

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

Fire TV Stick Wi-Fi problems and buffering

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.

Buffering, freezing and "cannot connect to the network" on a Fire Stick are nearly always down to Wi-Fi strength or speed. Here is how to find which.

Check the connection

1. Press **Home** on the remote and go to **Settings**.
2. Look for **Network**. 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.
3. Select your Wi-Fi name. It may show the signal as weak, fair or good.

If the Wi-Fi is not connected, choose it again and type the password carefully.

Easy improvements

- Restart your router and the Fire Stick.
- Use the HDMI extender that came in the box. It moves the stick away from the back of the TV, which can block the signal.
- Move the router closer, or higher up and in the open.
- Pause downloads and other streaming in the house.
- Wi-Fi from a router in another room, upstairs, or behind a fireplace can be weak.

Speed

HD streaming needs a steady connection, and 4K needs more. If your speeds are poor, test them on your phone near the TV. If your broadband is slow in the evening, buffering may be down to your provider.

Fire Stick settings

In **Settings** and the section about the Fire TV or device, look for a way to restart. Keeping the Fire TV up to date may also help. Leave it plugged in and connected so updates can arrive.

Other options

Some people find a Wi-Fi extender or a mesh system helps. Using a wired connection through an adapter is possible for some Fire TV devices, but not every model supports it, so check yours.

When to get more help

If buffering continues after trying these, ask for a Wi-Fi check. Vision Tech can look at your router and signal strength and advise safely.

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.