

Amazon Alexa, Echo & Fire TV | Medium | 2 min read

Fire TV apps will not load, crash or freeze

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.

When an app on your Fire Stick sticks on a logo, shows an error or closes by itself, work through these steps, starting with the easiest.

Quick fixes

1. Close the app and open it again.
2. Restart the Fire TV. Press and hold the Select and Play/Pause buttons together for a few seconds, or unplug it for 30 seconds. If the button method does not work on your model, unplugging it is fine.
3. Check your Wi-Fi. See our guide on Wi-Fi problems and buffering.
4. Check the service is not down. Try it on your phone.

Clear the app's cache

1. Go to **Settings**, then **Applications**, then **Manage Installed Applications**. Menu names in the Alexa app change from time to time, so if yours looks slightly different, look for the closest wording rather than worrying.
2. Choose the app.
3. Choose **Clear cache** and try again.
4. If that fails, **Clear data**, but note this signs you out of that app and you will need your login.

Update

Check the Fire TV software is up to date. Look in **Settings**, then **My Fire TV** or the device section, then **About**, and look for a **Check for Updates** option. If an update is found, let it install and restart. Apps usually update automatically, but you can look for the app in the Appstore for an update option.

Reinstall

Uninstall the app from **Manage Installed Applications** and install it again from the Appstore. You will have to sign in again, so make sure you know your password.

Check storage and time

If storage is nearly full, apps struggle. See our guide on storage. A wrong date or time can also stop apps, though Fire TV normally sets this itself.

When to get more help

If every app fails, a factory reset may be the next step. See our guide, which includes a warning. Ask before doing it, as it removes all your apps and settings.

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.