Fix buffering and freezing

Try these in order. Most people are fixed by step 3.

Work down the list. Check a channel after each step.

1. **Restart everything.** Unplug your device and your internet router for 30 seconds, then plug them back in.
2. **Check your speed.** Open a speed test on the same device (on Fire Stick, the free "Analiti" app works). You need at least 15 Mbps for HD and 25 Mbps for 4K.
3. **Use a cable or get closer.** Plug in a network cable if your device has a port. On Wi-Fi, use the 5 GHz network or move the router closer.
4. **Clear the app's cache.** Fire Stick and Android: **Settings** → **Applications** → your app → **Clear cache** (not "Clear data").
5. **Try a VPN.** Some internet providers slow down streaming. See Do I need a VPN?
6. **Try another channel.** If only one channel buffers, tell us which one in a ticket.
7. **Check your device's settings.** See the best settings guide for your device.

> **Tip** Buffering only during big matches usually means your internet provider is slowing streaming. A VPN normally fixes it.

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