, such as a faulty recording, contact Audible's customer service through Help on audible.com.

FROM BILL

Returns are for mistakes, not a library

Audible watches for people who return lots of books after listening to them. Use returns for honest mistakes and books you truly didn't like, and you'll keep the privilege. For free borrowing, there's the library (Chapter 23).

CHAPTER 10

Free Trials and Introductory Offers

Audible often offers new members a trial or a low introductory price. These can be a good way to try it. They also turn into a regular monthly charge unless you cancel, so it pays to know the rules.

How trials usually work

- You give a payment card when you sign up, even for a free trial.
- The offer shows how long it lasts and what you'll pay after. Read that line before you tap to join.
- When the trial ends, the membership renews at the regular price automatically.
- If you cancel during a trial, follow the same rules as Chapter 22: use any credit first.

TIP

Put the end date on your calendar today

The moment you start a trial, write the end date on your calendar a few days early. Then decide calmly whether to keep it. Bill's *Subscriptions* manual has more on keeping track of monthly charges.

Offers through Amazon Prime

Amazon sometimes gives Prime members a special Audible trial. It's still an Audible membership that renews after the trial. Look in your Amazon account under memberships and subscriptions to see what you're signed up for.

SCAM ALERT

A "free Audible" offer from a stranger

Real trials come from audible.com or the Audible app. A text, social media ad or phone call offering free Audible "for life" or asking for your card number to "claim" credits is a scam. Close it.

PART 3

Using the Audible App

Installing the app, finding your books, downloading them, and the player controls that make listening comfortable: speed, skipping, chapters, the sleep timer, bookmarks and clips.

CHAPTER 11

Installing the App and Signing In

The Audible app is free. You only pay for a membership or for books. It works on iPhones and iPads, Android phones and tablets, and comes built in or easy to add on Amazon Fire tablets.

Getting the app

1. On an iPhone or iPad, open the **App Store**. On Android, open the **Play Store**. On a Fire tablet, open the **Appstore** (or look for Audible already on the home screen).
2. Search for **Audible**. Look for the orange Audible logo and "Audible, Inc." as the maker.
3. Tap **Get** or **Install**.
4. Open the app and tap **Sign in**.
5. Enter your Amazon email and password. If Amazon sends you a code by text or email, type it in.

> HEADS UP
> **Download only the real app**
> Copycat apps sometimes use similar names and orange logos. Check that the maker is Audible, Inc. and that the app has many reviews. Never install an "Audible helper" app someone sends you a link to.

Getting around the app

Audible rearranges its app from time to time, but you'll always find two main areas along the bottom: the **store** side (often labeled **Home**) where you browse and buy, and your **Library** where the books you own or have added live. Your **Profile** holds settings, your account and help.

Where	What it's for
Home	Browse, search and see recommendations. This is the store.
Library	Every book you own, picked or added. Tap a cover to play.
Profile	Settings (the gear), account details and help.
Mini player	A small bar along the bottom showing the audiobook playing now. Tap it to open the full player.

TIP

Turn on bigger text first

The Audible app follows your phone's text size. If the words are small, make the text bigger in your phone's settings (Chapter 25), and the app will follow along.

CHAPTER 12

Your Library and Downloading Books

Your **Library** is your bookshelf. Everything you've bought, picked with Standard or added from the Plus Catalog shows up here, on every device signed in to your account.

Finding a book in your Library

1. Tap **Library** at the bottom of the app.
2. Scroll, or use the search box at the top to type a title or author.
3. Use the filters to show only downloaded books, or books you haven't finished.
4. Tap the cover to start listening.

Streaming or downloading?

When you tap a book, it can start **streaming** right away over the internet. To listen with no internet, such as in the car or on a plane, **download** it first. Downloaded books play from your device's storage.

1. Connect to your home Wi-Fi.
2. In your Library, tap the download arrow next to the audiobook (or open the audiobook's options and choose **Download**).
3. Wait until the download finishes. A long book can take a few minutes.
4. Downloaded books show a mark or appear under a **Downloaded** filter.

> **TIP**
>
> **Download at home, listen anywhere**
>
> Download your next book over home Wi-Fi before a trip. Rural stretches of Ohio can have patchy cell service, and downloading over cellular data uses up your plan.

Freeing up space

Audiobooks take up space on your phone. When you finish one, you can remove the download without losing the audiobook. Open the audiobook's options in your Library and choose **Remove from device** (the wording may vary). The audiobook stays in your Library, and you can download it again any time.

GOOD TO KNOW

Removing a download is not deleting the audiobook

Books you've bought stay in your Audible Library in the cloud, safe on Audible's side. Removing the download only clears the copy on your phone. If you ever think you've deleted a book, look in your Library online at audible.com; it's almost always still there.

CHAPTER 13

Playing a Book: Speed, Skipping and Chapters

Tap a book and the **player** opens: the audiobook cover, a large play/pause button and a few controls around it. Here's what each one does.

Control	What it does
Play / Pause	The big button in the middle. Audible remembers your spot when you pause.
Back 30 / Forward 30	Jump back or ahead by 30 seconds. Back is handy when your mind wandered.
Slider	Drag to move through the current chapter.
Chapters	A list of the audiobook's chapters. Tap one to jump there.
Narration speed	Shows as **1.0x**. Tap to make the narrator faster or slower.
Timer	The sleep timer (Chapter 14).
Bookmark / Clip	Save a spot or a short passage (Chapter 15).

Changing the narration speed

Narration speed is how fast the narrator reads. Normal speed is **1.0x**. Many people slow it slightly for a fast talker, or speed it up a little for a slow one.

1. While a book is playing, open the player.
2. Tap the speed button (it shows something like **1.0x**).
3. Choose a slower or faster speed. The change happens right away.

Audible remembers a separate speed for each book, and that speed follows the audiobook to your other devices. You can also set the speed every *new* book starts at: go to **Profile**, tap the **settings gear**, then **Player** > **Narration Speed**. That default can be different on each device.

WHAT THIS DOES FOR YOU

What this does for you

If a narrator speaks too fast to follow, a touch slower can make the difference between giving up and enjoying the audiobook. Try 0.9x for a while; it's gentle and still sounds natural.

Using chapters

1. In the player, tap **Chapters** (or the list icon).
2. Scroll to the chapter you want and tap it.
3. To start a book over, choose the first chapter.

TIP

Lost your place?

If the audiobook jumped to the wrong spot, open **Chapters** to find roughly where you were, then use Back 30 to fine-tune. If you'd set a bookmark (Chapter 15), tap it to go straight back.

CHAPTER 14

The Sleep Timer

Many people love to fall asleep to a book. The trouble is waking up three chapters later with no idea what happened. The **sleep timer** stops the audiobook after a set time, so you don't lose your place.

Setting the sleep timer

1. Start your book and open the player.
2. Tap the **Timer** icon (it looks like a small clock or moon).
3. Choose one of the preset times, or set a custom time. Some versions also offer **end of chapter**.
4. Lie back. The audiobook stops on its own when time runs out.

When the timer ends

Audible lets you know when the timer is running out. You can extend it for the same amount of time again, or reset it with a new time. On a phone, there's also a handy shortcut: **shake the phone** within 30 seconds of the sound starting to fade, and the timer extends. You can turn the shake feature on or off under **Profile** > settings gear > **Player**.

TIP

Use "end of chapter" if you see it

If your app offers it, choosing end of chapter means the audiobook stops at a natural break, which makes it easy to pick up the next night.

GOOD TO KNOW

On an Echo, just ask

With an Echo, you don't need a button. Just say "Alexa, stop reading in 30 minutes." Chapter 17 has more Alexa commands.

CHAPTER 15

Bookmarks, Clips and Notes

Sometimes a line is so good you want to hear it again, or you want to mark a spot to share with someone. Audible has two tools for this.

Tool	What it does
Bookmark	Marks an exact spot in the audiobook. Tap it later to jump back there. You can add a note. Works in the app and on audible.com's web player (Cloud Player).
Clip	Saves a short passage of audio, 30 seconds unless you change it, anywhere from 5 to 44 seconds. You can add a note. Clips are made in the iPhone and Android apps only. Saving a clip also adds a bookmark.

Adding a bookmark

1. In the player, at the spot you want to remember, tap **Bookmark** (or the bookmark icon).
2. To add a note, open the bookmark and type a few words, such as "read this to Mary."

Saving a clip

1. In the player, tap **+Clip** (or **Clip**).
2. Audible saves the last 30 seconds. To change the length, drag the handles at either end.
3. Add a note if you like and save.

Finding them again

Open the audiobook and look for **Clips & Notes** (sometimes under the player's **More** or three-dot menu). Tap any bookmark or clip to jump to that spot.

> **GOOD TO KNOW**
> **Not on every device**
>
> Clips and bookmarks are made in the phone and tablet apps. Alexa doesn't make bookmarks or clips, so if you listen on an Echo, set them later on your phone.

CHAPTER 16

Your First Book, Start to Finish

Here is the whole journey in one place, for your very first Audible book. Take it slowly; there's no rush.

1. Install the Audible app and sign in with your Amazon account (Chapter 11).
2. If you're a member, check your credit or monthly pick on the Home screen (Chapters 5 and 6).
3. Search for a book you'd enjoy. Read the length and the narrator's name.
4. Play the free **sample**.
5. Get the audiobook: use your credit, pick it with Standard, add it from the Plus Catalog, or buy it. Read the confirmation screen first (Chapter 8).
6. Go to **Library** and tap the download arrow while you're on Wi-Fi (Chapter 12).
7. Tap the cover to play. Adjust the speed if needed (Chapter 13).
8. At bedtime, set the sleep timer (Chapter 14).

WHAT THIS DOES FOR YOU

What this does for you

Once you've done this once, it becomes second nature: find, sample, get, download, listen. Every other chapter in this guide just adds comfort to those five steps.

Good first listens

Choose something you already know you like: an author you've read for years, a memoir of someone you admire, or a favorite classic you haven't read in decades. Familiar stories are easier to follow while you get used to listening instead of reading.

FROM BILL

Want a hand the first time?

If you'd like me to sit with you, set up the app, check your plan and download your first book, I'm glad to help. $49 remote · $99 in your home. Call (330) 200-8042.

PART 4

Listening Everywhere

Your Audible books follow you: to an Echo speaker in the kitchen, to the car, to a Kindle or Fire tablet. Plus how sharing works in a family.

CHAPTER 17

Echo and Alexa: "Alexa, Read My Book"

If you have an Amazon **Echo** speaker or **Echo Show** signed in to the same Amazon account as Audible, your Audible books are already there. You don't need to install anything. Just ask.

Things you can say

Say	What happens
"Alexa, read my book."	Picks up the audiobook you were last listening to, right where you left off.
"Alexa, play the audiobook *[title]*."	Starts a particular book from your Library.
"Alexa, pause." / "Alexa, resume."	Stops and restarts.
"Alexa, go back 30 seconds."	Replays the last bit.
"Alexa, next chapter." / "Alexa, previous chapter."	Moves by chapter.
"Alexa, stop reading in 30 minutes."	Alexa's version of the sleep timer.
"Alexa, louder." / "Alexa, volume 5."	Changes the volume.

WHAT THIS DOES FOR YOU

What this does for you

No glasses, no tiny buttons, no phone. Just speak from across the room. For anyone whose eyes or hands make a phone hard to use, an Echo is one of the easiest ways to enjoy audiobooks.

Picking up where you left off, on any device

Audible keeps your place in sync. Listen on your Echo in the kitchen, then open the app on your phone in the car, and it offers to jump to the furthest point you reached. If it ever asks, choose the spot that sounds right.

GOOD TO KNOW

What Alexa can't do

Alexa doesn't make bookmarks or clips, and some player settings, such as your default narration speed, are set in the phone app instead. If Alexa says she can't find a book, check that the Echo is on the same Amazon account as your Audible books (in the Alexa app on your phone). Bill's *Echo Show* and *Alexa & Echo* manuals cover Echo setup.

Using an Echo Show's screen

On an Echo Show, the audiobook's cover and simple play controls appear on the screen. You can tap them instead of speaking. The voice commands above still work.

CHAPTER 18

Listening in the Car

Audiobooks make long drives fly by. There are three common ways to play them through your car's speakers. Which one you use depends on your car and phone.

Method	How it works
Apple CarPlay	For iPhones. When your phone is connected, Audible appears as an app on the car's screen. Tap it to see recent books and play.
Android Auto	For Android phones. Same idea: Audible appears on the car's screen once the phone is connected.
Bluetooth	Works in most cars made in the last fifteen years or so. Start the audiobook on your phone, and the sound comes through the car speakers.
Aux cable or cassette adapter	For older cars without Bluetooth. A cable from the phone's headphone connection (or an adapter) to the car's AUX socket.

Before you pull out of the driveway

1. At home, on Wi-Fi, **download** the audiobook you'll want (Chapter 12).
2. Get in, start the car, and let the phone connect (CarPlay, Android Auto or Bluetooth).
3. On the car's screen, choose **Audible**; or on the phone, open Audible and tap play.
4. Set the volume with the car's volume knob.
5. Then drive. Use the steering-wheel buttons to pause or skip.

STAY SAFE

Set it up while parked

Choose your book, set the speed and volume before you start driving. Don't search for books or tap through menus while the car is moving. Ohio law limits handheld phone use while driving; use voice commands or the steering-wheel buttons.

Using your voice in the car

With CarPlay, you can ask Siri to play your Audible book; with Android Auto, ask Google. Phrasing that includes "on Audible" helps, such as "Play my audiobook on Audible." If it doesn't understand, tap Audible on the screen instead.

TIP

If the sound plays from the phone, not the car

Check that Bluetooth is on and the phone shows as connected in the car. In Audible, the player may have a speaker or AirPlay icon where you choose where the sound goes. Bill's *Car Touchscreen and Bluetooth* manual walks through pairing a phone with a car.

CHAPTER 19

Kindle E-readers and Fire Tablets

Because Audible and Kindle are both Amazon, your audiobooks can appear on Kindle e-readers and Fire tablets signed in to the same Amazon account.

On a Fire tablet

Fire tablets have speakers and work much like a phone. Open the **Audible** app (or the books section of the home screen), find your book in the Library and tap play. You can download books to the tablet for listening without Wi-Fi. Bill's *Amazon Fire Tablet* manual covers the tablet itself.

On a Kindle e-reader

- Current Kindle e-readers have **no speaker and no headphone jack**. To listen, you connect **Bluetooth** headphones, earbuds or a Bluetooth speaker.
- Audible audiobooks you own show up in the Kindle's Library alongside your e-books.
- Older Kindles may not play audiobooks at all. Check the Kindle's settings for Bluetooth; if there's none, use a phone or tablet instead.

GOOD TO KNOW

Reading and listening together

Some Kindle books have a matching Audible audiobook, and Amazon sometimes offers the audiobook at a reduced price when you own the e-book. You can switch between reading and listening and keep your place. Bill's *Kindle and E-Readers* manual explains this and Kindle+, Amazon's reading subscription, which includes some audiobooks.

Smart TVs and other devices

Audible also works on computers through the audible.com website's player, on some smart speakers and streaming devices, and on some other gadgets. If you'd like it somewhere unusual, Audible Help lists the supported devices.

CHAPTER 20

Sharing with Your Household

Families often ask: can my spouse and I share one Audible membership? The honest answer is "partly." Here's what's straightforward and what isn't.

Listening together

Anyone who listens on **your** phone, your Echo or in your car is sharing your books, of course. Two people in the same home often just listen together on an Echo or through the car speakers.

Amazon Household

Amazon Household is Amazon's family-sharing feature. Two adults (and up to four children) can link their separate Amazon accounts and share certain benefits and digital content, such as e-books. Some screens may show it under a newer name. Whether a particular audiobook can be shared, and on which devices, depends on the audiobook and the device. Before counting on it, check Audible Help's current page on sharing.

HEADS UP

Don't share your password

Giving a relative your Amazon sign-in shares much more than books: your orders, your saved card and your address. If they want their own listening, they're better off with their own account, or with a free library card (Chapter 23).

Giving books as gifts

The cleanest way to share a favorite with a grandchild or friend is to send it as a gift from audible.com. They get their own copy in their own account.

FROM BILL

When it's worth asking me

Family accounts get tangled: books on the wrong account, two people's places mixed up on one Echo. If that sounds familiar, I can sort out who's signed in where. $49 remote · $99 in your home.

PART 5

Pausing or Canceling Your Membership

Taking a break from Audible, or stopping for good, without losing books or credits you didn't mean to lose.

CHAPTER 21

Pausing Your Membership

Going on a long trip, or just have a stack of unfinished books? Instead of canceling, you can **pause** your Audible membership. You stop paying for a while and keep everything you own.

The pause rules

Rule	Details
How long	Up to **90 days in total** in any 12-month period.
How often	Up to three pauses in 12 months, in any mix of 30, 60 or 90 days, as long as the total stays within 90 days.
Who can pause	Members who've completed at least 30 days of paid membership.
Annual plans	Can't be paused.
Billed by Apple	If you pay through Apple's App Store, a pause is always exactly 30 days and can't be ended early.
Billed by Google Play	Pauses of 1, 2 or 3 months, up to 90 days every 12 months.

What happens while you're paused

- You aren't charged.
- You don't get new credits or a new monthly pick.
- The credits you already have stay in your account.
- Books you've bought are still yours to play.
- Plus Catalog titles aren't available until you resume.

How to pause

1. On a computer, go to **audible.com** and sign in. (If you pay through Apple or Google, pausing is done through them; see the box below.)
2. Open your account details.
3. Look for the option to pause (on many accounts it's offered when you start to cancel; you can stop there without canceling).
4. Choose the pause length and confirm. Look for the confirmation email from Audible.

GOOD TO KNOW

Who bills you decides where you manage it

If you joined Audible inside the iPhone app, Apple may be billing you; if you joined on Android, Google Play may be. Then you manage the membership in your phone's subscriptions settings, not on audible.com. If you're not sure, check both your phone's subscriptions list and audible.com. Bill's *Subscriptions* manual shows where to find those settings.

TIP

Write down the date it restarts

A pause ends on its own and billing starts again. Put the restart date on your calendar.

CHAPTER 22

Canceling: What You Keep and What You Lose

You can cancel Audible any time. Before you do, it's worth five minutes to make sure you don't throw away anything you've paid for.

What you keep

- Every book you **bought**, with a credit or with cash. They stay in your Library, and you can keep downloading and listening to them in the Audible app.

What you lose

- **Unused credits.** They're lost along with your other membership benefits.
- **Plus Catalog titles**, even ones you downloaded. They lock in your Library.
- **Standard monthly picks.** You no longer have access to titles chosen with Standard.
- Member sale prices and other perks.

> HEADS UP
>
> **Spend your credits first**
>
> Any title you get with a credit is yours to keep. So before your final billing date, use every credit on a book you'll want. Then cancel.

Before you cancel: a checklist

1. Check your credit balance and use any credits (Chapter 6).
2. Note which Plus Catalog books you're in the middle of. Finish them, or buy the ones you love.
3. Consider pausing instead, if you only need a break (Chapter 21).
4. Find out who bills you: Audible, Apple or Google (Chapter 21).

How to cancel on audible.com

1. On a computer or in your phone's web browser, go to **audible.com** and sign in.
2. Open your **account details**.
3. Choose **Cancel membership** and follow the prompts. Audible may offer a pause or a discount; you can say no.

4. Keep going until you see a message that your membership is canceled, and watch for the confirmation email.

Your membership benefits continue to the end of the billing period you've already paid for. After that, credits and Plus Catalog access end. If you pay through Apple or Google, cancel through them instead.

GOOD TO KNOW

You can come back

If you cancel and later miss it, you can rejoin. You can also buy audiobooks from Audible with or without a membership.

SCAM ALERT

Nobody needs to call you to cancel

You cancel Audible yourself, on audible.com or through Apple or Google. If someone phones offering to "process your Audible cancellation" or a refund, it's a scam. Hang up (Chapter 26).

PART 6

Free and Other Ways to Listen

Library audiobooks with Libby and Hoopla, audiobook hours on Spotify, buying from Apple Books, Google Play Books and Chirp, and making listening easier on tired eyes.

CHAPTER 23

Free Audiobooks from Your Library

Your public library lends audiobooks for free, the same way it lends printed books. All you need is a library card and a free app. Libraries in Portage County and across Ohio offer this.

App	How it works
Libby	The library's main app for e-books and audiobooks. Borrow, listen, return. Popular books may have a waiting list, called a **hold**.
Hoopla	Another library app, offered by some libraries. Many titles are available instantly, with a monthly borrowing limit set by your library.

Getting started, in brief

1. Get a library card, if you don't have one. Many libraries let you sign up online.
2. Install the free **Libby** app (and Hoopla, if your library offers it).
3. Add your library card in the app.
4. Search for a book, tap **Borrow**, then **Open Audiobook**.

WHAT THIS DOES FOR YOU

What this does for you

Free, professionally narrated audiobooks, with no monthly fee and no credits to track. The books return themselves when the loan ends, so there are never late fees.

GOOD TO KNOW

There's a whole guide for this

Bill's *Libby, Hoopla and Your Library Card* manual covers library cards in Portage County, installing Libby, borrowing, holds, listening in the car and more. If you're new to the library apps, start there.

Talking books for people who can't read regular print

If a vision problem, a physical disability or a reading disability makes ordinary print hard to use, the **National Library Service for the Blind and Print Disabled** (NLS), part of the Library of Congress, lends audiobooks and a player free of charge. Learn more at **loc.gov/nls**. Bill's *Low-Vision Tech* manual explains how to sign up.

CHAPTER 24

Spotify, Apple Books, Google Play Books and Chirp

Audible isn't the only store. Here are other places to get audiobooks, with honest notes on cost. Each works a little differently.

Spotify Premium

If you already pay for **Spotify Premium**, you may already have audiobooks. In the U.S., Premium Individual includes **15 hours** of audiobook listening a month from Spotify's subscriber catalog. On Premium Duo and Family plans, only the plan manager gets the hours. Premium Student and Basic plans don't include audiobook hours.

- Hours are counted at normal speed, even if you listen faster.
- Unused hours don't carry over to the next month.
- Fifteen hours is roughly one average-length book a month.
- You can buy extra hours or buy books outright. Spotify shows the price before you buy.

GOOD TO KNOW

More about Spotify

Bill's *Spotify* manual explains the plans, prices and the audiobook hours in detail, including how to check how many hours you have left.

Apple Books

On an iPhone, iPad or Mac, the built-in **Books** app has an audiobook store. You buy each book once, with no membership, using your Apple Account. Bought audiobooks stay in your Books library. Look for the **Audiobooks** section in the Books app's store.

Google Play Books

On Android phones and tablets, the **Google Play Books** app sells audiobooks one at a time, with no membership. Your purchases are tied to your Google Account and play in the Play Books app.

Chirp

Chirp is a store that sells audiobooks at limited-time discounts, with no membership. You sign up for deal emails, buy the books you want, and listen in Chirp's free app. It's a reasonable choice if you like a bargain and don't need the newest releases.

HEADS UP

Books don't move between stores

An audiobook bought on Apple Books plays in Apple's Books app; one bought from Audible plays in Audible's app; and so on. You can't move a book from one store to another. That's a good reason to settle on one or two places to buy, so your books aren't scattered.

FROM BILL

My rule of thumb

Borrow from the library first. If you want to own a book or skip the waiting list, buy it from whichever store you already use. Don't sign up for a third or fourth monthly plan you'll forget about.

CHAPTER 25

Easier Listening for Tired Eyes

Audiobooks are a wonderful answer to tired eyes, but the apps still have small buttons and print. A few settings make them much easier to use.

Make the text bigger

- **iPhone or iPad: Settings** > **Display & Brightness** > **Text Size**. Drag the slider to the right. Apps that follow the system text size, like Audible, get bigger too.
- **Android: Settings** > **Display** (or **Accessibility**) > **Font size**. Names vary a little by phone maker.

Use your voice instead of your eyes

Device	What to say or do
Echo speaker	"Alexa, read my book." No screen needed (Chapter 17).
iPhone with Siri	Ask Siri to play your audiobook in Audible.
Android with Google	Ask your phone's assistant to play your audiobook in Audible.
In the car	CarPlay or Android Auto voice commands (Chapter 18).

Make the narrator easier to follow

- Slow the **narration speed** a little, to 0.9x or so (Chapter 13).
- Use **Back 30** freely. It's the audiobook version of re-reading a paragraph.
- Choose books with a single, clear narrator rather than a full cast, if voices blur together.
- Listen with good headphones, or stream to hearing aids that support it, so the voice is clear without turning the volume up loud.

WHAT THIS DOES FOR YOU

What this does for you

A comfortable speed, big text and a voice assistant mean you can enjoy books without squinting at a screen. Many people find they get through more books listening than they ever did reading.

GOOD TO KNOW

More help for low vision

Bill's *Low-Vision Tech* manual covers phone settings, magnifiers, screen readers and the free NLS talking book program in detail.

PART 7

Staying Safe and Fixing Problems

The fake Audible and Amazon emails and phone calls to watch for, and calm fixes for the hiccups people run into most.

CHAPTER 26

Fake Audible and Amazon Renewal Scams

Because so many people have Audible and Amazon accounts, scammers pretend to be them. The messages look official and usually try to make you panic about a charge. Here's how to spot them and what to do.

What the fakes look like

- An email or text saying your Audible membership "renewed" for a large amount, such as several hundred dollars, with a phone number to call "if you didn't authorize this."
- A phone call or recorded message claiming to be Amazon or Audible, saying there's a suspicious charge, and asking you to press 1.
- A message saying your account is "suspended" until you confirm your card details through a link.
- Someone offering to refund you, who then asks to connect to your computer, or asks for gift cards, a wire or a payment app transfer.

SCAM ALERT

The phone number in the email is the trap

Fake renewal emails are designed to make you call **them**. The person who answers sounds helpful, then asks for remote access to your computer, your bank login or gift cards to "fix" the refund. Audible and Amazon will never ask you to pay with gift cards or let them into your computer.

Check it yourself, the safe way

1. Don't click links, don't call numbers and don't reply to the message.
2. Open the real Audible app, or type **audible.com** into your browser yourself.
3. Look at your account details and purchase history. Is there really a charge? Is your plan what you expect?
4. For Amazon, open the Amazon app or amazon.com yourself and check **Your Orders** and your **Message Center**, where Amazon keeps copies of its real messages to you.
5. If nothing's there, the message was fake. Delete it.

TIP

Real Audible prices are small

Audible's plans in the U.S. cost $8.99 or $14.95 a month (Chapter 5). An email about a $399 or $499 "renewal" is a red flag by itself.

If you already called, clicked or paid

1. Hang up or close the page. Don't let them stay connected.
2. If you let them into your computer, turn it off and get it checked before using online banking.
3. Call your bank or card company using the number on the back of your card.
4. Change your Amazon password from the real Amazon website or app, and turn on two-step verification.
5. If you bought gift cards for them, contact the gift card company right away using the number on the card.
6. Report it to the Federal Trade Commission at **ReportFraud.ftc.gov**.

FROM BILL

You're not alone in this

These scams are polished, and smart people fall for them every day. If you think you were tricked, call me at (330) 200-8042 and we'll make a calm plan together. Bill's *I Think I've Been Scammed* and *Spotting and Avoiding Scams* manuals go further.

CHAPTER 27

Fixing Common Problems

Most audiobook problems have simple causes. Try these in order before you worry.

"I accidentally bought a book"

If you used a credit and you're an eligible member, return it on audible.com through **Purchase history** (Chapter 9). The credit goes back to your account. If it was a cash purchase or the website won't allow the return, contact Audible customer service through Help on audible.com and explain it was a mistake.

"I lost my credits" or "my credit disappeared"

- Did you cancel? Canceling erases unused credits (Chapter 22).
- Was it more than 12 months old? Credits expire 12 months after they're issued (Chapter 6).
- Is your membership paused? You don't get new credits during a pause (Chapter 21).
- Did a payment fail? Check that the card on file is current; credits arrive after a successful payment.
- Still missing? Contact Audible customer service through Help in the app or on audible.com.

"My book disappeared from my Library"

- Was it a Plus Catalog title? It may have left the catalog, or your membership may have lapsed (Chapter 7).
- Was it a Standard monthly pick? Those go away when you cancel (Chapter 5).
- Check your Library filters; you may be viewing only downloaded books.
- Are you signed in to the right Amazon account? A different account means a different library.
- Look at your Library at audible.com in a web browser. Books you bought are kept there.

"It won't play" or "it stopped working"

1. Check the volume, and that the sound isn't going to headphones or a car you've walked away from.
2. If you're not on Wi-Fi or cellular, play a **downloaded** book.
3. Close the Audible app completely and open it again.
4. Restart your phone or tablet.
5. Update the Audible app from the App Store or Play Store.
6. Remove the audiobook's download and download it again (Chapter 12).

"It says I'm signed out" or "I forgot my password"

Sign in again with your Amazon email and password. If you forgot the password, use **Forgot password** on Amazon's real sign-in screen, and Amazon will send a code. Never give that code to anyone who calls you.

"I got charged and didn't expect it"

- A free trial may have ended (Chapter 10).
- A pause may have ended on its own (Chapter 21).
- You might be billed by Apple or Google rather than Audible; check your phone's subscriptions (Chapter 21).
- Make sure the charge is real by checking the account yourself, not through an email (Chapter 26).

TIP

Reaching Audible's real customer service

Go to audible.com, scroll to the bottom and choose **Help**, or open **Profile** in the app and find Help. Audible's help center lists its contact options and accessibility specialists. Don't search the web for an "Audible phone number"; fake numbers often show up in search results.

PART 8

Help and Your Cheat-Sheet

When a hand from Bill is worth it, and one page of essentials to keep by the phone.

CHAPTER 28

When to Call Bill

Most of what's in this guide you can do on your own, at your own pace. But some things go faster with a patient person beside you. Here's when a call is worth it.

- You'd like Audible or Libby set up on your phone, tablet or Echo, with your first book downloaded and ready.
- You're not sure which plan you're on, who bills you, or whether to pause or cancel.
- Your books are on the wrong Amazon account, or two family members' accounts are tangled.
- Audible won't play in the car, or the phone won't pair with the car's Bluetooth.
- You'd like bigger text, voice control or an Echo set up for easier listening.
- You think you answered a fake Audible or Amazon email or call.

What working with Bill is like

I serve Portage County and the surrounding area, and I bring more than 30 years of professional experience. We go at your pace. I explain as I go, so you can do it yourself next time, and I'll write down anything you want to keep. Nothing is too small to ask about.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help costs **$49 remote · $99 in your home**.

GOOD TO KNOW

Meet Sophie

When you call or visit the website, you may be greeted by **Sophie**, my AI receptionist. She can answer simple questions and book a time for you.

CHAPTER 29

Your Audiobook Cheat-Sheet

The essentials in one place.

Topic	Remember
Audible Standard	$8.99 a month. One book pick a month; picks go away if you cancel.
Audible Premium Plus	$14.95 a month. One credit a month for a book you keep, plus the Plus Catalog.
Credits	Expire 12 months after issue. Lost if you cancel, so spend them first.
Pause	Up to 90 days total in 12 months. No new credits while paused.
Returns	On audible.com, Purchase history > Return this title. Not in the app.
Sleep timer	In the player, tap Timer. On an Echo: "Alexa, stop reading in 30 minutes."
Speed	In the player, tap 1.0x. Default: Profile > settings gear > Player > Narration Speed.
Echo	"Alexa, read my book."
Free audiobooks	Libby or Hoopla with a library card.
Scam check	Never call a number in an email. Open audible.com or amazon.com yourself.

Write it down once

Item	Mine
Amazon email	_____
Where my password is kept	_____
My Audible plan	_____
Billing date	_____
Billed by (Audible / Apple / Google)	_____
Library card number	_____
Book I'm listening to now	_____

When something's wrong, in order

1. Pause. Nothing is lost.
2. Check the volume and where the sound is going.
3. Play a downloaded book if the internet is down.
4. Close and reopen the app, then restart the device.
5. Check your account yourself on audible.com, never through an email link.
6. Look it up in this guide (Chapter 27).
7. Call Bill at (330) 200-8042.