

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Roku, Apple TV and Chromecast with Google TV: no picture, Wi-Fi and remote problems

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.

These small streaming devices plug into your TV. When one stops working, the fault is usually the TV input, Wi-Fi or remote. Menus differ by model and year.

No picture

1. Check the device has power. Use the plug that came with it, not the TV's USB socket if it is weak.
2. Press **Input** or **Source** on the TV and choose the HDMI socket used.
3. Push the HDMI lead in firmly. Try a different HDMI socket.
4. Unplug the device for 30 seconds and plug it back in.

Wi-Fi problems

- **Roku:** Look for **Settings**, then **Network**.
- **Apple TV:** Look for **Settings**, then **Network**.
- **Chromecast with Google TV:** Look for **Settings**, then **Network and Internet**.

Choose your network and re-enter the password. If it still fails, restart the router. A network cable is the most reliable option where the device allows it.

Remote problems

1. Replace the batteries, or charge the remote if it is rechargeable.
2. Roku and Apple TV remotes can be paired again using the device's instructions on screen. Follow the prompts or the maker's help page.
3. Chromecast remotes pair through **Settings**, then **Remotes and Accessories**.
4. Point the remote at the device, standing close.

A phone app can work as a spare remote for each of them.

Restart

Unplug for 30 seconds, then plug in. On some devices there is a **Restart** option in **Settings**, then **System**.

Factory reset warning

A factory reset removes your Wi-Fi details, apps and logins. Try everything above first, and note your passwords.

When to get more help

Get help if the device keeps rebooting, overheats, or the remote fails after pairing.

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.