BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Prime Video

What your Prime membership includes, what costs extra, and how to watch it all without surprise charges

A plain-English guide to Amazon's movie and TV service

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Amazon Prime and Prime Video in the U.S. · facts current November 2026

What's Inside

This is your Prime Video manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Keep the remote handy and try things as you read. Every feature comes with what it actually does *for you*, and slow step-by-step directions anyone can follow. Amazon changes the look of the app from time to time and it varies a little from one TV to another, so if your screen looks different, look for the same words.

Part 1 — Getting to Know Prime Video

1 A Note from Bill
2 What Prime Video Is (and What It Isn't)
3 Prime or Prime Video Alone: What You're Paying For
4 Reading the Labels: Included, Free, Add-On or Pay

Part 2 — Getting Set Up

5 Where You Can Watch
6 Signing In on Your TV
7 The Prime Video App on Your Phone or Tablet
8 Finding Your Way Around the Screen
9 Profiles for Everyone in the House

Part 3 — Everyday Watching

10 Finding Something to Watch
11 Your Watchlist and Continue Watching
12 Playing, Pausing and Skipping
13 Captions and Bigger Subtitles
14 X-Ray: Who Is That Actor?
15 Downloads for Trips and Waiting Rooms
16 Watching on More Than One TV

Part 4 — Money: Ads, Rentals and Add-Ons

17 About the Ads — and Prime Video Ultra
18 Renting and Buying Movies
19 Stop Accidental Purchases with a PIN
20 Undoing an Accidental Purchase
21 Add-On Subscriptions (Channels)
22 Free Shows and Live Channels
23 Live Sports on Prime Video

Part 5 — Family, Kids and Staying Safe

24 Kids Profiles and Parental Controls

25 Sharing with Your Household
26 Prime Video Scams to Watch For
27 Checking Your Charges

Part 6 — Canceling and Fixing Things

28 Canceling an Add-On, Ultra or Prime
29 When a Show Won't Play
30 Sign-In Trouble and Old Devices
31 When to Call Bill

PART 1

Getting to Know Prime Video

What Prime Video is, what you're already paying for, and how to tell a free show from one that costs extra. Start here, and the rest of the manual will make sense.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this manual — this is for **you**. Maybe you have Amazon Prime for the free shipping and someone told you there are "free movies" in there too. Maybe you see a Prime Video button on your TV remote and have never pressed it. Or maybe you've been watching for years and you're tired of surprise charges, ads you didn't expect, and menus that keep changing. Wherever you're starting, you're in the right place.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and these days a lot of that is helping folks here in Portage County get more out of the TV they already pay for. I wrote this manual the way I'd explain it sitting next to you on the couch: slowly, in plain English, with the remote in your hand. If I use a word you don't know, I'll stop and explain it right then.

What Prime Video is, in one sentence

Prime Video is Amazon's movie and TV service. If you pay for Amazon Prime, you already have it — thousands of movies and shows come with your membership, and you can watch them on your TV, phone, tablet or computer whenever you like.

WHAT THIS DOES FOR YOU

What this manual does for you

By the end you'll know exactly what your Prime membership includes, how to find something good to watch, how to turn on captions, how to keep the grandkids from buying movies by accident, and how to spot the extra charges before they surprise you. You'll also know how to cancel anything you don't want.

The big promise: you can't break it

Here's the most important thing in the whole manual. **You cannot break Prime Video by pressing buttons and exploring.** The worst that usually happens is you end up on a screen you didn't mean to, and the **Back** button on your remote walks you out of it. The one thing that *can* cost money is the buy and rent buttons — and in Chapter 19 I'll show you how to put a PIN in front of them so that can't happen by accident.

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, with no judgment. There's no such thing as a silly question.

— Bill

CHAPTER 2

What Prime Video Is (and What It Isn't)

Prime Video can feel confusing because it's really several things sharing one app. Once you see the pieces, it gets much simpler.

One app, several kinds of shows

When you open Prime Video you're looking at a big store window. Some of what's in the window is already paid for by your Prime membership. Some of it is free for everyone with ads. Some of it belongs to other companies (like Paramount+ or HBO Max) that you can add for a monthly fee. And some of it is for rent or sale, one movie at a time. Chapter 4 shows you how to tell them apart at a glance.

Who makes the shows

Amazon makes its own movies and series (you'll see the words **Amazon MGM Studios** or "Amazon Original"). It also licenses older movies and TV favorites from other studios. Licensed titles come and go over time, so a movie that's included this month may need to be rented next year. That's normal for every streaming service.

What Prime Video isn't

- **It isn't cable.** There's no channel guide you have to follow (though there are some live channels, which Chapter 22 covers). You pick what you want, when you want it.
- **It isn't the same as Fire TV.** Fire TV is Amazon's streaming *device* — a stick or a TV. Prime Video is the *service*. You can watch Prime Video on a Roku, a Samsung TV, an iPad and many other devices.
- **It isn't all free with Prime.** This is the big one. Plenty of what you see costs extra. Learning to read the labels saves real money.

GOOD TO KNOW

"Amazon Prime" and "Prime Video" are two different names

Amazon Prime is the membership — fast shipping, Prime Video, music and more. **Prime Video** is just the video part. You can also buy Prime Video on its own without the shipping. Chapter 3 compares them.

CHAPTER 3

Prime or Prime Video Alone: What You're Paying For

Before we go any further, let's look at what this costs, because it decides which buttons you'll see. Here are the U.S. prices as of November 2026. Prices change from time to time, and Amazon shows the current price before you agree to anything.

Plan	Price (U.S.)	What you get
Amazon Prime, monthly	$14.99 a month	Prime Video with ads, plus free shipping and the other Prime benefits
Amazon Prime, yearly	$139 a year	The same as monthly, paid once a year (works out to about $11.58 a month)
Prime Video on its own	$8.99 a month	Prime Video with ads only — no shipping or other Prime benefits
Prime Video Ultra (add-on)	$4.99 a month extra	No ads on most movies and shows, 4K picture, more streams and downloads

Checked against Amazon's newsroom and Prime Video Help pages on November 13, 2026.

Which one makes sense?

- **You already order from Amazon a lot.** Regular Prime is usually the better deal, since Prime Video comes along with the shipping you're already using.
- **You only want the movies and shows.** Prime Video on its own costs less. You can switch later if your needs change.
- **The ads bother you.** Prime Video Ultra removes them from most movies and shows. It's an add-on, so you pay it on top of Prime or Prime Video. Chapter 17 explains it in full.

TIP

Look for discounted Prime

Amazon offers reduced-price Prime for some people, such as those who receive certain government assistance (called Prime Access) and young adults. If someone in your household might qualify, it's worth asking Amazon about it on the Prime sign-up page.

HEADS UP

Free trials turn into paid plans

Amazon often offers a 30-day free Prime trial. That's a fine way to try it — but put a note on your calendar a few days before it ends. If you do nothing, it becomes a paid membership and your card is charged.

CHAPTER 4

Reading the Labels: Included, Free, Add-On or Pay

Every movie and show in Prime Video falls into one of four groups. Once you can tell them apart, you'll never be surprised by a charge. Look at the small label on the title's picture, or on its detail page (the screen you see when you select a title).

What the label says	What it means for your wallet
Included with Prime	Already paid for by your membership. Just press play. Most have a few short ads unless you add Prime Video Ultra.
Watch for free	Free for anyone with an Amazon account, Prime or not. These come with ads. This is where Amazon's old free service, Freevee, now lives.
Subscribe / add-on	Belongs to another service, like Paramount+, HBO Max or MGM+. You'd pay that service a monthly fee through Amazon to watch it.
Rent or Buy	Costs money for that one title. Marked with a **yellow shopping bag** icon on the home screen rows. Rentals are for a short time; purchases stay in your library.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Where to look before you press anything

1. Highlight a movie or show you're curious about and press **OK** (or Select) to open its detail page.
2. Read the line under the title. It will say something like **Included with Prime**, **Watch for free**, **Subscribe** or show a price for renting or buying.
3. If it says **Included with Prime** or **Watch for free**, choose **Play** and enjoy.
4. If it shows a price or a **Subscribe** button, stop and decide. Nothing is charged until you choose one of those buttons and confirm.

GOOD TO KNOW

What happened to Freevee?

Amazon used to run a separate free, ad-supported service called Freevee. Amazon retired the Freevee name and app and moved its free movies and shows into Prime Video, where they're labeled **Watch for free**. You don't need Prime to watch them, just a free Amazon account.

Checked against Amazon's help pages and news reports on the Freevee retirement on November 13, 2026.

FROM BILL

The one habit that saves the most money

Before you press Play on anything new, glance at that one line on the detail page. That single habit is the difference between a free evening and an unexpected $19.99 on your card.

PART 2

Getting Set Up

Getting Prime Video onto your TV, your phone and your tablet, finding your way around the screen, and giving everyone in the house their own profile.

CHAPTER 5

Where You Can Watch

Prime Video works on almost anything with a screen and an internet connection. Amazon says the app runs on more than 650 kinds of devices. Here are the common ones.

Device	Notes
Smart TVs	Most Samsung, LG, Vizio, Sony, Hisense, TCL and other recent smart TVs have the Prime Video app. Many remotes even have a Prime Video button.
Streaming devices	Amazon Fire TV sticks and Fire TV televisions, Roku, Apple TV, Google TV and Chromecast.
Game consoles	Xbox and PlayStation.
Phones and tablets	iPhone, iPad, Android phones and tablets, and Amazon Fire tablets.
Computers	Any web browser at amazon.com or primevideo.com, plus Prime Video apps for Mac and Windows.
Echo Show	Amazon's Echo devices with a screen can play Prime Video too.

Checked against Amazon's newsroom device list on November 13, 2026.

TIP

One membership, every screen

You don't pay per device. Sign in with the same Amazon account on the living room TV, the bedroom TV and your iPad, and they all share your membership, your Watchlist and the spot where you stopped watching.

CHAPTER 6

Signing In on Your TV

The first time you open Prime Video on a TV, it asks you to sign in. Typing a password with a remote is tedious, so Amazon gives you easier ways. Here's the most common.

Install the app (if you don't see it)

1. On your TV or streaming device, open its app store or its search (each brand names it a little differently, such as **Apps** or **Streaming Store**).
2. Search for **Prime Video**.
3. Choose it and select **Install** or **Add**. The app is free.
4. Open the Prime Video app.

Sign in with a code

1. In the Prime Video app on the TV, choose **Sign in** or **Register**. A short code (and often a QR code) appears on the screen. Leave it there.
2. On your phone or computer, go to **amazon.com/mytv** and sign in to your Amazon account if asked.
3. Type in the code exactly as the TV shows it, then choose to register the device.
4. Wait a few seconds. The TV refreshes on its own and shows the Prime Video home screen.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

On some TVs you'll see other choices: scan the QR code with your phone's camera, accept a sign-in notice that pops up in the Prime Video phone app, or just type your email and password with the remote. Any of them works.

SCAM ALERT

Only type the code at amazon.com/mytv

Search the internet for "Prime Video activate code" and you'll find look-alike websites and phone numbers that pretend to be Amazon. Some ask for a fee to "activate" your TV. Activation is always free. Type **amazon.com/mytv** yourself, and never call a number from a search result for help with a code.

GOOD TO KNOW

Use the account that has Prime

If the app keeps asking you to sign up even though you pay for Prime, you've probably signed in with a different Amazon account — an old email, say. Sign out and sign in with the account your Prime membership is on.

CHAPTER 7

The Prime Video App on Your Phone or Tablet

The phone and tablet app is handy for watching in bed, on a trip, or in a waiting room. It's also the easiest place to download shows (Chapter 15) and to manage settings.

1. On an iPhone or iPad, open the **App Store**. On an Android phone or tablet, open the **Play Store**. Fire tablets already have Prime Video built in.
2. Search for **Amazon Prime Video** and make sure the app is from Amazon.
3. Tap **Get** or **Install**. It's free.
4. Open it and sign in with your Amazon email and password.

HEADS UP

Buying on an iPhone or iPad

If you rent or buy a movie in the app on an iPhone, iPad or Apple TV, Amazon says the charge normally goes to your Amazon payment method — but in some cases (for example, if your Prime Video is billed through Apple, or your Amazon account has no card set up) it's charged through Apple instead. That matters when you want a refund, because you'd go through Apple.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Send it to the big screen

On many TVs and streaming devices, you can start a show on your phone and tap the cast icon (a little rectangle with Wi-Fi waves) to send it to the TV. It's a nice trick if you find something while you're browsing in bed.

CHAPTER 8

Finding Your Way Around the Screen

Amazon redesigns the Prime Video screen every so often, and it looks a little different on a Roku than on a Samsung TV. But the pieces are always the same, so learn the pieces and you'll find your way on any screen.

What you see	What it does
The menu	Along the top or down the left side. Look for **Home**, **Movies**, **TV Shows**, **Live TV**, **Sports**, **Subscriptions**, a magnifying glass for **Search**, and your profile picture.
Rows (carousels)	Long rows of pictures across the screen, each with a heading such as "Continue watching" or "Top movies." Press left and right to slide along a row; up and down to move between rows.
The big picture at the top	An ad for something Amazon wants you to see. It might be included, or it might cost extra — check the label.
My Stuff	Your own shelf: your Watchlist, things you've rented or bought (Purchases & Rentals) and, on phones, your downloads.
Your profile picture	Switches between people in the house, and leads to settings.

TIP

Lost? Back is your friend

Press **Back** on the remote as many times as you need to and you'll land back at the menu. On most remotes **Home** takes you out of Prime Video entirely, to your TV's main screen; just open Prime Video again.

GOOD TO KNOW

The Prime Video button on your remote

Many TV and streaming remotes have a button with the Prime Video logo. Press it and the app opens straight away, even if the TV was on something else.

CHAPTER 9

Profiles for Everyone in the House

A **profile** is a separate seat in the same membership. Each person gets their own Watchlist, their own "Continue watching" row and their own suggestions. Your crime dramas won't get mixed up with your spouse's cooking shows or the grandkids' cartoons.

How many you can have

You can have up to **six** profiles on one Amazon account: the main one plus up to five more. Each extra profile can be an adult, teen or Kids profile.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Add a profile on your TV

1. In the Prime Video app, select the **profile icon** in the top menu.
2. To create a new one, select **New** (on some screens, **Add new** or a **+**).
3. Type a name, choose whether it's a **Kids** profile, and pick a picture.
4. Select **Save**. The new profile now appears whenever someone opens Prime Video.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Add a profile on a computer

1. Go to **amazon.com/gp/video/profiles** (the Your Profiles page) and sign in.
2. Select **Add new**, type a name, and decide whether it's a Kids profile.
3. Select **Save**.

WHAT THIS DOES FOR YOU

Why it's worth two minutes

When everyone has a profile, "Continue watching" shows only *your* shows, right where you left off. No more hunting for episode 6 because someone else watched something in between.

TIP

Lock your profile if you like

You can put a PIN on any adult profile so a curious grandchild can't switch into it. Chapter 24 shows how.

PART 3

Everyday Watching

Finding something good, keeping a list, the play controls, captions, the handy X-Ray feature, downloads for trips, and watching on more than one TV at a time.

CHAPTER 10

Finding Something to Watch

With thousands of titles, the hard part isn't finding *something* — it's finding the thing you want. Here are three easy ways, from quickest to most relaxed.

1. Search by name

1. Move to the **magnifying glass** (Search) in the menu and press **OK**.
2. Spell out a few letters of the title, an actor's name, or a word like "western" using the on-screen keyboard.
3. Results appear as you type. Move down to them and pick the one you want.
4. Check the label on the detail page (Chapter 4) before you press **Play**.

2. Ask out loud

If your remote has a **microphone button** (on Fire TV it's the Alexa button; on Roku, Google TV and many smart TVs it's a small mic), hold it down and say what you want: "Find Reacher on Prime Video" or "Show me comedies." Let go when you've finished speaking. It's much quicker than spelling with arrows.

3. Browse the rows

Choose **Movies** or **TV Shows** in the menu and scroll the rows. Many screens let you narrow things down by type (genre) such as Drama, Comedy, Documentary or Kids. If you only want things you won't pay extra for, look for a row or filter called **Included with Prime**.

TIP

Watch the trailer first

Most detail pages have a **Trailer** button. A two-minute preview tells you quickly whether a movie is your cup of tea — and trailers are always free.

GOOD TO KNOW

Shows leave, too

Amazon licenses many older movies for a limited time. If you see "Leaving soon" or a date on a title, that's the last day it's included. After that it may only be available to rent or buy.

CHAPTER 11

Your Watchlist and Continue Watching

Two features do most of the remembering for you: the **Watchlist**, which is your "I'd like to see that" list, and **Continue watching**, which keeps your place.

Add something to your Watchlist

1. Open the movie or show's detail page.
2. Select the **+** button (it may be labeled **Watchlist** or **Add to Watchlist**).
3. That's it. The + turns into a check mark to show it's saved.

Find your Watchlist later

1. In the menu, choose **My Stuff** (on some screens it's under your profile picture).
2. Choose **Watchlist**. Everything you saved is there, in one place.
3. To remove something, open it and select the check mark again.

Continue watching keeps your place

When you stop a movie or episode partway through, Prime Video remembers the exact spot. Next time, look for the **Continue watching** row near the top of the Home screen and pick up where you left off — on any device signed in to your account, as long as you're in the same profile.

WHAT THIS DOES FOR YOU

What this does for you

Hear about a good show from a friend? Add it to your Watchlist right then, from your phone. Tonight it'll be waiting on the TV. No more trying to remember the name.

CHAPTER 12

Playing, Pausing and Skipping

Once something is playing, a few buttons do almost everything. Press **OK** (or any arrow) on your remote to bring up the controls; they fade away again after a few seconds.

To do this	Do this
Pause / Play	The play-pause button on the remote, or press OK and select the pause symbol.
Jump back or ahead	Press left or right on the remote (or the rewind and fast-forward buttons) to move back or forward in small jumps. Hold to move faster.
Skip Intro / Skip Recap	A button that appears at the start of many episodes. Select it to jump past the opening song or the "previously on" bit.
Next Up	Near the end of an episode, the next one is offered. Select it to start right away, or do nothing and it may start on its own after a short countdown.
Subtitles and audio	A small speech-bubble icon in the controls. Chapter 13 covers it.

GOOD TO KNOW

Ads can't be skipped

If you see a short ad break, the fast-forward buttons won't work until it's over. That's how Amazon's ad-supported plan works, not a fault in your TV. Chapter 17 explains your options.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Turn off autoplay if it bothers you

If you'd rather the next episode didn't start by itself (handy if you doze off), look in the Prime Video app's **Settings** for an **Autoplay** switch. Where it lives varies by device; on many it's under the profile picture.

CHAPTER 13

Captions and Bigger Subtitles

Captions (words at the bottom of the screen) are a blessing for anyone who finds today's mumbled movie dialogue hard to follow. Prime Video has them on most titles, and you can make them larger.

Turn captions on while watching (most TVs and streaming devices)

1. While the show is playing, press **OK** or press **up** on the remote to bring up the controls.
2. Select the **speech-bubble** icon (Subtitles, sometimes marked **CC**).
3. Choose **English [CC]** or **English** under Subtitles. Pick **Off** to turn them off again.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Make the words bigger

1. Open the same **Subtitles** menu.
2. Choose **Subtitle settings** (on some devices it's a gear icon in that menu).
3. Pick a larger text size and, if you like, a different color or a dark background behind the words.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

On a Roku, captions live in the Roku's settings

Amazon notes that on Roku devices you turn captions on through the Roku itself: press **Home**, go to **Settings**, then **Accessibility** (or **Captions**), and set **Captions mode**. The text size and style are set there too. Apple TV also uses its own caption settings.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Voices still hard to hear?

Many Prime Video titles have a setting called **Dialogue Boost** that makes voices louder than the music and explosions. It's in the same menu as captions. The "Ways Prime Video Can Make Life Easier" topic near the start of this manual walks through it.

CHAPTER 14

X-Ray: Who Is That Actor?

We've all done it: "Where have I seen her before?" and then half the movie is spent trying to remember. Prime Video has a built-in answer called **X-Ray**. It shows who's on screen right now, the song that's playing, and bits of trivia — without stopping the movie for long.

Use X-Ray on your TV

1. While a movie or show is playing, press **up** or **OK** on the remote to bring up the controls.
2. Look for the X-Ray panel showing faces of the actors in the current scene.
3. Select a face to see the actor's name and other things they've been in. Press **Back** to return to the movie.

Use X-Ray on a phone, tablet or computer

1. Tap the screen (or move the mouse) while the video plays to show the controls.
2. Tap or click **X-Ray**, usually in the upper left.
3. Browse the cast, music and trivia. Tap the video again to hide it.

Checked against Amazon's newsroom article on X-Ray on November 13, 2026.

GOOD TO KNOW

Not every title has it

X-Ray is on thousands of titles, especially Amazon's own shows and popular movies, but not on everything — and not on live sports. If you don't see the panel, that title simply doesn't have it. X-Ray costs nothing extra.

WHAT THIS DOES FOR YOU

What this does for you

No more pausing to look things up on your phone or arguing about which actor it is. One press and you know — and you're right back in the story.

CHAPTER 15

Downloads for Trips and Waiting Rooms

You can save many Prime Video movies and episodes onto a phone, tablet or computer and watch them later with no internet at all — on a plane, at a cabin, or in a doctor's waiting room where the Wi-Fi is hopeless.

What you need

Downloads work in the Prime Video app on an iPhone, iPad, Android phone or tablet, Fire tablet, Mac, or Windows 10 or 11 computer. You can't download onto a TV or streaming stick.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Download a movie or episode

1. At home on Wi-Fi, open the Prime Video app and find the title.
2. For a movie, tap **Download** on its detail page. For a show, tap **Download season**, or tap the small download arrow next to a single episode.
3. Wait for it to finish. A progress circle shows how far along it is.
4. To watch later, open **Downloads** (often at the bottom of the app, or under **My Stuff**) and tap the title.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

How many you can keep

Without Prime Video Ultra you can keep up to **50** downloads on your account at a time; with Ultra, up to **100**. Some titles have their own limits, and some can't be downloaded at all because of licensing.

Checked against Amazon's help page "What Is Prime Video Ultra?" on November 13, 2026.

HEADS UP

Download on Wi-Fi, not your cellular data

A single movie can use a lot of data. Download at home on Wi-Fi so you don't eat through your phone plan. In the app's **Settings** you'll usually find a **Stream & download** option to download only on Wi-Fi.

GOOD TO KNOW

Downloads don't go to the TV

Amazon doesn't allow downloaded titles to be cast to a TV with Chromecast or AirPlay. Downloads are for watching on the device itself.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Clear old downloads

Downloads take up storage on your phone. After you've watched one, delete it from the Downloads screen to free up room (on most devices, tap the check mark or the three dots next to it, then **Delete**).

CHAPTER 16

Watching on More Than One TV

One Prime membership can play on several screens at the same time — you in the living room, your spouse in the den, a grandchild on a tablet. There is a limit, though.

Situation	Limit
Without Prime Video Ultra	Up to **4** different titles at the same time on your account.
With Prime Video Ultra	Up to **5** different titles at the same time.
The same movie on two screens	Usually only **2** screens can play the very same title at once.
Pay-per-view events	Only **1** screen at a time.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

If a screen says "too many streams"

Someone else in the household (or a relative you once shared your password with) is already watching on the account. Stop one of the other screens, or wait for a show to finish. Chapter 26 explains why handing out your Amazon password is risky.

HEADS UP

Amazon's help pages don't all agree

One older Amazon help page still says three streams. Amazon's newer Prime Video Ultra page, from 2026, says four without Ultra and five with it. If you hit a limit sooner than you expect, that's probably why.

PART 4

Money: Ads, Rentals and Add-Ons

Where the extra charges come from, how to stop them happening by accident, how to undo one, and the free and live channels you may not know you have.

CHAPTER 17

About the Ads — and Prime Video Ultra

Since 2024, Prime Video's movies and shows include a few short ad breaks. Amazon calls them "limited" ads. They can't be skipped. If you'd rather not see them, Amazon sells an add-on called **Prime Video Ultra**.

What Prime Video Ultra gives you

- **No ads** on most Prime movies and TV shows, on every profile in your account.
- **4K picture** (called 4K UHD) and **Dolby Atmos** sound, if your TV, sound system and internet can handle them.
- Up to **5** screens at once instead of 4, and up to **100** downloads instead of 50.

The price is **$4.99 a month** on top of your Prime or Prime Video membership (it went up from $2.99 and got its new name in April 2026). If you pay for Prime yearly, Amazon also offers Ultra as a yearly add-on.

Checked against Amazon's help pages on Prime Video Ultra on November 13, 2026.

HEADS UP

Ultra doesn't remove every ad

Amazon is clear that **live TV and sports**, some other ad-supported titles, and add-on subscriptions may still show ads even with Ultra. Promotional trailers for other Amazon shows may play before a title too; you can skip those, but Ultra doesn't remove them.

Checked against Amazon's help pages on Prime Video Ultra on November 13, 2026.

Sign up for Ultra

1. In the Prime Video app on your TV, phone or tablet, go to **Settings** and select **Prime**. (On a computer, go to **amazon.com/gp/video/settings** and open **Your Account**.)
2. Select **Go Ad Free with Ultra**.
3. Read the price on the screen, then select **Start Subscription**.

Checked against Amazon's help pages on Prime Video Ultra on November 13, 2026.

FROM BILL

Is it worth it?

That's your call, and there's no wrong answer. If ad breaks spoil a movie for you, $4.99 a month may be money well spent. If you mostly watch live sports, Ultra won't help much, because sports keep their ads. You can try it for a month and cancel (Chapter 28) if it isn't for you.

GOOD TO KNOW

No ads in a few places

Amazon says viewers in Puerto Rico, the U.S. Virgin Islands, Guam, the Mariana Islands and American Samoa don't see these ads at this time.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

CHAPTER 18

Renting and Buying Movies

Newer movies, recent TV seasons and some classics aren't included with Prime. You can rent or buy them, one at a time, right in the app. You don't even need Prime to do this — anyone with an Amazon account can.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Rent or buy: what's the difference?

Option	What you get
Rent	You can watch it for a short time. A rental stays in your library for **30 days**. Once you press Play, you have at least **48 hours** to finish (some titles give longer).
Buy	It's added to your library (**My Stuff** > **Purchases & Rentals**) to watch again whenever you like. Amazon notes that, rarely, a purchase can become unavailable because of licensing.
Season Pass	Buying a whole TV season at once. New episodes appear as they air.
Pay-per-view	Some live events, such as certain boxing matches, are bought the same way as a movie.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

How to rent or buy

1. Open the title's detail page. Titles that cost extra show a price, and on the home rows they carry a **yellow shopping bag** icon.
2. Select **Rent** or **Buy**. To choose HD or standard picture (HD costs a little more), select **More purchase options**.
3. If you've set a Prime Video PIN, you'll be asked for it now (Chapter 19).
4. Confirm. The charge goes to the card you've set up for Amazon's 1-Click ordering, and the movie is ready to play.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

HEADS UP

One click really is one click

On a TV, renting can be a single button press with no extra "are you sure?" screen. That's convenient — and it's exactly how accidental rentals happen. The fix is the PIN in the next chapter.

TIP

Compare before you buy

The same movie may be included on a service you already pay for, or free with ads elsewhere. Before paying $19.99 to buy a movie, search for it on your other apps. On many TVs the main search shows every place it's playing.

CHAPTER 19

Stop Accidental Purchases with a PIN

This is the most useful ten minutes in the manual. A **Prime Video PIN** is a short number that must be typed before anyone can rent, buy or subscribe. Once it's on, a grandchild with the remote — or you, half asleep — can't run up charges by pressing the wrong button.

Step 1: Create your Account PIN (on a computer)

1. On a computer, go to **amazon.com/gp/video/profiles** (the **Your Profiles** page) and sign in.
2. Select **Edit profile**, then select the account holder's profile (yours).
3. Next to **Account PIN and locks**, select **Manage**. Enter your Amazon password if asked.
4. Next to **Prime Video Account PIN**, select **Create**.
5. Type a number you'll remember (but not your birthday), then select **Continue**.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Step 2: Turn on purchase restrictions

1. Go to **amazon.com/gp/video/settings/parental-controls** (Prime Video Settings, the Parental Controls or Permissions section).
2. Turn on **Purchase Restrictions**.
3. Save. From now on, every rental, purchase and new add-on subscription asks for the PIN.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

Where the PIN works

Amazon says the Account PIN and purchase restrictions apply across all your devices and every profile on your account. **Viewing** restrictions (age limits) are different: they apply only to the device where you set them. Chapter 24 covers those.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

HEADS UP

Fire TV has its own lock

If you watch on an Amazon Fire TV, it has its own separate parental controls and PIN in the Fire TV's **Settings**. For full protection on a Fire TV, set both.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

WHAT THIS DOES FOR YOU

What this does for you

Peace of mind. You can hand the remote to anyone without wondering what will show up on next month's credit card statement.

CHAPTER 20

Undoing an Accidental Purchase

Pressed Buy when you meant Play? Don't worry — if you act quickly and haven't started watching, Amazon will usually give your money back.

The rule

You can cancel an accidental Prime Video order within **14 days** as long as you **haven't tried to watch or download it**. So if you realize your mistake, don't press Play "just to see."

Checked against Amazon's Prime Video Help pages on November 13, 2026.

How to cancel it

1. On a computer or phone, go to **amazon.com/cpe/yourpayments/transactions** (Your Payments > Transactions) and sign in.
2. Find the movie or show you bought by mistake.
3. Select **Cancel Your Order**.
4. Pick a reason from the list, then select **Cancel This Purchase**.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

The refund goes back to the card you paid with, and the title disappears from Purchases & Rentals. If you have an Alexa device, you can also say, "Alexa, cancel my last Prime Video order."

GOOD TO KNOW

Bought it through an iPhone or Apple TV?

If the purchase was billed through Apple, Amazon says to look at the title's page on the Amazon website or in the Prime Video app to see your cancellation options, since Apple handled the payment.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Then set the PIN

Once you've undone it, take ten minutes and set up the PIN from Chapter 19 so it doesn't happen again.

CHAPTER 21

Add-On Subscriptions (Channels)

Inside Prime Video you can sign up for other companies' streaming services and watch them in the same app. Amazon calls these **add-on subscriptions** (you may also hear "Prime Video Channels"). Each one costs its own monthly fee, on top of Prime, billed through your Amazon account.

Examples you might see

Amazon's own list includes **Paramount+**, **MGM+**, **Apple TV**, **HBO Max**, **Peacock**, **FOX One**, **DAZN** and **Crunchyroll**, along with many smaller ones — classic movies, British mysteries, westerns, PBS programs and more. The choices change over time.

Checked against Amazon's newsroom on November 13, 2026.

Why people use them

- **One app, one bill.** Everything is in Prime Video and charged to Amazon, so there are fewer passwords and fewer places to cancel.
- **Easy to try.** Many offer a free trial and can be canceled any time.
- **Some include live TV.** Amazon says some add-ons let you **Watch Live** — the same programs at the same time they're on TV.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Subscribe to one

1. In the menu, choose **Subscriptions** (on some screens, **Channels**), or open any title that says **Subscribe**.
2. Select the service and read the price and any free-trial terms on the screen.
3. Select the button to start the subscription or trial, and enter your PIN if you set one.

HEADS UP

Don't pay twice

If you already pay for, say, Paramount+ directly or through your cable or phone company, don't also add it in Prime Video. You'd be charged twice for the same shows. Check your statements and Chapter 27 before you subscribe.

HEADS UP

Trials become monthly charges

A free trial turns into a paid subscription unless you cancel before it ends. Amazon also notes that a trial of Prime and an add-on started on the same day may bill on different dates. Write the end date down.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

CHAPTER 22

Free Shows and Live Channels

Some of the best value in Prime Video costs nothing at all. Two kinds of free viewing are mixed into the app.

"Watch for free" movies and shows

Titles labeled **Watch for free** can be watched by anyone signed in with an Amazon account — no Prime needed. They include ads. This is the collection that used to be Amazon's separate Freevee service.

Checked against Amazon's help pages and news reports on the Freevee retirement on November 13, 2026.

Free live channels

Choose **Live TV** in the menu and you'll find a channel guide that looks a lot like cable: news, old game shows, classic TV, cooking, westerns and more, playing around the clock. Amazon says there are more than 900 of these free, ad-supported channels in the U.S. Some live channels in the same guide belong to paid add-ons, so check for a lock or **Subscribe** label.

Checked against Amazon's newsroom on November 13, 2026.

1. Choose **Live TV** from the menu.
2. Scroll up and down through the channel guide, like flipping channels.
3. Select a free channel to start watching. Press **Back** to return to the guide.

WHAT THIS DOES FOR YOU

What this does for you

If you're trimming your TV bill, free channels fill the "something on in the background" job that cable used to do — at no cost. Our Free Streaming TV manual covers more free services like these.

CHAPTER 23

Live Sports on Prime Video

Prime Video has become a big home for live sports. Many games are **included with Prime** at no extra cost; others need an add-on or a one-time purchase.

What	Notes
NFL: Thursday Night Football	Prime Video carries the Thursday night games during the NFL regular season, starting at 8:15 p.m. Eastern, plus holiday games such as Black Friday.
NBA on Prime	A large slate of regular-season NBA games, plus Play-In and playoff games, in Prime Video's agreement with the NBA that began with the 2025-26 season.
Other sports	Amazon lists the WNBA, NASCAR races, New York Yankees games (in their home area), NWSL soccer, regional NHL games and Duke men's basketball among its 2026 live sports.
Add-ons and pay-per-view	Some sports come through add-on subscriptions (such as DAZN) or are sold one event at a time.

Checked against Amazon's newsroom on November 13, 2026.

Find a game

1. Open Prime Video and scroll to the **Live & Upcoming** row, or choose **Sports** in the menu.
2. Select the game. If it's on now, choose **Watch Live**. If it starts later, you can often add it to your Watchlist to get a reminder.
3. If it asks you to buy or subscribe, that game isn't included — read the price before you continue.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

Free for everyone on Black Friday

Amazon says its Black Friday 2026 sports lineup on November 27 — a golf Skins Game, Broncos at Steelers at 3 p.m. Eastern, and two NBA games — can be watched in the Prime Video app **without a Prime membership**.

Checked against Amazon's newsroom on November 13, 2026.

HEADS UP

Sports keep their ads, and some can't be paused for long

Live games include commercials even with Prime Video Ultra. Live streams also run a few seconds behind the real game, so a text from a friend may spoil a score before you see it. Amazon has a help page on why some live events can't be recorded, fast-forwarded or rewound.

TIP

More on sports

Our Watching Sports Without Cable manual lays out which service carries which games — NFL, MLB, NBA and college — so you can pick the fewest services that cover your teams.

PART 5

Family, Kids and Staying Safe

Kids profiles, viewing limits, sharing with your household, the scams that use Prime Video's name, and how to check every charge on your account.

CHAPTER 24

Kids Profiles and Parental Controls

When the grandkids visit, a few minutes of setup means they can watch cartoons without wandering into a movie you'd rather they didn't see, and without buying anything.

Kids profiles

A **Kids profile** only shows titles rated for ages 12 and under, and filters what search shows too. Purchases aren't allowed from a Kids profile at all. Create one the same way as any profile (Chapter 9) and choose **Kids** when asked.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

HEADS UP

Two things a Kids profile doesn't block

Amazon notes that **downloads** made on an adult profile can still be opened from a Kids profile on the same device. And a child can simply switch to an adult profile — unless you lock it.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Lock your own profile with a PIN

1. On a computer, go to **amazon.com/gp/video/profiles** (Your Profiles).
2. Select **Edit profile**, then the profile you want to lock.
3. Next to **Profile / Account PIN and locks**, select **Manage**. Enter your Amazon password if asked.
4. Enter the PIN, select **Continue**, switch **Profile lock** on, and select **Save**.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Now anyone choosing that profile has to type the PIN. As the account holder, your Account PIN (from Chapter 19) can open any locked profile, and you can also stop others from creating or deleting profiles.

Set age limits on a device

1. On a computer, go to **amazon.com/gp/video/settings/parental-controls**.
2. Choose an age limit (for example, titles rated for ages 13 and up).
3. Choose which devices it should apply to, then select **Save**.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

Age limits are per device

Viewing restrictions apply only to the devices you pick. Purchase restrictions apply to every profile on your account. And a Fire TV has its own separate parental controls in its Settings.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

Unused kids profiles are removed

Amazon automatically removes a child profile that hasn't been used for more than 18 months. If one disappears, just make a new one.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

CHAPTER 25

Sharing with Your Household

Prime Video is meant to be shared by the people you live with. Profiles (Chapter 9) are the easy way: one account, up to six people, each with their own list.

Amazon Household and Amazon Family

Amazon also lets two adults in a home link their separate Amazon accounts so they can share certain Prime benefits. If you've set this up, Amazon notes a few Prime Video details:

- People linked through Amazon Family can share Prime Video profiles across the account.
- **Prime Video Ultra isn't shared** with a separately linked account. Family members using their own profiles under the main account holder do get the Ultra benefit; a linked account would need its own Ultra subscription.
- The main account holder's Account PIN is the one that unlocks restrictions.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

STAY SAFE

Share profiles, not your password

Your Amazon password opens far more than movies: your saved cards, your orders, your addresses. Rather than giving your password to a relative who lives elsewhere, add them as a profile when they visit, or help them get their own plan. If you've already shared it, changing your Amazon password is a sensible step.

CHAPTER 26

Prime Video Scams to Watch For

Scammers love the Amazon name because so many people have Prime. Here are the tricks that show up most often around Prime Video, and the one rule that beats all of them.

SCAM ALERT

The golden rule

Never act on a call, text, email or pop-up that says something is wrong with your Prime account. Close it, then open the Amazon app or type **amazon.com** yourself and look at **Your Account**. If there's a real problem, it will be there.

Common tricks

What it looks like	What's really going on
"Your Prime membership will renew for $399"	A call or email about a big renewal charge, with a number to "cancel." The person who answers wants remote access to your computer or your card number. Check your membership yourself instead (Chapter 28).
Fake activation websites	Searching "Prime Video TV code" can lead to look-alike sites that charge a fee or ask you to call. Activation is free and only happens at **amazon.com/mytv** (Chapter 6).
"Your payment failed" emails	Messages with a link to "update your billing." The link goes to a fake sign-in page that steals your password.
Gift card requests	Anyone who asks you to pay for Amazon, Prime or a "refund" with gift cards is a scammer. Amazon never asks for that.
Pop-ups on your computer	A loud warning with a phone number for "Amazon Support." Real Amazon support never appears this way.

STAY SAFE

If you already clicked or called

Don't panic. Hang up, change your Amazon password from a device you trust, call your bank if you gave out a card number, and don't let anyone back into your computer. If someone did get into your computer, that's a good time to call me.

TIP

Real Amazon help

To reach the real Amazon, open the Amazon app or amazon.com and look for **Customer Service**. That way you know who you're talking to.

CHAPTER 27

Checking Your Charges

Prime Video charges can come from several places: your Prime membership, Ultra, add-on subscriptions, and rentals or purchases. Once a month, take two minutes to look at them. It's the best way to catch a forgotten trial or a grandchild's rental.

See every Amazon charge

1. Go to **amazon.com/cpe/yourpayments/transactions** (Your Payments > Transactions) and sign in.
2. Read down the list. Each rental, purchase and subscription charge is shown with its date.
3. Select any line for details.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

If you don't recognize a charge

Amazon suggests checking these three things first:

- Did your **Prime** or **Prime Video** membership renew? Look at **Memberships & Subscriptions** in Your Account.
- Did an **add-on subscription** renew? Free trials of Prime and an add-on started on the same day can bill on different days. Check **amazon.com/myac**.
- Is someone else using a card on the same bank account (an additional card for a spouse, say)?

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

A quick monthly habit

Pick a day — the first of the month works — and look at your Amazon transactions and your bank statement. Anything unfamiliar is far easier to sort out in the first few weeks.

PART 6

Canceling and Fixing Things

How to cancel an add-on, Ultra or Prime itself, what to do when a show won't play, sign-in trouble, and when to call for help.

CHAPTER 28

Canceling an Add-On, Ultra or Prime

Everything in Prime Video can be canceled online, without a phone call. Here's how, piece by piece. Do these on a computer or phone — it's much easier than on a TV.

Cancel an add-on subscription (like Paramount+ or MGM+)

1. Go to **amazon.com/myac** (Manage Your Subscriptions) and sign in.
2. Select **Subscriptions** at the top if needed, and find the add-on.
3. Select **Unsubscribe** and confirm.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

You'll normally keep watching until the end of the period you've paid for; the confirmation shows the end date, and you can change your mind until then. If you're offered a refund on the spot and accept it, access ends right away.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Cancel Prime Video Ultra (go back to ads)

1. On a TV, open Prime Video, go to **Settings** and select **Prime**. On a phone or tablet, go to **Settings** and select **Prime & Subscriptions**. On a computer, go to Prime Video **Your Account** at amazon.com/gp/video/settings.
2. Select **Cancel Ultra**, then confirm.

Checked against Amazon's help page "Cancel Prime Video Ultra" on November 13, 2026.

Ads return when your current billing period ends.

Cancel Prime or Prime Video itself

1. Go to **amazon.com/hz5/yourmembershipsandsubscriptions** (Your Memberships & Subscriptions) and sign in.
2. Find Prime (or Prime Video) and choose to manage or end the membership.
3. Amazon will show you what you'd lose and may offer other options. Keep selecting the choices to end it until you see a confirmation.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

HEADS UP

Canceling Prime also stops your add-ons

Amazon says add-on subscriptions tied to your Prime membership don't renew once Prime ends. And if you cancel Prime, you lose free shipping and the other Prime benefits too, not just the movies.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

GOOD TO KNOW

Paying through Apple or your phone company?

If Prime Video or an add-on is billed through Apple, cancel in your iPhone's subscription settings at least **24 hours** before it renews, or you may be charged again. If it came through a phone or internet company, contact them.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

TIP

Purchased movies stay yours

Movies you *bought* stay in Purchases & Rentals even if you cancel Prime. You only need an Amazon account to watch them.

CHAPTER 29

When a Show Won't Play

A spinning circle, a black screen or an error number. Most of the time one of these simple steps fixes it. Try them in order and stop when it works.

1. **Close the app and open it again.** On most TVs, press Home, then open Prime Video again. On a phone, swipe the app away and reopen it.
2. **Turn the TV or streaming device off and unplug it for 60 seconds**, then plug it back in.
3. **Check the date and time** on the device are set automatically. Wrong times stop streaming apps from signing in.
4. **Turn off any VPN.** If you use one on a computer or phone, switch it off and try again.
5. **Pause other internet use** in the house — big downloads, video calls — and see if it improves.
6. **Restart your router** (unplug it, wait, plug it back in) and wait for its lights to settle.
7. **Update** the Prime Video app and your TV or device's software.
8. **Uninstall and reinstall** the Prime Video app.

Checked against Amazon's help page "Issues While Playing Prime Video Titles" on November 13, 2026.

GOOD TO KNOW

Too many screens?

Only two screens can play the same title at once. If someone else is watching the same movie on your account, that can stop it from starting. See Chapter 16.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

HEADS UP

Leave factory reset for last

Amazon lists a factory reset of the device as a final step. It erases every app and sign-in on that device, not just Prime Video. If you've reached this point, it may be worth a call first.

TIP

Write down the error number

If you see a code such as 1007 or 7031, jot it down. Searching Amazon's help for "Prime Video error" plus the number, or telling it to whoever helps you, gets to the answer faster.

CHAPTER 30

Sign-In Trouble and Old Devices

If Prime Video won't let you sign in, keeps asking you to sign up, or you want to sign an old TV out, here's what to do.

Can't sign in

- Make sure you're using the email and password for the Amazon account that has Prime. Many people have two accounts without realizing it.
- Forgot the password? On the sign-in screen choose **Forgot your password?** and follow the steps.
- Try again in a few minutes — Amazon says a brief connection hiccup causes some sign-in failures.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

Sign out a TV you no longer have (or one you sold)

1. On a computer, go to **amazon.com/video/settings** (Prime Video Account & Settings) and sign in.
2. Choose **Devices**.
3. Find the old TV or device and select **Deregister**.

Checked against Amazon's Prime Video Help pages on November 13, 2026.

STAY SAFE

Before you give away a TV or Fire stick

Deregister it first, or do a factory reset on the device. Otherwise the next owner may be watching — and possibly renting — on your account.

CHAPTER 31

When to Call Bill

This manual should carry you a long way on your own. But some days you'd rather have someone just take care of it, and that's exactly what I'm here for.

Things I help with every week

- Getting Prime Video signed in on a new TV, Roku or Fire TV, and setting up profiles for the whole family.
- Setting the purchase PIN and kids profiles before the grandkids visit.
- Going through your Amazon charges with you and canceling the trials and add-ons you don't use.
- Working out whether Prime, Prime Video alone, or Ultra is the right fit for how you watch.
- Fixing a TV that won't play, or checking things over after a scam call.

How to reach me

Call **(330) 200-8042**. If I'm with another customer, Sophie, my AI receptionist, will answer, take your details and get you on my schedule. You can also book online at **billshometech.com/book**.

> **FROM BILL**
>
> **What it costs**
>
> This manual is free. When you'd like me to help directly, it's **$49 remote · $99 in your home**. Remote means I connect safely to your device over the internet while we talk on the phone; in-home means I come to you here in Portage County.

Whatever you decide, I hope this manual helps you sit back and enjoy your shows. You've got this.

— Bill