

THE TOP 5 WAYS TO STOP BUFFERING ON YOUR STREAMING DEVICE

*First, verify whether it's 1-3 channels or all. If it's 1-3 channels, text us the network name and the issue, and we will fix it.

1. **Check your Wi-Fi speed.** The Download Speed Must be 10 Mbps or higher.

A. **Firestick:** Click Home(on Remote), go to Settings>Network, and Run A Speed Test.

B. **Onn Box:** Click **Settings** button(remote), arrow down to **Wi-fi**, click on your **Wi-fi name**, and make sure it says **Excellent** or **Good**.

2. **Clear your Cache.** Do this 3x a week.

A. **Firestick:** Click **Home**(on Remote), go to **Settings>Applications>Manage Installed Applications**, then find and select **Blackbox Xtreme**. Arrow down and select **Force Stop>** then **Clear Cache 3x**, arrow up and select **Launch Application**.

B. **Onn Box:** Click **Settings** button(remote), select **All Settings**, arrow down, click on **Apps>See All Apps**, arrow down to **Blackbox Xtreme**, over and select **Force Stop, OK>**, down and select **Clear Cache 3x**-Click **Ok**, then Arrow up and select **Open**.

3. **Refresh your Channels Daily.** From the Blackbox Main Menu screen, arrow to the left side Menu and select the **Rotating Arrow icon**(3rd from bottom). Close=click **Center Button**(on Remote), OK=click **Back Arrow**(on Remote).

4. **Spectrum Customers-Turn off Security Shield from the My Spectrum App.**

A. Open the **My Spectrum app** and locate and select the **Services** tab. Scroll down to find **Security Shield Settings** and click on your **Router**. Locate the **Security Shield** section and click **View All**.

B. Locate **Security Shield** in the center of page, **move slider Left** to **OFF**.

5. **Reset your Device.** Unplug your device(not the TV) from the wall for 10mins. After 10mins, plug back in and **refresh** again. Go back to Xtreme.

*If none of those steps decrease your issues, that is a sign your internet provider is throttling your wifi network. Call them and tell them you are having issues with several streaming apps and want them to clear all blocks linked to your devices(Onn Box, Firestick).

If all else fails, another great solution; install a VPN on each device. This will prevent them from blocking your account. Several options are listed below.
FREE VPN: Click the link for instructions.

What is VPN?

bit.ly/vpn-explained

Create your free account.

bit.ly/protonvpn4free

PAY PLAN VPNS:

Surfshark.com.

NordVPN.com

NEED MORE ASSITANCE: WWW.BLACKBOXTVSHOP.NET/TROUBLESHOOTING