

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

Sony TV: apps slow, crashing or running out of storage

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.

Sony Google TV and Android TV models have limited built-in storage. When it fills up, apps crawl or crash. Menu names vary by model and year.

Restart first

Press **Settings**, then **System**, then **Restart**. On some models the cog shows as a small icon on the home screen. A restart clears the TV's memory and fixes many slow moments.

Clear an app's temporary data

1. Open **Settings**, then **Apps**.
2. Choose **See all apps** and pick the slow app.
3. Choose **Clear cache**.

Clear data also removes the app's login and saved settings, so use it only if clearing the cache did not help.

Free up storage

- In **Settings**, look for **Storage** (sometimes under **System**) to see what is using space.
- Uninstall apps you never use, such as old games.
- Keep the TV plugged in. It tidies itself when on standby.

Update the apps and the TV

Open the **Play Store** from the Apps area and check for app updates. For the TV itself, go to **Settings**, then **System**, then **About**, and look for **System software update**.

Slow because of Wi-Fi?

Weak Wi-Fi feels like a slow app. Test another device in the same room. A network cable gives the TV the best connection.

Do not use a factory reset lightly

A factory reset removes all your apps, logins and settings. It is available under **Settings**, then **System**, then **About**, then **Reset** on many models. Only use it after the steps above, and write down your passwords first.

When to get more help

Get help if the TV is still slow after clearing storage and updating, or if it restarts by itself.

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.