

Video Streaming Device Troubleshooting Guide

Please use the following steps to help troubleshoot if you are experiencing issues streaming video or audio in our apps.

1 Check if your device version is supported.

- Review the [Device Support Matrix](#) to ensure you're using a supported device version.
- If you don't find your device on the support matrix, it may not support playback and you should try using another device.

2 Run an internet speed-test from your desktop computer, laptop, or mobile device to confirm you have enough bandwidth to support streaming. You can run an internet speed test by googling "speed test" on your computer or mobile device and selecting "run speed test."

If your download speed does not meet our requirements below, you will experience degraded video and audio quality. Please refer to the following bandwidth requirements:

- Video streaming typically requires approximately:
 - 500kbps for low quality (480p or less)
 - 3 mbps for medium quality (720p)
 - 5 mbps for high quality streaming (1080p)
- Audio streaming typically requires approximately:
 - 64 kbps for low quality
 - 128 kbps for high quality streaming

3 Close and restart the app.

- **Apple TV** – Double click the Home button on your remote. This will create a slide of all open apps. You can swipe right and left to toggle between applications. Once you have toggled to the application you'd like to close, you may swipe up to close. In the app menu, you can select the app to open, and it will restart.
- **iOS** - Double click the Home button on your device. This will create a slide of all the open apps. You can swipe right and left to toggle between applications. Once you have toggled to the application you'd like to close, you may swipe up to close. Navigate to your device's main screen to find your app and relaunch it.
- **Amazon Fire TV** – Press the back button on your remote until you exit the app. Once you have exited, click to select the app again.

- **Roku** – Press the back button on your remote until you exit the app. Once you have exited, click to select the app again.
- **Android Mobile** - Click the back button on your phone until you have successfully exited the app. In your phone's app menu, click to select your app again. This will restart your application.

4 Log out and log back into the app. *[Note: this is only a viable option if app requires a user account]*

- **Apple TV** – Go to the application's home page. Scroll all the way up to find the navigation menu. If you are currently logged in you will see a Settings tab. Navigate to it. You will see a Sign Out button, which you can click to log out. To log back into the app, select a video that requires sign in (i.e. any subscription video content) and enter your sign in credentials on prompt.
- **iOS** – On the application's bottom navigation menu click More. Here you will see a button to either sign in or sign out of your app.
- **Amazon Fire TV** – Scroll all the way down in your app's main view. You will see the option to log out. Select it and confirm you want to log out. To log back in, select a video or feature (e.g. Watch Ad Free) that requires sign in, and enter your login credentials on prompt.
- **Roku** – Login not available in this device. However, you may unlink the device by going to the Home view. Press the button on your remote that shows an asterisk (*) to bring up the Options menu. From here, in the device linking view select Unlink device. To relink, select a video that requires sign in (i.e. any subscription video content) and follow steps for device linking.
- **Android Mobile** - On the application's top navigation menu click 'Settings'. Here you will see a button to either sign in or sign out of your app.

5 Restart your device.

- **Apple TV** – On your Apple TV's Home page, navigate to Settings > System > Restart. Selecting this will restart your device.
- **iOS** – Press the Home and power button simultaneously and leave them pressed for 5 seconds. This will restart your device.
- **Amazon Fire TV** – Scroll to the top on your device to see the navigation menu. Scroll to settings, and inside this menu search for Device menu. Once there, scroll down and select Restart.
- **Roku** – In Roku's navigation menu, go to Settings>System>System restart and select Restart.
- **Android Mobile** - Press your device's "volume down" and lock button simultaneously for approximately 10 seconds. Your phone will restart automatically.

6 Delete and reinstall the app.

- **Apple TV** – On your Apple TV Home Page, navigate to your app icon and hover over without selecting it. Hold down on the touchpad to continually select the app icon. After approximately 2-3 seconds, the application's icon will jiggle. Select on the play/pause button on your remote to view the Options menu. Select Delete from this menu. To reinstall, you must search for the application in the app store, and redownload it.
- **iOS** – Navigate to your app icon and hold down on it continually to select it. After approximately 2-3 seconds, the application's icon will jiggle and a grey X button will show above its top lefthand corner. Select the X button to delete the app. To reinstall go to the app store, search for the app and click reinstall.
- **Amazon Fire TV** – Press the button with three horizontal stripes on your Amazon Fire remote (≡) to prompt the Options menu. Select Uninstall from the menu. To reinstall the app, search for it in the Amazon store, and install it.
- **Roku** – Navigate to your application in the Home menu. Press the button on your remote that shows an asterisk (*). This will bring up an Options menu where you can select Remove Channel to uninstall your channel from your

device. To reinstall it go to the search menu and look for the app. Once you find it you can reinstall.

- **Android Mobile - Uninstall** - Select Apps on the bottom right of the Home screen. This will bring up your installed apps. On the next view, find your application and hold down to select it. Don't remove your finger from the screen. This will bring up a new view that has an "uninstall" button on the top left side of the screen. Drag your selected application to that uninstall button, and confirm uninstall. To install, select the Google Play Store and search for the app. Click on the application to bring up the app details view. Select the 'Install' button to reinstall the app on your phone.

7 Ensure your device has the latest OS version installed.

- Older OS versions may have settings or other compatibility issues that prevent you from streaming video or audio content.
- Please update your device to the latest OS version