

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

Fire TV Stick shows a black screen or no signal

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.

A black screen or a No Signal message usually means the TV is not looking at the Fire Stick, or the stick is not getting enough power. Start with the easy checks.

Check the TV input

1. Press the **Input** or **Source** button on your TV remote.
2. Choose the HDMI input the Fire Stick is plugged into. It is often labelled HDMI 1, 2 or 3.
3. Wait a few seconds.

Check the power

Plug the Fire Stick power adapter into a wall socket, not into the TV's USB port. TV USB ports often cannot supply enough power, and the stick can keep restarting or show a black screen. Use the adapter and cable that came with it.

If you have a Fire Stick with a short HDMI extender, make sure it is pushed in firmly.

Restart and swap

1. Unplug the Fire Stick from power. Leave it for about 30 seconds.
2. Plug it back in and wait a couple of minutes.
3. Try a different HDMI port on the TV.
4. If you have another TV nearby, try it there. If it works, the problem is the first TV's port or settings.

Display settings problem

If you see a picture that is flickering, or the picture is lost after changing a display setting, the screen resolution may not be supported by the TV. The way to reset the display depends on your exact model, so look up the instructions for it rather than guessing at button combinations.

Check the remote

If you only get a black screen because the remote is dead and you cannot get past a menu, see our guide on remote problems.

When to get more help

If you still have no picture after trying another TV, the Fire Stick may be faulty, and it may be covered by a guarantee. Do not factory reset unless you are told to. Ask Vision Tech for advice.

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.