



Troubleshooting and Other Tips for Fire Sticks

Trouble Shooting when your Fire Stick Keeps Crashing

- Make sure you are using the correct adapter (5V charging block)
- Reconnect your Fire Stick (unplug the Fire Stick **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 Fire Stick
- Perform a soft reset by pressing and holding the Select button and the Pause/Play button simultaneously for five seconds. The Firestick will then reboot
- TVs must be HDCP compatible

Updating Your Fire Stick

- First make sure you are connected to Wi-Fi
- Go to settings
- Select My Fire TV
- Select About
- Select Check for System Update
- Install any available updates
- Updating your Fire Stick 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 control
- Scroll down to Manage 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