

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

BBC iPlayer, ITVX or Channel 4 not working on Freeview Play

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.

Freeview Play adds on-demand apps, such as BBC iPlayer, ITVX and Channel 4, to your aerial channels. They need the internet, so most faults come back to that. Menus differ by TV brand, model and year.

First, is it set up?

Not all Freeview TVs have Freeview Play. Look for the Freeview Play logo on the TV or box, or check the manual. If you do not have it, you can still use the apps on your TV's main app store or a streaming stick.

Check the internet

Open another app, such as YouTube. If it fails too, your TV is not online. See your brand's Wi-Fi guide, restart the router and reconnect.

Restart the TV

1. Switch the TV or box off.
2. Unplug it for one minute.
3. Plug in, switch on and wait for the apps to load.

Opening the apps

On Freeview Play, press the **Guide** button to scroll back to see past programmes, or open the app from the **Home** or **Apps** screen. Wording differs by brand.

Sign in and age checks

Some services ask you to sign in, such as BBC iPlayer. Make sure you have your password. Wrong date and time settings can also block sign-in, so set them to automatic.

Update

Check your TV's settings for a software update. Old software can stop apps working.

Remember the TV licence

You need a TV licence to watch BBC iPlayer. See our TV licence guide for the details.

When to get more help

Get help if only one app fails after trying the above, if the TV keeps restarting, or if your TV is old enough that the app is no longer supported. A streaming stick can fix that.

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.