

Amazon Alexa, Echo & Fire TV | Easy | 1 min read

Alexa volume too low or music keeps stuttering

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Quiet playback or music that cuts out is commonly caused by weak Wi-Fi, a busy router or the Echo being in a poor spot. A few adjustments usually help.

Volume problems

- Say, "Alexa, volume ten" to set it to the top.
- Check that you are not in a speaker group, where each speaker has its own volume.
- Look at the volume in your music app too, such as Spotify. Both may be low.
- Remember Alexa has separate volumes for alarms and timers. Ask Alexa to turn it up when it rings.

Position matters

Place the Echo off the floor, away from corners and not inside a cupboard or behind the TV. Bass sounds boomy next to a wall. If the Echo is on a window sill, vibration can also change the sound.

Stuttering or cutting out

This is almost always a Wi-Fi issue.

1. Move the Echo closer to the router, or the router closer to the Echo.
2. Restart the router and the Echo.
3. Pause heavy downloads or streaming on other devices.
4. Try a different music service. If only one service stutters, the problem is with that service.
5. If you have a speaker group, try playing on one speaker to see if the problem is the group.

Other things to try

Check that the Echo software is up to date. Echo updates itself automatically when connected to Wi-Fi, so leave it switched on and connected overnight. Keep it away from microwaves and cordless phones, which can interfere with Wi-Fi.

When to get more help

If the music keeps cutting out all through the house, your Wi-Fi coverage may need improving with a mesh system or placement changes. Vision Tech can test your signal and recommend sensible fixes.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.