"NO CHANNELS" FIX – BBTV XTREME APP

Follow the steps below to resolve the "No Channels" issue. One of the fixes below will resolve the issue. Be patient and carefully complete each step. Details for completing each step are listed on this webpage: www.blackboxtvshop.net/troubleshooting
Let us know which step resolved your issue.
If you are having issues with 1-2 channels only, contact support to eliminate server issues.

1. **Confirm your Wi-Fi is Connected And Maintaining the Minimum Speed.** The first step in troubleshooting your wi-fi is to make sure you are connected. To verify, press the Home button on your device's remote control, locate the date and time on the Home screen, and verify it is correct. If the time or date is incorrect, this means you are not connected to your wi-fi network. Complete the Wi-Fi connection process (Settings > Wi-Fi/Network connections), then set your Date and Time. If your date and time are correct, test the speed of your wi-fi connection.
   *<u>Never assume that because other devices are working fine, you do not have a wi-fi speed issue</u>. Always test it on each device to ensure you are achieving the required speeds. The best way to minimize buffering and channel loss is to maintain a <u>minimum Download speed of 20 Mbps</u> on each device. Firesticks include an internal speed test plugin in the Wi-Fi menu, but with Android (Onn Boxes), you must download a Speed Test(Internet Speed Test) app to measure your speed. Once your device is connected to your wi-fi network and meets the required speed, proceed to the next step.

2. **Verify Your XTREME APP is Updated to the Newest Version.** Having the latest app version is crucial for eliminating issues. Our newest current version is v1.1.1. Check your app settings(Xtreme Main Menu> Settings>last option) to confirm you are up to date. If you discover that your app is outdated, select Check for Updates. If that doesn't work, we have a few options to transition you to our newest version. You must have the most current app version to access Live TV media. Fixes such as Force Stop, Clear Data, entering your login, or reinstalling the app may resolve your update issues. Once your app has the required version, Refresh Channels and EPG to see if your issue is resolved. If you are still having issues proceed to the next step.

3. **Verify your Account is in Active Status(Bill Has Been Paid).** A common cause of channel loss is disconnection for non-payment. Whether you forgot to pay your bill, sent your payment after the due date, or are unsure whether your service is active, it never hurts to contact support to confirm. If customer support verifies that you are up to date, service is active, there are no outages on their end, and you have verified that your Xtreme

app is version v1.1.1, proceed to the next step.

4. **Verify your Displayed Expiration Date(Next Payment Due Date) is Correct.** Another common method for resolving channel loss is to correct an incorrect Expiration Date. Payments are due every 30 days (not on a specific date). Your next payment (Expiration Date) is displayed above the date and time on the Blackbox Main Menu screen. **The Expiration Date should be displayed in the top-right corner of your Blackbox Main Menu screen**. That displayed date, listed above the current date and time, should reflect the day of your next Blackbox TV payment. If your date has expired, it is not visible, shows 'Cache', or is incorrect, it must be corrected to restore access to your channels. Once the correct Expiration Date is displayed, you are one step closer to restoring access to your channels. Below, we provide an overview of solutions to resolve your Expiration Date issue and restore your channel. After each step, confirm if your channels have been restored. Solutions to this issue include:
   - Refreshing Channels, and EPG{ Blackbox App Settings Menu}
   - Force Stop and Clear Cache{Device Home>Settings>Apps/Blackbox App}
   - Restarting your Device{Settings/Device/Restart or About/Restart}
   - Unplug Device From the Wall, and Unplug Router for 15mins
   - Use your ISPs Support App to Remove Firewalls/Security Suite
   - Add a VPN to Your Device{Register, Install, Connect, Stream Freely}

5. **Refresh Channels and EPG Teleguide**. Need a fast way to minimize your buffering? These steps take less than 5 minutes and can help troubleshoot your "No Channels" issue. Each time you Refresh Channels, carefully watch the data displayed in the activity log pop-up box. If the Refresh completes and you receive a Close Tab without any errors, your "No Channel" issue should be resolved. If errors appear in the activity log box, there is a deeper issue; proceed to the next troubleshooting step. We recommend performing these steps daily. Adding these actions daily will also increase your Media Library. We add new Live TV Channels, Movies, and TV Series daily. By refreshing your Channels and EPG Teleguide, your library will be updated instantly, and any new media we have compiled will be available to you. Stay up to date and complete these steps daily.

6. **Force Stop, and Clear Cache.** The more you stream, the greater the likelihood that your device will collect problematic data. By clearing your Cache, you will free up space on your device, which helps minimize channel loss and buffering. We recommend doing this step Weekly, or if you notice a channel with persistent buffering issues. Once you complete this action, Refresh your Channels and EPG before confirming your media has returned. If this method does not resolve your issue, proceed to the next step.

7. **Refresh Account Credentials.** Accounts are randomly selected by our servers, and push system updates to ensure every user receives the best possible streaming service.

Occasionally, the updates do not complete their configuration cycle, which can cause a "no channels" issue. Refreshing your account credentials is the best way to ensure your account completes its system update cycle.   This only takes about 2 minutes. You are simply entering Account Setup(Blackbox Main Menu page>Settings>Account Setup) and reapplying your credentials(Login Name>Apply, Password>Apply, Apply) to the system. This simple process will ensure your system updates are complete. Once credentials are applied, Refresh the Channels and EPG. As before, watch the log for errors. If no errors are reported, your issue is resolved. If errors are found, proceed to the next step.

8. **Perform a Complete Restart of your Device.** Like computers, devices continuously queue tasks in the background. Sometimes those tasks become overwhelming, and the device's processing begins to stall on your requested actions. Performing a restart clears the hidden tasks, allowing apps to function properly again. Pressing the Power button on the remote doesn't always turn off the device; it only turns off the TV. The device continues to run in the background, and when you power your TV back on, the issue persists. Perform a full restart weekly and observe how your device's performance improves. If restarting does not resolve your issue, proceed to the next step.

9. **Unplug Your Router and Device from Main Power Source(Wall/Surge Protect).**
Streamers are constantly monitored by their internet providers, without their knowledge. Customers with major ISPs (Internet Service Providers) who use their routers have Firewall (Security Shields/Service Blockers) enabled on those routers when it is activated in your account. These ISP routers have firewalls configured to block/throttle apps that they have not approved or for which they are not paying the ISP to operate on their network. Although this is illegal, they block 100s of apps daily, hoping to create friction between customers and other companies so they can persuade them to use their streaming/cable services. The apps are identified by your device's IP address, and throttling that IP address prevents the app(Blackbox, etc.) from accessing the server that provides the data we present to you. Unplugging the device and the router from the wall assigns a new IP address to the device. The new IP Address is free to roam, which restores access to your shows and Live TV. Other options to release your IP address include disabling the Security Shield in your ISP's Support App, installing a VPN app on your device or purchasing your own router(Netgear Nighthawk). An internet provider's stream control is reduced by 90% when you use your own router instead of theirs, and it will save you $20 more in equipment fees on your monthly internet bill.   However, for now, we recommend unplugging your current router and seeing if it resolves your issues. Allow 15 minutes for the device to be unplugged before restoring power to the test channels.

10. **Use Your ISP's Support App to Remove Firewalls/Security Shield.**
For customers who use their ISP's modem and router, Firewalls are placed on the router to monitor their network and supposedly prevent issues. In some cases, add-ons to the

main firewall do more harm than good. Studies show that disabling these App-based Security Shields allows apps to play media again while remaining protected from serious threats under Firewall rules. Depending on your internet provider, instructions and YouTube videos on how to disable or bypass the Security Shields add-on in your Firewall Suite are widely available online. <u>You can search on Google by entering your service provider's name and removing Security Shield or App Restrictions, or use YouTube for Video alternatives</u>. Our support group can provide documentation/videos on some of the major ISPs. Contact us for details.

11. **Add a VPN app to Your Device.** A last result that always works is to add a Virtual Private Network (VPN), which encrypts your internet traffic and hides your devices' IP addresses by routing them through a remote server. Within a VPN app, you can choose any country (including the US), and it will instantly reassign your device a new IP Address. By clicking Connect, you create a secure, private "tunnel" for your data that protects you from snoops, secures public Wi-Fi, hides your activity from your Internet Service Provider (ISP), and restores access to apps/channels or media that your ISP has blocked on your device. The key benefit of VPN apps is that you can change your IP Address whenever needed. Open the app, select the country again or another country, and choose additional servers. The key point is that servers with a lower Load percentage are always the better choice. There are many pay-to-use VPNs in the app store, but a few are free. Paid VPNs offer more security, longer streaming times, and access to customer support. Free VPNs limit your streaming time to a couple of hours, offer limited security, require you to switch servers weekly to maintain privacy, and offer little to no customer support. To help you decide, we list our top picks below, along with a link to an overview of them all. Contact our support team for a fast option to get you started with a VPN service.
TOP 3 PREMIUM VPNs: NORDVPN, SURFSHARK, EXPRESSVPN
TOP 3 FREE VPNs: PROTONVPN, PRIVADOVPN, WINDSCRIBEVPN

In Conclusion, some of these steps can be completed quickly, and some may take a little more time. Either way, your issues must be addressed. The good thing is you now have a reference guide to resolve all Xtreme issues yourself. Take your time, learn the steps, and resolve your issue. Who knows, you can become one of our support techs for your area. We would be happy to have you on our team. As always, contact support if you need more info on either step, or you can access detailed instructions and videos at the following link.
www.blackboxtvshop.net/troubleshooting

*Please inform us which of the above solutions resolved your issue. Thanks.