



AMAZON FIRESTICK TROUBLESHOOTING

1. What if I am experiencing buffering?

- Step 1 go to home screen, by pressing house icon on firestick remote
 - Step 2 go to settings (looks like a wheel)
 - Step 3 manage installed applications
 - Select either the Icontv or Icontvstream App
 - Scroll down until you find clear cache, select clear cache
 - After clearing cache, go down to force stop
 - Go back to home screen, then go into application.
- (It's suggested to clear cache at least once a month)

ONN (ANDROID DEVICE)

- Go to home page, by pressing house icon on ONN remote
 - Go to settings (looks like a wheel) or the Google Play store
 - Go to Applications
 - Select Icontv or Icontvstream App
 - Scroll down and find clear cache, then clear cache
 - After clearing cache, select force stop
 - Then go back to home screen
- (It's suggested to clear cache on device once a month)