

# Fixing your Buffering Issues.

\*Browse channels and verify if you are having issues with 1-2 channels or ALL Channels\*

For 1-2 channels Click **Report an Issue** under the Contact Us tab of the website.

If all of your channels are buffering, follow the steps below to Troubleshoot your issue.

**REMEMBER:** All steps are also more detailed on the website. Link Below.

[firestickkingofal.net/troubleshooting](http://firestickkingofal.net/troubleshooting)

# 1. Check Network/Do a Speed Test

A. Start off by pressing Home on the remote and arrow over to the end and Click on Settings.(Gear icon)

B. Arrow down and over and Click on Network. Then, arrow down to whichever one that says connected and press the PLAY button(right below Home) on the remote.

C. Arrow over and Click Run a Speed Test.

Look in the top right corner at (Internet Speed:) if it over 30mbps Download. You are good to go. If not, that's the issue.

Click back and see if another one of your networks gives you better results. If none of them does. Call your cable company and tell them your MBPS results and see what they can do to help.

## **2. Clear Cache/Update Channels**

This sometimes helps solve your issue.

A. Open Blackbox TV Neons. Arrow over to the Settings in the top right corner.

B. Click on General Settings and then arrow down and Click Clear Now.

C. You will not notice a change but Click it 3 times anyway. Afterwards, click the Back button 2x on remote.

D. Click on all three (Last Updated) tabs, under Live Tv, Cinema, and TV Shows.

E. Click on Live TV and see if it plays better now.

### **3. Verify VLC Player is installed**

A. Open Blackbox Neons app and go to the top right corner and Click on Settings(Gear icon)

B. Arrow over 2 clicks and down and Click on Player Selection. See if VLC is showing in all six boxes. If it is, move to the next step. If it is not showing see: [How to Install VLC Player](#) section of this website.

### **4. Check your Internal Storage space**

A. Start off by pressing Home on the remote and arrow over to the end and Click on Settings.(Gear icon)

B. Arrow down and Click on My Fire TV, then Click on About.

C. Arrow down to Storage, and see how much you have Available.

\*Anything less than 1.50 GB is not good\*  
If it is over this amount you are fine. Go to Step 5. If it is under 1.50 continue.

D. Click back 2x until you see Applications. Arrow over and Click it.

E. Click Manage Installed Applications.

F. Arrow down to any app you not using and see if it has an Uninstall Option.

\*Certain apps are Branded with the Firestick, so Uninstalling will not be an option\*

If Uninstall is not an option. Click on Force Stop and Clear Cache.

G. For those that have Uninstall listed. Arrow down and Click 3 things:

Clear Data, Force Stop, Then Uninstall.

H. Do this for all the apps you don't use.

I. Once you are done, Arrow back to the Settings Menu. Go over and Click on My Fire TV.

J. Arrow down and Click on Restart. Arrow over to the left and Click Enter(Center Button). Once it restarts, go back to Neons and Live Tv. See if it's buffering now.

## **5. Power cycle your Stick**

(Unplug/Reset IP Address)

A. Go to the back of your TV, find your firestick. Follow the cord all the way down to the wall plug.

B. Unplug it for 10mins from the wall.

C. Plug it back in, open Blackbox Neons. Click Live TV and see if it is better. If all of these steps fail, contact us so we can set up a Service Call.

\*Tech Service Fees may apply\*