

TVs, streaming & smart home | Medium | 2 min read

My Fire Stick, Chromecast or Apple TV is not working

Streaming sticks and boxes plug into your TV and give you apps such as BBC iPlayer, ITVX, Netflix and Disney+. When they stop working you may see a black screen, a "no signal" message or an endless loading wheel. Names and menus differ between Amazon Fire TV, Google Chromecast and Apple TV.

Check the power

- Plug the device into its own mains adaptor, not into the TV's USB port. A TV USB port often does not give enough power.
- Use the cable that came in the box.
- Check the light on the device, if it has one.

Check the TV input

1. Press **Source** or **Input** on your TV remote.
2. Choose the HDMI number the stick is plugged into.
3. If you are unsure, try each HDMI input in turn.

Restart the device

1. Unplug the power from the stick or box.
2. Wait 30 seconds.
3. Plug it back in and wait a few minutes for it to start.

Check the internet

Make sure your home Wi-Fi works with another device. If you changed your router or Wi-Fi password, the stick will need to be connected to the new details. Look in its **Settings** for **Network** or **Wi-Fi**.

Check the remote

- Replace the batteries.
- If the remote still does nothing, see our remote control guide.
- Most sticks have a phone app that can act as a remote.

Update the software

Go into the device's settings and look for **System**, **About** or **Software update**. Install any updates found.

Resetting: last resort

Each device has a reset option in its settings. Warning: a factory reset erases your apps, settings and login details. You will need to set up the device again and sign in to your accounts, so make sure you know your Amazon, Google or Apple password first.

When to get more help

Get in touch if the device will not start at all, if it gets very hot, or if you cannot get through the setup screens. We can set the device up for you.

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.