

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

How to factory reset a Fire TV Stick

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 factory reset wipes the Fire Stick and returns it to how it was when new. It can fix stubborn problems, but it also removes your apps, logins and settings. Try the simpler fixes first.

Please read first

This will erase your apps, downloaded files, Wi-Fi details and account sign-in from the Fire Stick. Your Amazon account itself is not deleted. Before you start:

- Have your Wi-Fi password ready.
- Have your Amazon login ready, and any security code device.
- Know your logins for apps such as Netflix and BBC iPlayer.
- Try a restart, clearing the app cache, or checking for updates first.

Reset using the menu

1. Press **Home** and go to **Settings**.
2. Choose **My Fire TV**. On some versions it is called **Device** or **System**. 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. Choose **Reset to Factory Defaults**.
4. Read the warning and confirm.
5. Wait. The Fire Stick will restart and may take several minutes.

If you cannot use the menu

On many models you can press and hold the Back and right buttons on the remote together for about ten seconds, then choose to continue on screen. This may vary by model, so look up your model before trying it.

After the reset

1. Choose your language and Wi-Fi.
2. Sign in to your Amazon account.
3. Reinstall your apps, and sign in to each one.
4. Check your parental controls and PIN, as these will need setting up again.

Selling or giving it away

If you are passing the Fire Stick on, do a factory reset first, so the new owner cannot see your account.

When to get more help

If the reset does not fix the problem, the device may be faulty. Please ask Vision Tech before trying anything further.

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.