



## **Troubleshooting and Other Tips for Firestick**

### **Trouble Shooting when your Firestick Keeps Crashing**

- Make sure you are using the correct adapter (5V charging block)
- Reconnect your Firestick (unplug the Firestick power source and wait at least 30 seconds until you plug it back in, allowing the device to reboot fully)
- Do not use an extension cord with a Firestick
- Perform a soft reset by pressing and hold the Select button and the Pause/Play button simultaneously for five seconds. The Firestick will then reboot
- TV's must be HDCP compatible

### **Updating Your Firestick**

- First make sure you're connected to Wi-Fi
- Go to settings
- Select My Fire TV
- Select About
- Select Check for System Update
- Install any available updates
- Updating your Firestick provides critical bug fixes on your device

### **Adding your TV/Sound Bar/Gaming to Your Firestick Remote**

- Go to Settings (which is on home screen and can be accessed by scrolling to right side of the screen and selecting the gear)
- In settings, select Equipment and click select
- If adding anything besides the TV select Add Equipment and choose from the list to find your device, then follow prompts
- If adding your TV, scroll down and select TV
- Then scroll down change TV to get a list of TV options
- Once you find your TV select and follow prompts to program your remote to control your TV and Volume