

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

Netflix or iPlayer keeps buffering or crashing on my TV

When Netflix, BBC iPlayer, ITVX, Disney+ or Prime Video stalls, shows a spinning circle or closes by itself, the cause is usually a weak internet connection, a busy TV or an out-of-date app. App names and menus differ by brand, so use these steps as a guide.

Check whether it is just one app

Try a second app. If every app buffers, the problem is probably your internet. If only one app has trouble, the problem is that app.

Check your internet

- Test another device in the same room, like a phone, and see if videos play smoothly.
- Streaming in high definition needs a steady connection, and 4K needs much more.
- If lots of people are online at the same time, try again later.

Restart the app

1. Close the app fully. On most remotes, press the **Home** button and close or exit the app.
2. Open it again.
3. Try playing a different programme.

Restart the TV

1. Turn the TV off using the remote.
2. Unplug it from the wall for one minute.
3. Plug back in and switch on.

Update the app

Open your TV's app store (the name varies by brand) and choose **Update** if one is shown. Do the same for the TV's own software in **Settings**.

Clear the app's stored data

Some TVs let you clear an app's cache or data in the settings under **Apps**. Warning: clearing data may sign you out, so make sure you know your password first. If your TV does not show this option, deleting and reinstalling the app does the same job.

Sign out and back in

Sign out of the app, switch the TV off and on again, then sign back in.

Lower the quality for a while

Some apps let you pick lower picture quality under their own settings or account page. Lower quality uses less data and can stop buffering.

When to get more help

Get in touch if every app buffers even though phones stream fine, if the TV is more than a few years old and no longer receives app updates, or if you see an error code you cannot clear. Write the code down for us.

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.