BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Spotify

Music, podcasts and audiobooks on every device — explained in plain English, one step at a time

A plain-English guide for every listener

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

Covers Spotify Free and Premium on phones, computers, TVs, speakers and cars · facts current November 2026

What's Inside

This is your plain-English guide to Spotify: what Free and Premium really give you, how to find and play the music you love, make playlists, enjoy podcasts and audiobooks, and play it all on your speakers, your TV and in the car. Read it in any order and at your own pace; there's no test, and you can't fall behind.

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PART 1

Getting Started with Spotify

What Spotify is, what Free and Premium really give you and what they cost, and how to set up your account safely.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill. For more than 30 years I've helped people get along with their technology, and these days I do it here in Portage County, Ohio, both in person and remotely. I wrote this guide the way I'd explain Spotify if I were sitting next to you at the kitchen table: slowly, in plain English, one step at a time.

Spotify is an app that lets you play almost any song you can think of, whenever you like. The records you grew up with, the hymns from church, the big band music your parents danced to, the song from your wedding: chances are it's there. Spotify also carries podcasts (think of them as radio shows you can play any time) and, if you pay for Premium, a good number of audiobooks too.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll know which plan makes sense for you and what it really costs, how to find and play your favorite music, how to save songs and build playlists, how to send music to the speaker in the kitchen or the TV in the living room, how to listen in the car, and how to spot the fake Spotify emails and apps that try to trick people. You'll also know how to cancel cleanly if you ever decide it isn't for you.

You can't break it

Here's the most important thing I can tell you: you can't break Spotify by poking around. If you tap the wrong thing, the worst that happens is the wrong song plays. Tap pause, tap back, and try again. Your saved songs and playlists are stored with your account, not on the phone, so even if you lose the phone or the app acts up, your music is still there when you sign in again.

The one place to slow down is anything to do with money: signing up for a paid plan, changing plans, or entering a card number. I'll walk you through those carefully, and I'll be honest about the costs along the way. Prices change, and Spotify raised its prices in the United States again in early 2026, so I've dated every price in this guide.

How to use this guide

- **New to Spotify?** Start with Chapters 2 through 5. They cover what it is, Free versus Premium, setting up your account, and a tour of the app.

- **Already using it?** Jump to whatever you need. Playlists are in Part 3, podcasts and audiobooks in Part 4, speakers, TVs and cars in Part 5, and family plans and canceling in Part 6.
- **Worried about a strange email or text?** Go straight to Chapter 27, Spotify Scams to Know.

Spotify updates its app often, and it doesn't look exactly the same on every phone. If a button in this guide isn't exactly where I say, look around the same screen for a similar word. Usually it's just moved a little.

And I'm only a phone call away

If you get stuck, you're never on your own. Call or text me at **(330) 200-8042**. I can help over the phone and screen sharing, or come to your home. Help is $49 remote · $99 in your home. Now, let's put on some music.

— Bill

CHAPTER 2

What Spotify Is, and Where It Works

Spotify is a **streaming** service. Streaming means the music comes to you over the internet as you listen, a bit like a radio station, except you choose exactly what plays. You don't buy songs one at a time, and you don't need to fill your phone with music files. Spotify has a huge library, and you can dip into any of it.

What you'll find on Spotify

What it is	What that means for you
Music	Songs and whole albums from nearly every era and style, plus ready-made playlists for every mood, from "Oldies" to "Peaceful Piano."
Podcasts	Free talk shows on every subject: news, history, faith, gardening, true stories, comedy. Some now come with video, too.
Audiobooks	Books read aloud. Premium Individual includes a set number of listening hours each month, and you can buy more. More on this in Chapter 14.
Playlists	Lists of songs, either ones Spotify makes for you or ones you build yourself.

Where you can use it

One Spotify account works on all of your devices. Sign in with the same account and your saved songs and playlists show up everywhere.

- **Phones and tablets:** the free Spotify app for iPhone, iPad and Android.
- **Computers:** the Spotify app for Windows and Mac, or right in a web browser at **open.spotify.com**.
- **TVs and streaming boxes:** most smart TVs and streaming players have a Spotify app. See Chapter 20.
- **Speakers:** Amazon Echo, Google Nest and Sonos speakers, and many others. See Chapters 18 and 19.
- **Cars:** through Apple CarPlay, Android Auto, Bluetooth, or a Spotify app built into the car. See Chapter 21.
- **Watches:** Apple Watch, Wear OS, Fitbit, Garmin and Samsung watches have Spotify apps too.

GOOD TO KNOW

You need the internet, most of the time

Streaming uses your home Wi-Fi or your phone's cellular data. At home on Wi-Fi, that's no worry. Away from home, music uses cellular data, which counts against your phone plan if it isn't unlimited. Premium lets you download music ahead of time so you can listen without the internet. Chapter 15 shows you how.

Who makes it

Spotify is a company based in Sweden that has run this service since 2008. It is the world's largest music streaming service. Other choices, like Apple Music, Amazon Music, YouTube Music and Pandora, work in similar ways. If you're deciding between them, our guide *Streaming Services Explained* compares the big names.

CHAPTER 3

Free vs. Premium: What You Get and What It Costs

Spotify comes in two basic flavors. **Spotify Free** costs nothing and plays ads. **Spotify Premium** is a monthly subscription with no ads and more control. Many people use Free for years and are perfectly happy. Others find the ads and limits annoying and decide Premium is worth it. Here's an honest look at both.

What Spotify Free gives you

- Music and podcasts, at no cost, with ads every so often between songs.
- Since a September 2025 update, Free users on phones can search for a song and play it, or pick a song from a shared link and play it. Spotify calls these **Pick & Play**, **Search & Play** and **Share & Play**.
- On a phone, playlists and albums still play in shuffle (mixed-up) order much of the time, with a limit on how often you can skip. Spotify's help pages say **Smart Shuffle** is always on for Free on mobile.
- Good sound quality, up to **High** (about 160 kbps). That's fine for most ears and most speakers.
- You can download podcasts to listen offline. You can't download music.
- Your playlists and Liked Songs, saved to your account.

What Premium adds

- **No ads** in music.
- Play any song, in any order, and **skip as often as you like**.
- **Downloads** for listening without internet, on up to five devices.
- Better sound: **Very high** quality, and **Lossless** (CD quality or better) on supported devices.
- Control over what plays next (the **Queue**), on phones and tablets.
- On the Individual plan, and for the plan manager on Duo and Family: **15 hours of audiobook listening each month**.
- Some newer extras, like the AI **DJ**, are Premium only.

Current US prices (November 2026)

These are Spotify's standard US monthly prices as listed on spotify.com/premium on November 13, 2026. Sales tax may be added depending on where you live.

Plan	Price per month	Who it's for
Free	No charge	Anyone. Plays ads; fewer controls on phones.
Premium Individual	$12.99	One person. Includes 15 hours of audiobooks a month.
Premium Duo	$18.99	Two people at the same address, each with their own account.
Premium Family	$21.99	Up to 6 accounts for family members at the same address, with parental controls.
Premium Student	$6.99	College students at an accredited school, verified each year. Includes Hulu (With Ads).

HEADS UP

Prices went up in early 2026

In January 2026 Spotify announced higher US prices, starting with February 2026 bills: Individual went from $11.99 to $12.99, Duo from $16.99 to $18.99, Family from $19.99 to $21.99, and Student from $5.99 to $6.99. That was the third US increase since 2023. When Spotify changes a price, it emails you first and gives you a month before the new price takes effect, so you have time to decide.

A few other plans you may hear about

Plan or add-on	What it is
Audiobooks Access	$9.99 a month. 15 hours of audiobooks a month, with music on the free, ad-supported service. US only. You have to cancel Premium to use it.
Audiobooks+	An add-on for Premium: $11.99 a month on top of your plan for 15 extra audiobook hours.
Basic	A Premium plan without audiobook hours, offered only to people who already had Premium. If you cancel Basic, you can't get it back. If you don't see it on your account page, you aren't eligible.

TIP

Try before you pay, and set a reminder

Spotify often offers new members a free trial of Premium Individual, such as one or more months at no charge. The offer changes, so check spotify.com/premium for today's terms. A trial turns into a paid plan automatically. If you're not sure you want to keep it, put a note on your calendar a few days before the trial ends.

So which should you choose?

If this sounds like you…	Consider
You mostly want background music at home	Free is often enough. Ads are the main price you pay.
You want to pick exact songs and albums every time	Premium makes this easy on a phone.
You listen in the car or while traveling	Premium's downloads save cellular data and work with no signal.
You love audiobooks	Premium Individual's 15 hours a month may replace a separate audiobook service.
Two of you share a home	Duo costs six dollars a month more than one Individual plan, and each of you gets your own account and recommendations.
Grandkids or a larger household	Family covers up to 6 people at one address, with parental controls.

FROM BILL

My honest advice

Start with Free. Use it for a couple of weeks. If the ads or the shuffle limits bother you, try Premium. Spotify keeps your playlists either way, so nothing is lost by starting small. And if you already pay for Apple Music, Amazon Music or YouTube Premium, you may not need Spotify Premium too.

CHAPTER 4

Creating Your Account and Signing In Safely

Setting up Spotify takes about five minutes. The two things that matter most are getting the **real** app and choosing a way to sign in that you'll remember.

Step 1: Get the real Spotify app

1. On an iPhone or iPad, open the **App Store**. On an Android phone, open the **Google Play Store**.
2. Search for **Spotify**.
3. Look for the app named **Spotify: Music and Podcasts** (the name may be worded slightly differently) with the developer listed as **Spotify**. It has millions of reviews.
4. Tap **Get** or **Install**. The app is free to download.

SCAM ALERT

Skip look-alike apps

Search results sometimes show other apps with Spotify-sounding names, "free Premium" claims or green circle logos. Spotify's real app is listed by Spotify. Never install a "Spotify Premium free" or "modded" Spotify app from a website. Those are unofficial, break Spotify's rules, and can carry harmful software. See Chapter 27.

Step 2: Sign up

Open the app and tap **Sign up free**. Spotify lets you sign up with an **email address**, a **phone number**, or your **Apple** or **Google** account. Any of these works. Pick the one you're most likely to remember a year from now.

1. Choose how you want to sign up and follow the prompts.
2. If you use email, Spotify asks you to create a password. Make it at least a few words long and don't reuse your bank or email password.
3. Enter your date of birth and choose a display name. The display name is what friends see if you share music; your first name is fine.
4. Spotify asks you to pick a few artists you like. This helps it suggest music. Pick a handful; you can skip it, too.

TIP

Write it down

Write down which way you signed in ("email," "Apple" or "Google") and the email address you used. That one note solves most "I can't get in" problems later. There's a space for it in the Cheat Sheet at the back.

Signing in on another device

On a new phone or computer, open Spotify and tap **Log in**. Choose the same method you used to sign up. If Spotify offers to email you a code or a link instead of a password, that's normal and safe, as long as you asked for it just then.

Forgot your password?

1. Go to **spotify.com/password-reset** in a web browser.
2. Enter your email address or username.
3. Open the email from Spotify and follow the link to choose a new password.

You can see and change how you sign in on your account page at **spotify.com/account/login-methods**.

Paying for Premium: the iPhone wrinkle

Because of Apple's rules, you **can't** subscribe to Premium inside the Spotify app on an iPhone or iPad. Spotify's help page says to go to **www.spotify.com/premium** in a web browser instead. That's normal, not a scam. Type the address yourself rather than tapping a link in an email.

On Android, you can usually subscribe right in the app, and you may be billed through **Google Play**. That matters later if you want to change or cancel. See Chapter 25.

STAY SAFE

Only enter payment details on spotify.com

When you subscribe, the web address in your browser should start with **spotify.com** or **www.spotify.com**. If a page reached from an email or a pop-up asks for your card, close it and type spotify.com yourself.

PART 2

Finding Your Way Around

A guided tour of the app, how to search, how to play an artist, album or radio station, and how to save the songs you love.

CHAPTER 5

A Tour of the App

When you open Spotify on a phone, you'll see a few main areas. Once you know them, the whole app makes sense. The phone and tablet apps look much the same on iPhone and Android.

The bar along the bottom

Button	What it does
Home	Your starting page. Recently played music, suggestions picked for you, and shortcuts to playlists and podcasts you play often.
Search	Find any song, artist, album, podcast or audiobook. You can also browse by category, like "Country" or "Classical."
Your Library	Everything you've saved: Liked Songs, your playlists, artists you follow, podcasts and audiobooks.
Create	A shortcut for making a new playlist, a Blend with a friend, or other new things. You can hide this button if you never use it.

Depending on your plan and app version, you may see one more button. On Free accounts it's often an invitation to try Premium. You can simply ignore it.

The Now Playing bar

Whenever something is playing, a thin bar sits just above the bottom buttons. It shows the song title and a pause button. **Tap the bar** and it opens into the full **Now Playing** screen with large controls.

Control	What it does
Play / Pause	The big round button in the middle.
Next / Previous	The arrows on either side skip forward or back.
Shuffle	The crossed arrows. Turns mixed-up order on or off.
Repeat	The looped arrow. Repeats the album or playlist, or one song.
Save	Adds the song to your **Liked Songs**. See Chapter 8.
Connect device	The small speaker-and-screen icon at the bottom. Sends the music to another speaker or TV. See Chapter 18.
Three dots	More choices: add to a playlist, share, go to the artist or album, and more.

Scroll down on the Now Playing screen to see the song's **lyrics** (words), when they're available.

Finding Settings

Spotify's settings are tucked behind your profile picture. On a phone, tap your **profile picture** (or your initial in a circle) at the top left, then tap **Settings and privacy**. You'll come back here often in this guide.

TIP

Hide the Create button if it gets in the way

If you keep tapping **Create** by mistake, tap your profile picture > **Settings and privacy**, and under **Content and display**, switch off **Create button**. This works on phones and tablets, and you can turn it back on the same way.

On a computer

The computer app and the web player at open.spotify.com put the same things in different places. **Your Library** is down the left side, **Home** and the **search box** are along the top, and the player controls run along the bottom. The device button for sending music to a speaker sits at the bottom right.

CHAPTER 6

Searching for Music

Search is the fastest way to find anything on Spotify. You don't need to spell things perfectly; Spotify is good at guessing what you mean.

Find a song, artist or album

1. Tap **Search** at the bottom of the screen.
2. Tap the box at the top that says **What do you want to listen to?** (or similar).
3. Type a few words: an artist ("Patsy Cline"), a song ("Moon River"), or an album ("Abbey Road").
4. As you type, suggestions appear. Tap the one you want.
5. Not sure of the title? Type a line of the words you remember. Spotify can often match lyrics.

Narrow the results

After you search, small buttons appear across the top of the results, such as **Songs**, **Artists**, **Albums**, **Playlists**, **Podcasts** and **Audiobooks**. Tap one to see only that kind of result. This is handy when an artist and a song share a name.

Browse instead of search

If you don't know what you want, open **Search** and scroll down without typing. You'll see colorful tiles for genres and moods: Country, Jazz, Classical, Christian & Gospel, Decades, Sleep, Chill and many more. Tap one to see playlists made by Spotify for that style.

> **TIP**
>
> **Search by decade**
>
> Try searching for "1950s," "60s hits" or "big band." Spotify has ready-made playlists for every decade, and they're a lovely way to rediscover songs you'd forgotten.

Using your voice

On an iPhone you can ask Siri: "Hey Siri, play Frank Sinatra **on Spotify**." Ending with "on Spotify" tells Siri which app to use. On an Android phone, you can ask Google's assistant to play music on Spotify, too. Smart speakers are covered in Chapter 19.

CHAPTER 7

Playing an Artist, Album or Radio

Once you've found what you want, playing it is just a tap. Here's what to expect from each kind of page.

An artist's page

An artist page shows their **Popular** songs at the top, then their albums and singles, and playlists that feature them. Tap the big green **play** button to play a mix of the artist's music, or tap any single song.

- Tap **Follow** to keep up with the artist. New releases will show up on your Home page.
- Scroll down to **Discography** or **Albums** to see everything they've released.

An album

Open an album to see its songs in order. With Premium, tap a song to start there and the album plays in order. To hear the songs in the original order, make sure **Shuffle** is off. The shuffle button is green or has a dot under it when it's on.

> GOOD TO KNOW
>
> **Free on a phone plays things a little differently**
>
> On Spotify Free, phones often mix in shuffle and may add suggested songs to albums and playlists. You can search for a single song and play it, but there's a limit on how many times you can skip. On a computer or the web player, Free gives you more control. If you want albums in order every time on a phone, that's what Premium is for.

Spotify Radio

Spotify **Radio** is like a radio station built around one song or artist you like. It plays that song and then others that sound like it, and it keeps going.

1. Find a song or artist you like.
2. Tap the **three dots** next to it.
3. Tap **Go to Radio**.
4. Tap **play**. Spotify builds a station of similar music.

Radio is a wonderful way to discover new music that sounds like what you already love. If you like a station, save it to Your Library so you can come back to it.

Controlling what plays next

While music plays, tap the three dots on a song and choose **Add to queue** to play it next. To see what's coming up, open the Now Playing screen and look for the **queue** button (a list icon). On phones and tablets the queue is a Premium feature.

Shuffle and repeat

Button	What it does
Shuffle	Plays songs in a random order. Tap again to turn it off.
Smart Shuffle	A form of shuffle that also mixes in suggested songs that fit. On Free mobile it's always on.
Repeat	Tap once to repeat the whole album or playlist, twice to repeat one song, again to turn it off.

CHAPTER 8

Saving the Songs You Love

When you hear a song you like, save it. Saved songs go into a special playlist called **Liked Songs** in Your Library, so you can find them again easily. Think of it as your own favorites list.

Save a song

1. While the song is playing, look at the Now Playing bar or the full Now Playing screen.
2. Tap the **Save** button (a small plus sign in a circle on most phones). It turns into a green check mark when the song is saved.
3. That's it. The song is now in **Liked Songs**.
4. Tap the green check again to add the saved song to one of your playlists, or to remove it.

Find your Liked Songs

Tap **Your Library**, then tap the **Playlists** filter at the top, then **Liked Songs**. It's usually pinned at the top of Your Library anyway. Tap play to hear them all.

> GOOD TO KNOW
> **Saving a song doesn't save the album**
> When you save one song, Spotify doesn't save the whole album or follow the artist. To keep an entire album, open it and tap its **Save** button. To follow an artist, open their page and tap **Follow**.

Save albums, playlists and podcasts

The same **Save** or **Follow** button appears on albums, playlists, podcasts and audiobooks. Whatever you save lands in Your Library. Use the filters along the top of Your Library (**Playlists**, **Artists**, **Albums**, **Podcasts**) to find things.

Hide a song you never want to hear

If a song you dislike keeps showing up in a playlist or radio station, tap the three dots next to it and look for **Hide song** or **Hide this song**. Spotify will skip it there from now on.

PART 3

Playlists and Sharing

Build your own playlists, share music with family, listen together with Blend and Jam, and let Spotify suggest music for you.

CHAPTER 9

Making Your Own Playlists

A **playlist** is simply a list of songs you put together, in whatever order you like. You might make one for Sunday mornings, one of songs from your teenage years, one for a dinner party, or one of hymns for a loved one. Playlists work on Free and Premium.

Make a new playlist on a phone

1. Tap **Create** at the bottom of the screen. (If you hid the Create button, go to **Your Library** and tap the plus sign at the top.)
2. Tap **Playlist**.
3. Type a name, like "Sunday Morning" or "Mom's Favorites," and tap **Create**.
4. Tap **Add to this playlist** to search for songs and add them.

Add a song to a playlist later

1. Find the song, or play it.
2. Tap the **three dots** next to it.
3. Tap **Add to Playlist**.
4. Tap the playlist you want (it gets a check mark), then tap **Done**.

> TIP
> **Add a whole album at once**
> Open an album, tap its three dots, and choose **Add to Playlist**. Every song on the album goes into your playlist in one step.

Change the order, rename or delete

- **Reorder songs:** open the playlist, tap the three dots, then **Edit** (or **Edit playlist**), and drag songs by the handle on the right. On phones, reordering is a Premium feature; on a computer you can drag songs on either plan.
- **Rename or change the picture:** use the same **Edit** screen.
- **Remove a song:** tap the three dots next to the song and choose **Remove from this playlist**.
- **Delete the playlist:** tap the playlist's three dots and choose **Delete Playlist**.

GOOD TO KNOW

Deleted a playlist by mistake?

Spotify can often bring back a recently deleted playlist. On a computer, sign in to your account page at spotify.com/account and look for the option to restore or recover playlists. If you can't find it, Spotify's help page "Save and recover playlists" explains the current steps.

Keep things tidy with folders

Once you have a lot of playlists, you can group them into **folders**, for example "Holidays" or "Family." Look for **Folder** next to **Playlist** when you tap Create or the plus sign in Your Library.

Let Spotify suggest songs for your playlist

Scroll to the bottom of any playlist you've made and you'll see **Recommended songs** that fit with what's already there. Tap the plus sign next to any you like to add it. It's a gentle way to grow a playlist without searching.

CHAPTER 10

Sharing Music with Family and Friends

Music is better shared. Spotify makes it easy to send a song to your grandson, share a playlist with your sister, or build a playlist together with the whole family for a reunion.

Share a song, album or playlist

1. Tap the **three dots** next to the song, album, playlist or podcast.
2. Tap **Share**.
3. Choose how to send it: **Copy link**, Messages, WhatsApp, email, or another app on your phone.
4. The person you send it to taps the link to open it in their Spotify app, or in a web browser if they don't have Spotify.

WHAT THIS DOES FOR YOU

Why this helps

Instead of trying to describe a song over the phone, you can send it in a few taps. It's a lovely way to stay close: a song that reminded you of someone, a hymn from a service, or the first dance from a wedding.

Make a playlist together: collaborative playlists

A **collaborative playlist** is one that other people can add songs to, as well as you. Everyone you invite can add, remove and reorder songs.

1. Open one of your playlists.
2. Tap the **three dots**.
3. Tap **Invite collaborators**.
4. Send the link to the people you want. The invitation link works for 7 days.

TIP

A family reunion playlist

Make a playlist called "Reunion 2027," invite everyone, and ask each person to add three songs. On the day, play it through a speaker. It's an easy way to include the grandkids, who often enjoy the job.

CHAPTER 11

Listening Together: Blend and Jam

Spotify has two features for listening with other people. They sound alike but do different things. **Blend** makes a shared playlist that mixes your tastes. **Jam** lets several people control the music playing in the same room, or from a distance.

Blend: a playlist that mixes your tastes

A Blend takes the music you like and the music a friend or family member likes, and mixes them into one playlist. It updates every day. It's a fun way to discover what your grandchildren are listening to, and to share your favorites with them.

1. Tap **Your Library**.
2. Tap the **plus sign** at the top (or tap **Create** at the bottom).
3. Tap **Blend**.
4. Tap **Invite** and send the invitation to the person you'd like to blend with.
5. Once they accept, your Blend appears in Your Library.

You can blend with up to 10 people in one Blend.

Jam: everyone adds to the music

A **Jam** lets people in the same room add songs to what's playing, all from their own phones. Picture a family gathering: the music plays from one speaker, and anyone can add a song to the line-up.

1. Start playing something.
2. Tap the **Connect device** icon at the bottom of the Now Playing screen.
3. Tap **Start a Jam**.
4. Tap **Invite**. You can show a QR code for others to scan with their phone's camera, or tap **Share link** to send it.
5. People nearby can also join by holding their phone close to yours with Bluetooth turned on.

GOOD TO KNOW

Who can start a Jam

You need Premium to start and host a Jam. People on Free can join and add songs when they're in the same place. Joining from somewhere else needs Premium. If the host leaves, the Jam ends for everyone.

Which one do I want?

Feature	Best for
Blend	A playlist that mixes two or more people's tastes and updates daily. Everyone listens on their own phone, whenever they like.
Jam	Shared control of the music playing right now, usually through one speaker at a gathering.
Collaborative playlist	A playlist that several people build by hand, song by song (Chapter 10).

CHAPTER 12

Letting Spotify Pick: Mixes, DJ and More

One of the nicest things about Spotify is that it learns what you like and makes suggestions. The more you listen and save songs, the better it gets. You don't have to do anything special; just look in the right places.

Playlists Spotify makes for you

Playlist	What it is
Daily Mix	Several mixes, each built around a style you play often. They refresh regularly.
Discover Weekly	A playlist of songs you may not know yet, refreshed once a week.
Release Radar	New songs from artists you follow, refreshed once a week.
Decade and artist mixes	Mixes like "60s Mix" or a mix built around one artist.

You'll find these on your **Home** page, or by searching for their names.

DJ: a voice that picks music for you (Premium)

Spotify's **DJ** is a computer-generated voice that picks songs for you and talks between them, a little like a radio host who knows your taste. It's for Premium members. To try it, tap the **DJ** button on your Home page or search for "DJ." Don't like a song it picks? Tap the DJ button again and it changes direction.

Newer AI features

Spotify keeps adding features that use artificial intelligence (AI), meaning a computer program that understands ordinary language. Two you may see in late 2026:

- **Prompted Playlists** (test version, Premium, on phones, English): you describe what you want in plain words, like "gentle music for a rainy afternoon," and Spotify builds a playlist. Find it in **Your Library** > **Create** > **Prompted Playlist**.
- **Talk to Spotify** (test version, Premium, ages 18 and up): type or speak a request in the box or microphone on your Home page.

GOOD TO KNOW

Some AI features have limits

Spotify says some AI features have usage limits, and that Premium members may be offered **Pro credits** to buy more use once a limit is reached. You never have to buy them. Ordinary listening is unaffected.

Help Spotify learn your taste

- Save songs you like (Chapter 8). That's the strongest signal.
- Hide songs you don't want to hear.
- If grandchildren use your account to play children's songs, those can crowd your suggestions. Go to profile picture > **Settings and privacy** > **Content and display** and look at **Include kids and family music in your taste profile**. Switching it off only changes recommendations; nothing gets blocked. It can take up to 48 hours to take effect.
- Better still, give each person their own account. A Duo or Family plan does that (Chapter 23).

PART 4

Podcasts, Audiobooks and Sound

Podcasts and video podcasts, the audiobooks included with Premium, listening offline, sound quality, and settings that make Spotify easier to see and hear.

CHAPTER 13

Podcasts and Video Podcasts

A **podcast** is a show you can listen to any time, a bit like a radio program you can start whenever you like. There are podcasts about history, faith, health, gardening, cooking, sports, news, mysteries and nearly anything else you can think of. On Spotify, podcasts are free on both Free and Premium, though many hosts read their own sponsor messages.

Find a podcast

1. Tap **Search**.
2. Type a subject ("Civil War," "gardening") or the name of a show you've heard of.
3. Tap the **Podcasts** filter to see only shows.
4. Tap a show to see its episodes. The newest is usually at the top.
5. Tap an episode to play it.

To keep up with a show, tap **Follow** on its page. New episodes then appear in Your Library and on your Home page, so you don't have to look for them.

Handy podcast controls

Control	What it does
Skip back 15 seconds	The curved arrow with "15" on the Now Playing screen. Great for when you missed a bit.
Playback speed	The **1x** button. Choose slower (like 0.8x) if speakers talk quickly, or faster.

Video podcasts

Some podcast episodes now come with video, so you can watch the hosts as they talk. If an episode has video, it plays in the Now Playing screen. Lock the phone and the sound keeps going.

If you'd rather not see video at all, or you want to save data, go to your profile picture > **Settings and privacy** > **Content and display** > **Videos and Canvas**. There are switches for **Music videos**, **Other videos** and **Canvas** (the short looping videos behind some songs).

CHAPTER 14

Audiobooks on Spotify

An **audiobook** is a book read aloud by a narrator. Spotify sells audiobooks, and some Premium plans include a set amount of free listening each month. This chapter explains how it works, honestly, including the limits.

What's included

Plan	Audiobook listening time (US, November 2026)
Premium Individual	15 hours of audiobook listening a month from Spotify's subscriber catalog.
Premium Duo and Family	15 hours a month for the **plan manager only**. Members don't get hours unless the manager buys them.
Premium Student	No audiobook hours.
Basic plans	No audiobook hours.
Free	No included hours. You can buy individual audiobooks.

How the hours are counted

- Time is counted at **normal speed**. A 5-hour book uses 5 hours even if you listen at double speed.
- Listening again to a book, or part of one, uses hours again.
- Unused hours **don't carry over**. They reset at the start of each billing month.
- If you run out partway through, Spotify saves your place and tells you how to get more hours.
- Books you've bought outright don't use your hours.

GOOD TO KNOW

15 hours is about one book a month

Many popular novels run 8 to 15 hours. So 15 hours is roughly one average book a month, sometimes two short ones. If you listen to more than that, the costs below add up, and a library app like Libby, which is free with a library card, may be a better deal.

Check how many hours you have left

1. Tap your **profile picture**.
2. Tap **Settings and privacy**.

3. Under **Account**, tap the name of your plan.
4. Tap **Audiobook listening time**.

On a computer, go to **spotify.com/account/audiobook-listening-time**.

If you want more listening time

Option	How it works
Top-up	A one-time purchase of extra hours, sold in 10-hour blocks, good for 12 months. Used only after your monthly hours run out.
Audiobooks+	A monthly add-on: $11.99 a month on top of Premium for 15 extra hours each month. Cancel any time.
Audiobooks Access	A separate $9.99-a-month plan with 15 hours of audiobooks and free, ad-supported music. You'd cancel Premium to use it.
Buy a book	Some audiobooks can be bought outright. Then they're yours to replay without using hours.

HEADS UP

Look before you tap "buy"

Spotify shows a price before any purchase. Read it, and make sure you want it. Refunds for unused or expired hours aren't offered, so buy extra hours only when you're sure you'll use them.

Playing an audiobook

1. Tap **Search**, type the title or author, and tap the **Audiobooks** filter.
2. Open the audiobook's page. It will say whether it's included in your plan's listening time.
3. Tap **Play**. Spotify remembers where you stopped.
4. Use **Chapters** to jump around, and the **1x** speed button to slow down or speed up the narrator.

CHAPTER 15

Listening Offline: Downloads

Downloading saves music onto your phone so it plays without the internet. That's handy in the car, on a plane, at a cabin with poor signal, or simply to avoid using cellular data. Downloading music is a Premium feature. Free accounts can download podcasts.

Download a playlist or album

1. Connect to Wi-Fi.
2. Open the playlist, album or podcast you want.
3. Tap the **Download** button (a downward arrow in a circle).
4. Wait for it to finish. A **green arrow** means it's downloaded.

The rules

- You can't download a single song by itself. Add it to a playlist and download the playlist.
- Up to **10,000 songs** on each of up to **5 devices**.
- Go online at least **once every 30 days**, or the downloads stop working until you reconnect.
- If you cancel Premium, downloaded music stops playing offline.

Download over Wi-Fi only (the default)

Spotify downloads over Wi-Fi by default. If you need to download while away from Wi-Fi, go to profile picture > **Settings and privacy** > **Data-saving and offline** and switch on **Downloads over cellular**. I suggest switching it off again afterward.

Offline mode

In the same **Data-saving and offline** menu is **Offline mode**. When it's on, Spotify plays only what you've downloaded and uses no data. Remember to turn it off afterward.

Free up space

If your phone says it's running out of storage, downloaded music may be the reason. You can remove a download by tapping the green arrow again. To remove everything, go to profile picture > **Settings and privacy** and look under **Storage** for **Remove all downloads**. Your playlists stay; only the offline copies go.

CHAPTER 16

Sound Quality, Lossless and the Equalizer

Spotify sounds good out of the box. You don't have to change anything. But if you have good headphones or speakers, or you want to save data, a few settings are worth knowing.

Audio quality choices

Setting	Roughly	Plans	Good for
Low	Saves the most data	Free and Premium	Weak signal or a small data plan
Normal	Everyday quality	Free and Premium	Most listening on a phone
High	About 160 kbps	Free and Premium	Good headphones and speakers
Very high	About 320 kbps	Premium	Home stereo or quality headphones
Lossless	CD quality or better	Premium	Wired headphones or a good speaker system

The word **kbps** just measures how much detail the music carries. Higher numbers sound a little richer and use more data.

Change the quality

1. Tap your **profile picture** > **Settings and privacy**.
2. Tap **Media quality**.
3. Choose a quality for **Wi-Fi streaming**, **Cellular streaming** and **Download** separately.

> **TIP**
> **A sensible setup**
> Set Wi-Fi to the highest your plan allows, cellular to **Normal** to protect your data, and downloads to **High** or **Very high**. You won't notice much difference on a phone speaker.

Lossless (Premium)

Spotify added **Lossless** audio for Premium members starting in September 2025. Lossless means nothing is squeezed out of the recording, so it can sound as good as a CD or better. To use it, choose **Lossless** in **Media quality**.

- It needs an up-to-date Spotify app (phone app version 9.0.58 or newer, computer app 1.2.67 or newer) or a supported speaker or device.
- It works for music only, not podcasts, music videos or audiobooks.

- It uses a lot more data and storage. Use it on Wi-Fi.
- Bluetooth headphones and many Bluetooth speakers can't carry full lossless sound, so you may hear no difference. Wired headphones or a good home system show it off best.

The equalizer

An **equalizer** lets you boost or soften the bass, middle and treble, like the tone knobs on an old stereo. Go to profile picture > **Settings and privacy** > **Playback** > **Equalizer**. Try a preset like **Vocal** or **Spoken word** if voices are hard to make out.

WHAT THIS DOES FOR YOU

Why this helps

If you find voices muddy, a little boost in the middle range often makes singers and podcast hosts clearer. Our guide *Hearing Help Tech* has more ideas for clearer sound, including with hearing aids.

CHAPTER 17

Easier to See, Easier to Hear

A few settings make Spotify more comfortable to use: bigger text, steadier volume, words on screen, and music that turns itself off when you fall asleep.

Bigger text

I couldn't find a text-size setting inside Spotify itself. The way to get bigger text is to raise your phone's own text size. Many apps, Spotify included in many places, then show larger words.

- **iPhone: Settings** > **Display & Brightness** > **Text Size**, and drag the slider.
- **Android: Settings** > **Display**, then look for **Font size** or **Font size and style**. The exact words vary by phone maker.

On a computer, hold **Ctrl** (Windows) or **Command** (Mac) and press the **+** key to zoom the Spotify window in, or **-** to zoom out.

Lyrics on screen

On many songs, Spotify can show the words as they're sung, on Free and Premium. Tap the Now Playing bar to open the big screen, then scroll down to **Lyrics**. Tap the lyrics card to make it fill the screen. It's a lovely way to sing along, or to catch words you can't quite hear.

Steady volume between songs

Some songs are recorded much louder than others. **Volume normalization** evens them out so you aren't reaching for the volume button all the time. It's a Premium setting. On an iPhone, go to profile picture > **Settings and privacy** > **Playback** and switch on **Enable Audio Normalization**. On Android, look for **Volume normalization** in the same place.

A sleep timer

Spotify's phone app has long offered a sleep timer, so music or an audiobook stops on its own after a set time. I couldn't confirm where it sits in this month's version on Spotify's help site, so here's where to look: open the Now Playing screen, tap the **three dots**, and look for **Sleep timer**. Choose how long, such as 15 or 30 minutes, or the end of the chapter or episode.

TIP

A backup sleep timer on iPhone

If you can't find Spotify's timer, the iPhone's own **Clock** app can do it. Open **Clock** > **Timers**, set a time, tap **When Timer Ends**, choose **Stop Playing**, and tap **Start**. It stops whatever is playing.

Filter explicit songs

Some songs have strong language and are marked with an **E**. To skip them, go to profile picture > **Settings and privacy** > **Content and display** and switch off **Allow Explicit Content**.

Screen readers

If you use your phone's built-in screen reader (**VoiceOver** on iPhone or **TalkBack** on Android), Spotify's buttons are read aloud as you touch them. It's worth practicing the main buttons with a family member the first time.

PART 5

Spotify Around the House and in the Car

Use your phone as a remote for speakers and TVs, set up Alexa, Google and Sonos, and listen safely while you drive.

CHAPTER 18

Spotify Connect: Your Phone as the Remote

Spotify Connect is the simplest way to play Spotify on a speaker, a TV or a game console. Your phone acts as the remote control, and the speaker or TV plays the music straight from the internet. That means a phone call, a text, or walking into the next room doesn't interrupt the music, and your phone's battery lasts longer.

Play on another device

1. Make sure your phone and the speaker or TV are on the **same Wi-Fi network** (this matters the first time you connect).
2. Open Spotify and start playing something.
3. Tap the **Connect device** icon at the bottom of the screen. It looks like a small speaker with a screen.
4. A list of devices appears. Tap the one you want, such as "Kitchen Echo" or "Living Room TV."
5. The music moves to that device. Use your phone to pause, skip and change the volume.

To bring the music back to your phone, tap the same icon and choose **This phone**.

> TIP
>
> **Use the slider for volume**
>
> On an iPhone, the side volume buttons may not control a connected speaker. If pressing them does nothing, use the volume slider in the Spotify app instead.

If the device isn't in the list

- Check that the speaker or TV is turned on and connected to the same Wi-Fi as your phone.
- For a TV, open the Spotify app on the TV first.
- If you paused for more than about 10 minutes, the device may need to reconnect. Tap the icon again and choose it.
- Restart the Spotify app on your phone, and if needed, unplug the speaker for 30 seconds.

STAY SAFE

See a device you don't recognize?

If a speaker you don't own shows up in your list or music suddenly starts playing somewhere else, someone may be using your account. Tap the **three dots** next to the device and choose **Log out of this device**, then follow Chapter 28 to secure your account.

Connect or Bluetooth?

Method	What to know
Spotify Connect	Speaker plays straight from the internet. Calls and texts don't interrupt. Works from anywhere in the house on the same Wi-Fi. Best when the speaker supports it.
Bluetooth	Your phone sends the sound over a short-range wireless link. Works with almost any Bluetooth speaker, headphones or car, but you need to stay within about 30 feet, and calls interrupt the music.

CHAPTER 19

Smart Speakers: Alexa, Google and Sonos

Smart speakers let you play Spotify just by asking. You link your Spotify account once in the speaker's app, and you can even make Spotify the **default**, so you don't have to say "on Spotify" every time. Our guides *Amazon Alexa & Echo* and *Google Nest & Home* cover the speakers themselves.

Amazon Echo (Alexa)

Spotify's help page for Alexa is marked **For: Premium**. To link your account:

1. Open the **Alexa** app on your phone.
2. Tap **More**, then **Settings**.
3. Under **Alexa Preferences**, tap **Music & Podcasts**.
4. Tap **Link New Service**, choose **Spotify**, and follow the steps to sign in.

To make Spotify the default:

1. Go back to **Music & Podcasts**.
2. Tap **Your Default Services**.
3. Choose **Spotify** and tap **Done**.

Now you can say, "Alexa, play Glenn Miller," or "Alexa, play my Sunday Morning playlist." For podcasts, you still add "on Spotify" at the end.

Google Nest and other Google speakers

Your phone must be on the same Wi-Fi as the speaker. Then:

1. Open the **Google Home** app.
2. Tap the **+** (plus) button, then **Music and audio**.
3. Choose **Spotify**, tap **Link Account**, then **Log in to Spotify**.
4. To make Spotify the default, follow the app's prompt, or look in the Home app's settings under **Music** and choose **Spotify**. Google may also offer to make it the default the first time you ask for music; just say "yes."

Then say, "Hey Google, play Mahalia Jackson."

Sonos

1. Open the **Sonos** app on your phone.

2. Tap **Settings**, then **Services & Voice**.
3. Under **Music & Content**, tap **Add a service**.
4. Choose **Spotify**, tap **Add to Sonos**, and sign in.

After that you can play Spotify from the Sonos app, or open Spotify and pick your Sonos speaker with the **Connect device** icon (Chapter 18).

GOOD TO KNOW

If a speaker says you need Premium

Some speakers and features only work with Premium. Spotify's own Alexa page, for example, is marked for Premium. If a speaker refuses to play on a Free account, that's the likely reason, not something you did wrong.

TIP

Name your speakers clearly

In the Alexa or Google Home app, give each speaker a simple room name, like "Kitchen" or "Bedroom." Then the list in Spotify's Connect menu makes sense at a glance, and you can say, "Play jazz in the kitchen."

CHAPTER 20

Spotify on Your TV

Playing Spotify through the TV fills the room with sound, and the big screen makes it easy to see what's playing. Most smart TVs and streaming players, such as Roku, Fire TV, Apple TV and Google TV, have a Spotify app. Check your TV's app store and search for **Spotify**.

Install the app

1. On your TV or streaming box, open its app store (it may be called **Apps**, **Channel Store** or **Google Play**, depending on your TV).
2. Search for **Spotify** and install it.
3. Open Spotify on the TV.

Sign in the easy way

Typing a password with a TV remote is no fun. Spotify gives you three ways to sign in on a TV:

Method	How
With your phone	Open Spotify on your phone (on the same Wi-Fi), tap the **Connect device** icon, and pick the TV. This is usually the quickest.
With a PIN	On the TV, choose **LOG IN WITH PIN**. A code appears. On your phone or computer, go to **www.spotify.com/pair** and type the code.
Email and password	Type them in with the remote, if you prefer.

SCAM ALERT

Only type the TV code at spotify.com/pair

The PIN code from your TV goes only into **www.spotify.com/pair**, typed yourself. Never read that code to someone on the phone or type it into a website someone sent you. A real Spotify code is never something a "support agent" needs.

Using Spotify on the TV

- Use the arrows on your remote to move around and the center button to choose.
- The TV app has the same Home, Search and Your Library areas as the phone.
- Or keep the TV app open and control everything from your phone with Spotify Connect. Our *Roku*, *Fire TV*, *Apple TV*, *Google TV* and *Smart TVs* guides cover the TV menus.

CHAPTER 21

Spotify in the Car

Spotify works in most cars, old and new. How you connect depends on what your car has. The golden rule is the same for all of them: **set up your music before you drive**, and don't fiddle with your phone while the car is moving. Spotify's own help page says the same.

Which way does your car connect?

Option	How it works
Apple CarPlay	For iPhones. Plug in with a cable (or connect wirelessly in some cars). Spotify appears as an icon on the car's screen.
Android Auto	For Android phones. Same idea: plug in or connect wirelessly, and Spotify appears on the car's screen.
Bluetooth	Most cars from the last 15 years. The phone plays and the car's speakers carry the sound. Use the steering-wheel buttons to skip and pause.
Built-in Spotify app	Some cars have Spotify built into the dashboard system. You sign in once.
AUX or USB cable	Older cars with a headphone-style jack or a USB port for music.

Apple CarPlay and Android Auto

1. With the car parked, connect your phone to the car as your car's manual describes (usually a USB cable the first time).
2. Follow the prompts on the car screen and phone to allow CarPlay or Android Auto.
3. Tap the **Spotify** icon on the car's screen.
4. Choose a playlist, album or podcast from the large, simple buttons.
5. Use voice: on CarPlay, hold the voice button on your steering wheel and say, "Play my Liked Songs on Spotify." On Android Auto, say "Hey Google" or tap the microphone.

Our guide *CarPlay & Android Auto* walks through setting these up in detail, including wireless connections.

Bluetooth

1. With the car parked, put the car's stereo into Bluetooth pairing mode (see the car's manual or screen).
2. On your phone, open **Settings** > **Bluetooth** and choose the car's name.
3. Confirm the code if asked.

4. Start Spotify on your phone. Switch the car stereo's source to **Bluetooth** if the sound doesn't come through.

Make the car easier

- **Download before you go** (Premium). Downloaded playlists play smoothly in dead zones and don't use data. See Chapter 15.
- **Pin your car playlists** in Your Library so they're right at the top.
- **Google Maps controls:** in Google Maps, open **Settings** > **Navigation settings** and turn on **Music playback controls** (iPhone) or **Show media playback controls** (Android), then choose Spotify. Simple controls appear at the bottom of the map.

STAY SAFE

Eyes on the road

Pick your music while parked. If you need to change something while driving, use the steering-wheel buttons or your voice, or ask a passenger. Holding and tapping a phone while driving is risky, and in many states it can also get you a ticket. Hands-free is the way to go.

TIP

Podcasts and audiobooks make long drives shorter

Download a few podcast episodes or an audiobook before a long trip. Spotify remembers your place, so you can stop at a rest area and pick up right where you left off.

CHAPTER 22

Headphones, Bluetooth Speakers and Voice Assistants

Not every speaker is "smart." A simple Bluetooth speaker or a pair of headphones works perfectly well with Spotify. And your phone's own voice assistant can start music without any tapping.

Pair a Bluetooth speaker or headphones

1. Put the speaker or headphones into pairing mode. Usually you hold the power or Bluetooth button until a light flashes.
2. On your phone, open **Settings** > **Bluetooth** and tap the device's name when it appears.
3. Open Spotify and play. The sound goes to the speaker.
4. Next time, just turn the speaker on near your phone; it reconnects by itself.

> TIP
> **Sound coming out of the wrong place?**
> Tap the **Connect device** icon in Spotify. It shows where the sound is going and lets you switch between your phone, Bluetooth headphones and any Connect speakers.

Siri and Spotify (iPhone and iPad)

Say "**Hey Siri**," then your request, ending with "**on Spotify**." For example: "Hey Siri, play Discover Weekly on Spotify." Siri can play, pause, skip, change the volume, and even save the song that's playing. On newer iPhones with Apple Intelligence turned on, Spotify's help page says you may not need to add "on Spotify."

Google and Android phones

On Android, say "Hey Google, play Andy Williams on Spotify." If Spotify is set as your music service in your Google settings, you can leave off "on Spotify."

Watches

Spotify has apps for Apple Watch, Wear OS, Fitbit, Garmin and Samsung watches. On many of them you can control music on your phone from your wrist, and on some, Premium members can download music to the watch for walks without the phone.

PART 6

Family, Billing and Privacy

Duo and Family plans, safe accounts for grandchildren, changing or canceling your plan, and the privacy settings worth checking.

CHAPTER 23

Duo and Family Plans

If more than one person in your home uses Spotify, a shared plan can save money. Each person gets their **own** account, with their own playlists and their own suggestions. Nobody's music gets mixed up with anyone else's.

Duo or Family?

Plan (US, Nov. 2026)	Who it's for
Premium Duo, $18.99/month	Two people who live at the same address. Each gets a separate Premium account. The person who sets it up (the **plan manager**) pays and can't be changed later.
Premium Family, $21.99/month	Up to 6 accounts, including the plan manager, for family members who live together. The manager pays, adds and removes members, and can set parental controls.

HEADS UP

Everyone has to live at the same address

Duo and Family plans are for people in one household. Members enter their home address when they join, and Spotify may ask them to confirm it again later. If a member can't confirm within 7 days, they drop to the free plan and can't join another Family or Duo plan for 12 months. A grandchild away at college can't join your Family plan from another address; Premium Student may suit them instead.

Invite someone to your Family plan

1. On a computer or phone browser, sign in at **spotify.com/account/family** (this is **Manage members**).
2. Choose to invite a member, and send the invitation, or copy the invite link and send it yourself.
3. The person opens the link, signs in to their own Spotify account (or creates one), and confirms the home address.
4. Their existing playlists and saved music come with them.

TIP

Sharing a tablet?

If you and the person you're inviting share a phone or tablet, sign out of your own account on it before they open the invitation link. Otherwise Spotify may think you're trying to join your own plan.

Remove a member

Go back to **Manage members**, select their account under **Plan members**, and follow the steps to remove them or swap in someone new. They keep their account and music, but drop to Free. Members can only switch plans once every 12 months, so plan changes are best made thoughtfully.

Audiobooks on shared plans

On Duo and Family, only the plan manager gets the 15 monthly audiobook hours. The manager can buy hours for members with the **Audiobooks+ for Plan Members** add-on, if they wish. See Chapter 14.

FROM BILL

Is Family worth it?

Do the math for your household. Two Individual plans cost $25.98 a month; Duo is $18.99. Three or more people under one roof almost always come out ahead on Family. If only one person really listens, stick with Individual.

CHAPTER 24

Safe Accounts for Grandchildren

If young grandchildren listen to music at your house, Spotify offers **managed accounts**: accounts for young listeners that a parent or guardian controls. You can choose what they can hear, and their account can't be searched for or followed by strangers.

Who can set one up

- Managed accounts are for parents and legal guardians.
- On Premium Family, the **plan manager** creates them. A managed account uses one of the plan's 6 places.
- Spotify also offers managed accounts on the free, ad-supported plan. On Free, the child's music mostly plays in shuffle, and video ads can't be turned off.
- Spotify asks the adult to confirm they're an adult, for example with a photo ID and a selfie, or a small temporary hold on a card.

Create a managed account on a phone

1. Tap your **profile picture**.
2. Tap **Settings and privacy**, then **Parental controls**.
3. Tap **Create** next to **Create a managed account**.
4. Follow the steps to enter the child's name and date of birth and confirm you're the adult.

On a computer, sign in at **spotify.com/account**, choose **Parental controls**, then **Create**.

What you can control

Setting	What it does
Explicit content	Switch it off so songs marked **E** don't play.
Videos and Canvas	Switch off music videos and the moving pictures behind songs.
Manage artists or songs	Block specific artists or songs. You can also do this from an artist or song page with **Manage playback for young listeners**.
Account details	Change the PIN, edit the name or date of birth, or delete the account.

GOOD TO KNOW

What young listeners can't do

Managed accounts can't start or join a Jam, make a Blend, or use collaborative playlists, and other people can't find or follow their profile. That keeps things simple and private.

What about the Spotify Kids app?

Spotify used to point families to a separate **Spotify Kids** app. Its help page still exists, but Spotify now presents managed accounts as the way forward for young listeners. If you're setting something up today, start with a managed account.

TIP

An easy switch on your own account

If grandkids only listen now and then on your phone, and you don't want their songs filling your suggestions, see the **Include kids and family music in your taste profile** switch in Chapter 12.

CHAPTER 25

Managing, Changing and Canceling Your Plan

You're always in charge of what you pay. This chapter shows where to see your plan, how to switch, and how to cancel cleanly. The short version: **manage your plan at spotify.com/account**, unless someone else bills you.

See your plan and billing date

1. In a web browser, go to **spotify.com/account** and sign in.
2. Your plan, price and next billing date are shown near the top.
3. On a phone, tap your **profile picture** > **Settings and privacy** > **Account** to see your plan.

Who bills you matters

If you pay through…	Manage it here
Spotify directly (card or PayPal)	Change or cancel at spotify.com/account.
Google Play (Android)	Change your plan in the app: profile picture > **Settings and privacy** > **Account** > **See available plans**. Google handles payment questions and refunds.
A phone or internet company	If your account page has no option to change your plan, a partner bills you. Look under **Payment** on your account page for who it is, and cancel with them. Spotify can't refund partner charges.
Apple (older subscriptions)	Spotify stopped taking new payments through Apple years ago, but if you still see Spotify on your iPhone under **Settings** > your name > **Subscriptions**, cancel it there.

Change plans

At **spotify.com/account**, look under **Manage your plan** and choose **Change plan**. Pick the new plan. Spotify explains when the new price starts, usually on your next billing date.

Cancel Premium

1. In a web browser, go to **spotify.com/account** and sign in.
2. Go to **Manage your plan**.
3. Choose **Cancel subscription** and confirm.

What to expect	Details
When it ends	Premium stays until your next billing date, then your account switches to Free.
Your music	You keep your playlists and saved music. You can still log in and play, with ads.
Downloads	Downloaded music stops working offline when Premium ends.
During a free trial	If you cancel during a free trial, you switch to Free right away, and you can't restart that trial.
Family and Duo	Only the plan manager can cancel the plan. A member who "cancels" just leaves the plan.

STAY SAFE

Canceling never requires a phone call

Spotify doesn't offer phone support. You'll never need to call anyone, give a code, or install an app to cancel. If a "Spotify cancellation line" turns up in a web search, it's not Spotify. Use spotify.com/account.

Failed payments

If a payment doesn't go through, Spotify says you won't lose Premium straight away; it tries again over the next few days. To update your card, sign in at **spotify.com/account** yourself and look for your payment details. Don't use a link in an email to do this. See Chapter 27.

Gift cards

Spotify says gift cards are no longer sold. If you have one already, you can still redeem it at **spotify.com/account/redeem**, on the Premium Individual plan only. If anyone asks you to pay for something with Spotify gift cards, that's a scam.

Closing your account completely

Canceling Premium keeps your free account and your playlists. If you want to delete your account and data altogether, cancel any paid plan first, then follow Spotify's help page "Closing your account and deleting your data." Deleting is permanent, so download or write down any playlists you care about first.

CHAPTER 26

Privacy Settings Worth Checking

Spotify is a social app as well as a music app. By default, some of what you listen to may be visible to people who follow you. None of this is dangerous, but it's worth choosing for yourself. Most of these settings are in profile picture > **Settings and privacy** > **Privacy and social**.

The main switches

Setting	What it does
Private Session	Listen without your activity being shared or affecting your recommendations. Turns itself off after 6 hours or when you restart the app.
Listening activity	Whether followers can see what you're playing. Switch off to keep it to yourself.
Recently played artists	Whether these appear on your public profile.
Playlists on your profile	Tap a playlist's three dots and look for **Add to profile** or **Remove from profile**.

GOOD TO KNOW

What "Private Session" doesn't do

A Private Session stops sharing and keeps the songs from shaping your suggestions. It doesn't hide your listening from Spotify itself, and it doesn't make you anonymous.

Ads and your data

- **Ad preferences:** on the web at **spotify.com/account/ad-preferences**. Changing these affects which ads you see, but not how many.
- **Privacy settings and your data:** at **spotify.com/account/privacy**. You can choose some data uses and request a copy of your data with **Download your data**.
- **Notifications:** in **Settings and privacy**, look for **Notifications** to cut down on emails and phone alerts from Spotify.

Check which apps can use your Spotify

Over the years you may have let other apps or games connect to Spotify. On your account page, look for **Manage apps** and choose **Remove Access** for anything you don't recognize or no longer use.

PART 7

Staying Safe

The Spotify scams that go around, what to do if your account is taken over, and quick fixes when something isn't working.

CHAPTER 27

Spotify Scams to Know

Because so many people use Spotify, scammers use its name and its green logo to trick people. The good news is that the tricks are few and they repeat. Once you know them, you'll spot them easily.

Scam 1: "Your payment failed" emails and texts

This is the most common one. An email or text says your Spotify payment didn't go through, your account will be suspended, and you need to "update your billing" by tapping a link. The link leads to a fake page that looks like Spotify and asks for your card number and password.

SCAM ALERT

How to tell it's fake

Spotify says to be suspicious if the sender's email address doesn't end in **@spotify.com**. Spotify also says it will never ask in an email for your payment details, your password, your Social Security number, payment through a service like Western Union, or for you to download anything. Rushed, scary wording ("within 24 hours") is another sign. Even if an email looks right, don't tap its link.

What to do instead:

1. Don't tap any link or button in the message.
2. Open a web browser and type **spotify.com/account** yourself, or open the Spotify app.
3. Sign in. If there really is a payment problem, it will say so on your account page.
4. Forward the fake email to **spoof@spotify.com**, then delete it.

GOOD TO KNOW

Real failed payments aren't an emergency

If a real payment fails, Spotify says you won't lose Premium immediately; it tries again over the next few days. And if Premium does lapse, you simply drop to Free. Your playlists stay. There is never a reason to rush.

Scam 2: Fake Spotify support phone numbers

Someone searches the web for "Spotify phone number" and calls the first number they see. It's run by scammers, who ask for remote access, card details, or gift cards to "fix" the account.

SCAM ALERT

Spotify doesn't do phone support

Spotify's help site says plainly that it doesn't offer support by phone. Any phone number claiming to be Spotify support is fake. Real help is at **support.spotify.com**, where you can choose **Message us** to chat in writing, or ask in the Spotify Community. Never let a stranger connect to your computer.

Scam 3: "Free Premium" apps and websites

Websites and videos promise "Spotify Premium free forever" or a "Spotify++" or "modded" app. These are unofficial copies of the app. At best they break Spotify's rules and can get your account shut down. At worst they carry harmful software that steals passwords or shows nonstop pop-ups.

- Only install Spotify from the **App Store**, **Google Play**, the **Microsoft Store**, or **spotify.com/download**.
- Never install an app from a link in a text, a pop-up or a video description.

Scam 4: Prize, survey and gift card offers

"Congratulations! You've won a year of Spotify Premium. Just pay shipping," or "Take this survey for a free Spotify gift card." These collect card numbers or personal details. Spotify doesn't run prize draws that ask you to pay. And anyone asking you to pay a bill with gift cards is a scammer.

Red flag	What it means
Sender address	Real Spotify email comes from addresses ending in @spotify.com.
Asks for card or password	Spotify won't ask for these by email.
Phone number to call	Spotify has no phone support.
"Free Premium" app	Not from Spotify. Don't install.
"Suspicious login" warning	Don't tap the link. Go to spotify.com/account yourself, or follow Chapter 28.

FROM BILL

When in doubt, ask

If a message worries you, don't act on it. Call or text me at (330) 200-8042 and we'll look at it together. Our guide *Spotting & Avoiding Scams* covers the wider world of scams, too.

CHAPTER 28

If Your Account Gets Hacked

Signs that someone else is using your Spotify: songs you didn't play in your **Recently played**, playlists you didn't make, music suddenly starting on a device you don't own, or your email or password changed. Don't panic. Spotify accounts can almost always be put right.

Secure your account in five steps

1. **Reset your password.** Open a private browser window, go to **spotify.com/password-reset**, and follow the emailed link. Choose a new password you don't use anywhere else.
2. **Sign out everywhere.** Sign in at spotify.com/account, go to **Security and privacy**, and choose **Sign out everywhere**. It can take up to an hour to work on every device.
3. **Remove unknown apps.** On your account page, open **Manage apps** and choose **Remove Access** for anything you don't recognize.
4. **Check speakers, TVs and game consoles.** "Sign out everywhere" doesn't cover these. Use **Remove Access** on your account page, or **Log out of this device** from the Connect menu (Chapter 18).
5. **Check your email account too.** If someone got into your email, they can reset your Spotify password. Change your email password as well.

HEADS UP

If you can't sign in at all

If the email address on your account has been changed and you can't reset the password, contact Spotify through **support.spotify.com** and choose **Message us**. Have your receipts or the card you pay with handy to prove the account is yours. Don't pay anyone who offers to "recover" it for you.

Keep it from happening again

- Use a password for Spotify that you don't use anywhere else. A password manager helps; see our guide *Passwords & Password Managers*.
- Or sign in with your Apple or Google account, which have strong security of their own.
- Never type your Spotify password into a page you reached from an email or text.
- Glance at the Connect device list now and then for anything you don't recognize.

CHAPTER 29

When Something Isn't Working

Most Spotify hiccups have simple fixes. Try these in order, and stop when it works.

No sound, or it won't play

1. Check the volume on your phone or speaker, and that the phone isn't on silent for media.
2. Tap the **Connect device** icon. The music may be playing on another device, like the TV or a speaker. Choose **This phone**.
3. Check your internet: open a web page. If nothing loads, the problem is the Wi-Fi or data, not Spotify.
4. Make sure **Offline mode** is off: profile picture > **Settings and privacy** > **Data-saving and offline**.
5. Close Spotify completely and open it again.
6. Restart the phone.

Fix table

Problem	Try this
Music keeps stopping	Weak Wi-Fi or signal. Move closer to the router, or download the music (Premium).
Songs play in random order	Shuffle is on, or you're on Free on a phone. Tap the shuffle button to turn it off (Premium).
Spotify says I'm offline	Check your internet, then switch off **Offline mode**.
Downloads disappeared	You need to go online at least once every 30 days. Connect to Wi-Fi and open Spotify.
Speaker isn't in the list	Phone and speaker need the same Wi-Fi. Open the TV app first; restart the speaker.
Bluetooth won't connect	Turn Bluetooth off and on, then "forget" the device in Bluetooth settings and pair again.

Update or reinstall the app

An out-of-date app can cause odd problems. Open the **App Store** or **Google Play**, search for Spotify, and tap **Update** if it appears. If that doesn't help, delete the app and install it again. Your playlists are safe in your account; only downloads would need to be downloaded again.

PART 8

Help and Quick Reference

When a visit from Bill makes sense, and a one-page cheat sheet of the essentials.

CHAPTER 30

When to Call Bill

Most people can use Spotify happily with this guide and a little practice. But some jobs are easier with a helper beside you, and there's no shame in asking. Here's an honest list of when a call makes sense.

When a visit or a call is worth it

- Setting up Spotify on several devices at once: phone, TV, kitchen speaker and car, all talking to each other.
- Linking Spotify to Alexa, Google or Sonos speakers and making it the default.
- Pairing a phone with the car for CarPlay, Android Auto or Bluetooth.
- Setting up a Family plan and managed accounts for grandchildren.
- Figuring out who's billing you, and canceling cleanly.
- You think you've been scammed, or someone has taken over your account.
- Building a few starter playlists of your favorite music together, so you can just press play.

What working with me is like

I've spent more than 30 years in professional technology work, and I help people across Portage County, Ohio, in person and remotely. I go at your pace, explain as I go, and write down the steps for you to keep. I won't sell you a plan you don't need, and if Free does everything you want, I'll tell you so.

FROM BILL

Call or text me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. Help is $49 remote · $99 in your home. If I'm with another client, my AI receptionist, Sophie, may answer the main line and take your details so I can call you back.

— Bill

CHAPTER 31

Spotify Cheat Sheet

Keep this page handy. It's the whole guide in one place.

Where things are

To do this	Go here
Settings	Profile picture > **Settings and privacy**
Send music to a speaker or TV	**Connect device** icon at the bottom of Now Playing
Save a song	**Save** button (plus sign) on the Now Playing screen
Your saved songs	**Your Library** > **Liked Songs**
New playlist	**Create** > **Playlist**
Add a song to a playlist	Three dots > **Add to Playlist**
Radio station from a song	Three dots > **Go to Radio**
Share	Three dots > **Share**
Sound quality / Lossless	Settings and privacy > **Media quality**
Downloads and Offline mode	Settings and privacy > **Data-saving and offline**
Explicit filter	Settings and privacy > **Content and display** > **Allow Explicit Content**
Private listening	Settings and privacy > **Privacy and social** > **Private Session**
Manage or cancel plan	**spotify.com/account** > **Manage your plan**
TV sign-in code	**www.spotify.com/pair**
Reset password	**spotify.com/password-reset**
Real help	**support.spotify.com** > **Message us** (no phone support)

Prices (US, checked November 13, 2026)

Plan	Price
Free	No charge, with ads
Premium Individual	$12.99 a month, includes 15 audiobook hours
Premium Duo	$18.99 a month, 2 accounts, same address
Premium Family	$21.99 a month, up to 6 accounts, same address

Plan	Price
Premium Student	$6.99 a month, includes Hulu (With Ads)
Audiobooks+ add-on	$11.99 a month for 15 extra hours
Audiobooks Access	$9.99 a month, 15 hours, music with ads

Scam rules

- Real Spotify email ends in **@spotify.com**, and never asks for your card or password.
- Spotify has **no phone support**. Any "Spotify phone number" is fake.
- Don't tap links about payments. Type **spotify.com/account** yourself.
- Never install "free Premium" apps. Never pay anything with gift cards.
- Forward fakes to **spoof@spotify.com**.

Keep this handy

Item	Write it here
I sign in with (email / Apple / Google / phone)	_____
Email address on my account	_____
My plan and monthly price	_____
Who bills me (Spotify / Google / phone company)	_____
Billing date each month	_____
My speakers' names	_____
Family plan manager	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

STAY SAFE

Don't write your password here

Keep your password somewhere safer, like a password manager or a locked notebook at home, not on a page that travels with your phone.