



HOW TO STOP BUFFERING ON YOUR vSeeBox

GENERAL TROUBLESHOOTING

1. Clear Caches/Reboot vSeeBox

INTERNET CONNECTIONS - TROUBLESHOOTING

2. Reboot your router and modem: Unplug the power cables from router/modem, leave both unplugged for 30 seconds. Plug both devices back in.
3. Use the complimentary ethernet cable provided to you instead of Wi-Fi.
4. If you're using Wi-Fi, ensure the Wi-Fi isn't being overcrowded (used) by other devices. Turn off the Wi-Fi feature on devices currently not being utilized.
5. Use the "Fast.com" app in recommended section to test your internet speed.

VPN CONNECTIONS – TROUBLESHOOTING

1. If you are using a VPN turn it off/on and see if the connection improves while off.
2. Switch the VPN server and see if another one gives you faster speed.
3. Use the "Fast.com" app in recommended section to test your internet speed.

TV – TROUBLESHOOTING

1. Certain channels require more bandwidth. Check another channel like Chanel 10 Animal Planet and see if viewing improves as it requires less bandwidth. If it streams smoothly and your "sports" channel is still having issues; consider upgrading your internet bandwidth with your ISP (internet service provider).
2. If certain channels continue to buffer more than 30 minutes, report it in feedback on your box. (Inside Heat Live – Menu – Info – Feedback – 2 No signal/Frozen)

PLAYBACK – TROUBLESHOOTING

1. Try to pause for up to 15 seconds before resuming.
2. You can adjust picture quality from high to lower quality. For high quality, we recommend 15Mbps for seamless streaming without buffering.

ISP (Internet Service Provider) – TROUBLESHOOTING

1. ISP offer varying rates of speed. You can choose a higher internet connection speed if multiple boxes are being used simultaneously in your home, as this would require more.
2. Check your speed on Fast.com to ensure you are being provided with the correct speed.
3. **Upgrade your Wi-Fi device**, it may need an upgrade. When was the last time it was upgraded? While easily overlooked, this is a way to have outdated technology without realizing it. New Wi-Fi 6 routers ensure increased speed.