

Troubleshooting Guide for Streaming Services

Step 1) Your network must meet the minimum streaming requirements provided by your streaming service.

- ✎ Netflix, hulu, Amazon Instant Video, HBO Go, Roku, and Playstation Vue all require a minimum of 8 Mbps to stream without pausing or buffering.
- ✎ Our 5 Mbps will not suffice for video streaming on these services. You may need to be on our 10 Mbps, 20 Mbps Package.



Step 2) Restart your home network.

1. Turn off your streaming device (tablet, phone, console, TV)

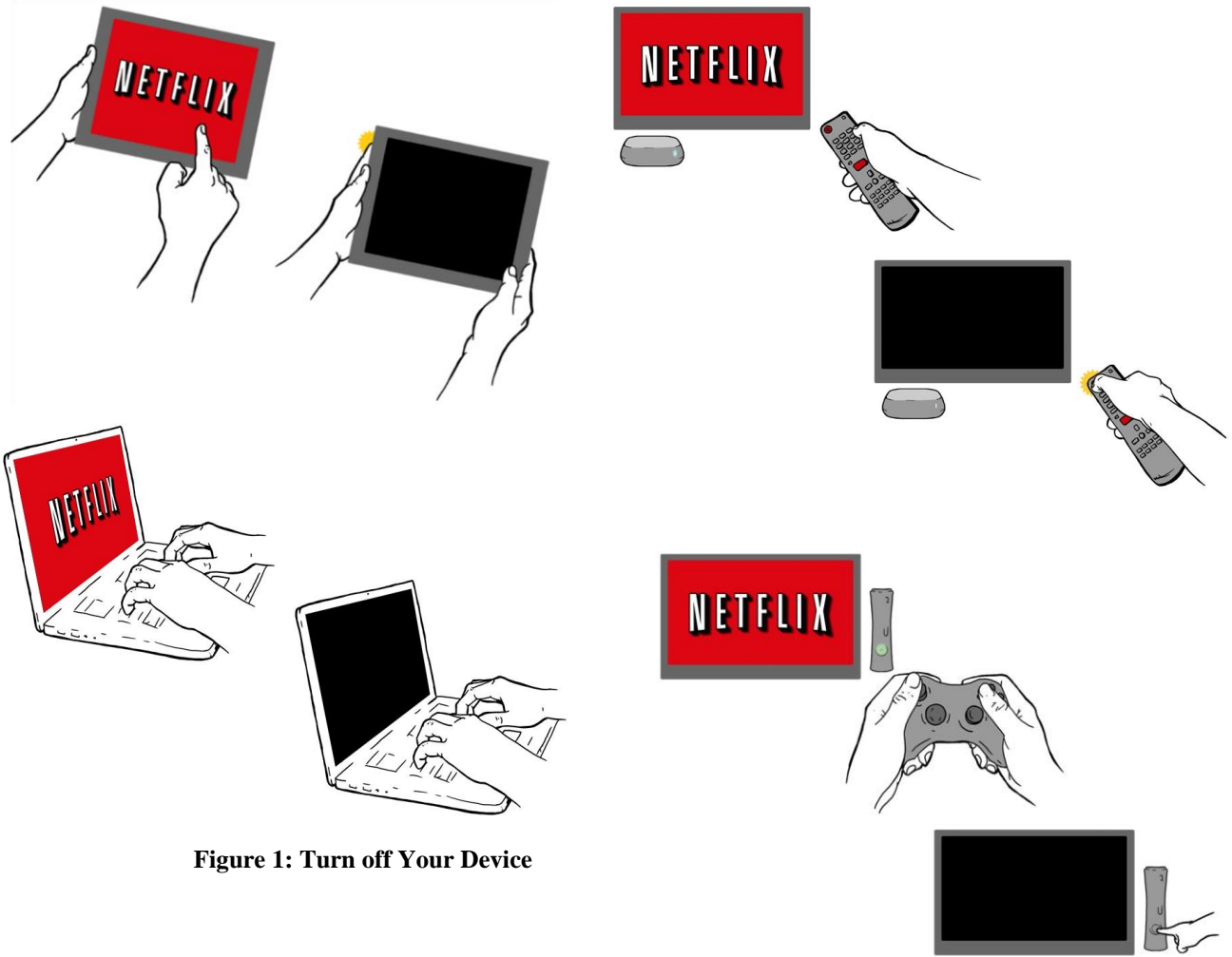


Figure 1: Turn off Your Device

2. Unplug your modem (and your wireless router, if it's a separate device) from power for 1 minute

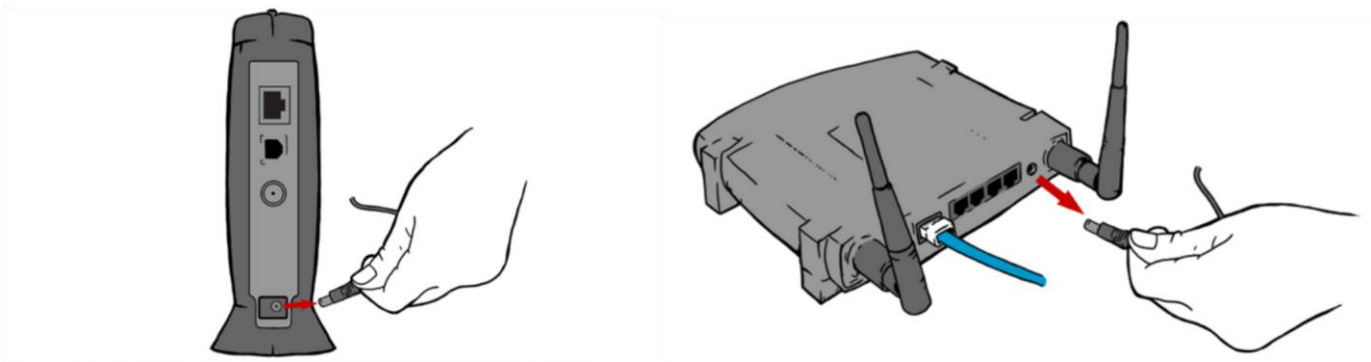


Figure 2: Restart Your Modem

3. Plug in your modem and wait until no new indicator lights are blinking on. If your router is separate from your modem, plug it in and wait until no new indicator lights are blinking on.

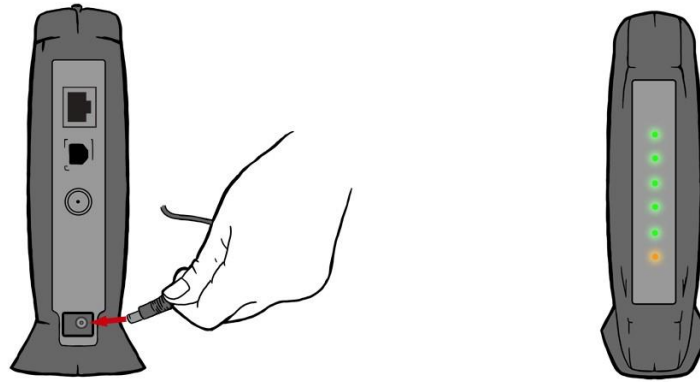


Figure 3: Turn Back on Your Modem

4. Turn your device back on and attempt to stream again.

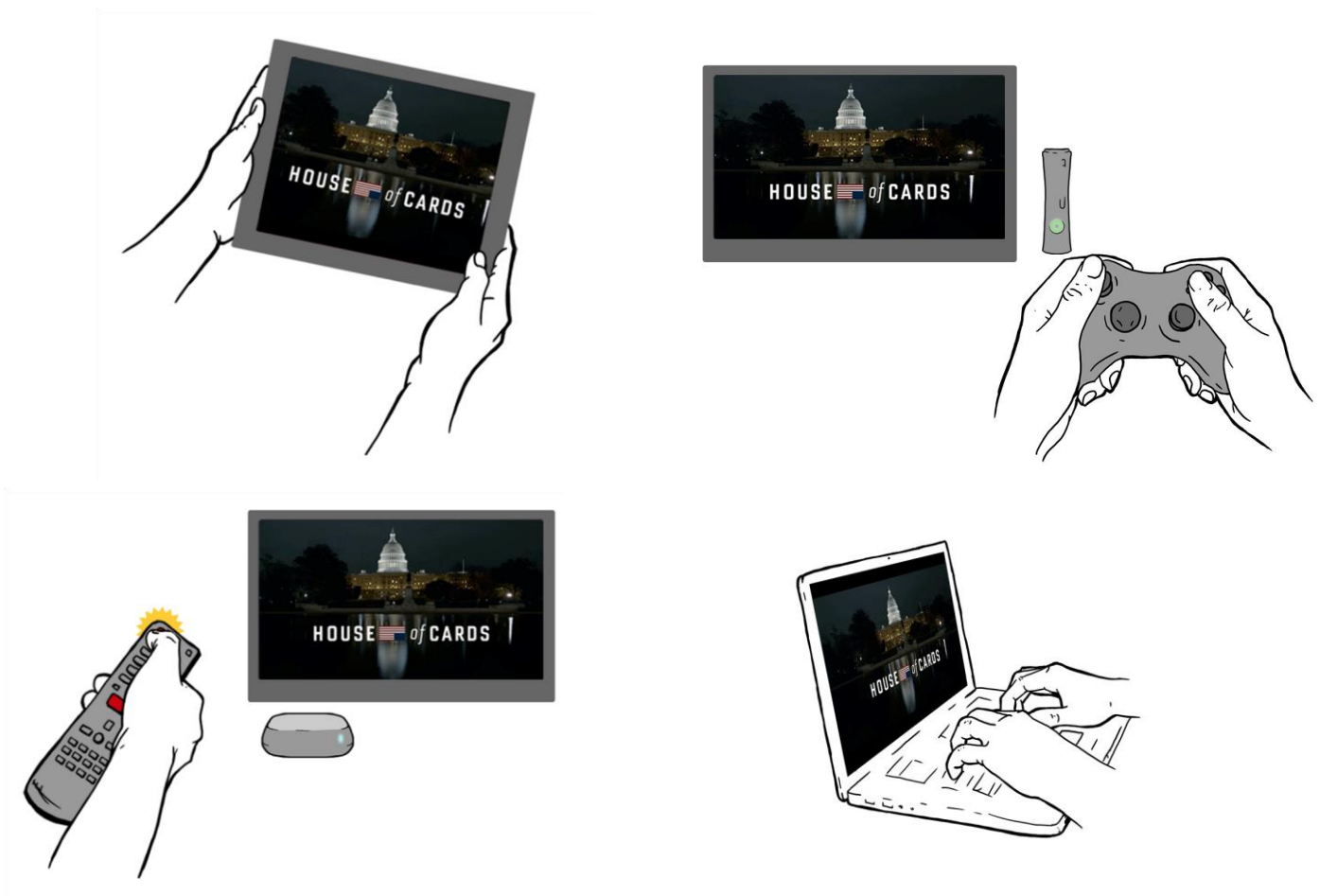


Figure 4: Turn Back on Your Streaming Device

Step 3) Reduce your Streaming Resolution. We will provide the steps on how to change your streaming settings on Netflix.

1. Log into your Netflix account (tablet, TV, computer, or console)

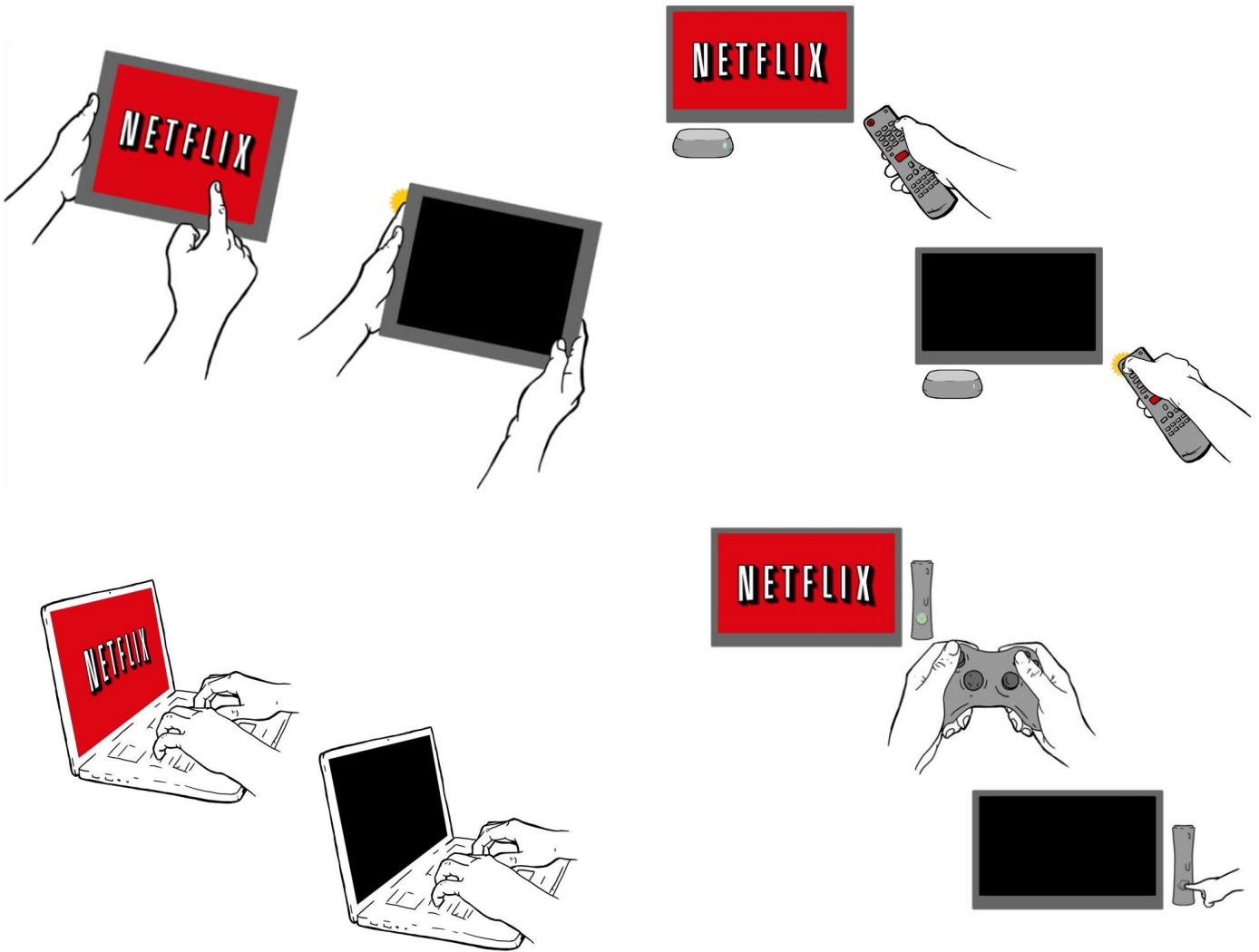


Figure 5: Log into Your Netflix Account

2. Click on your account name at the top of your account and select the “Your Account” button

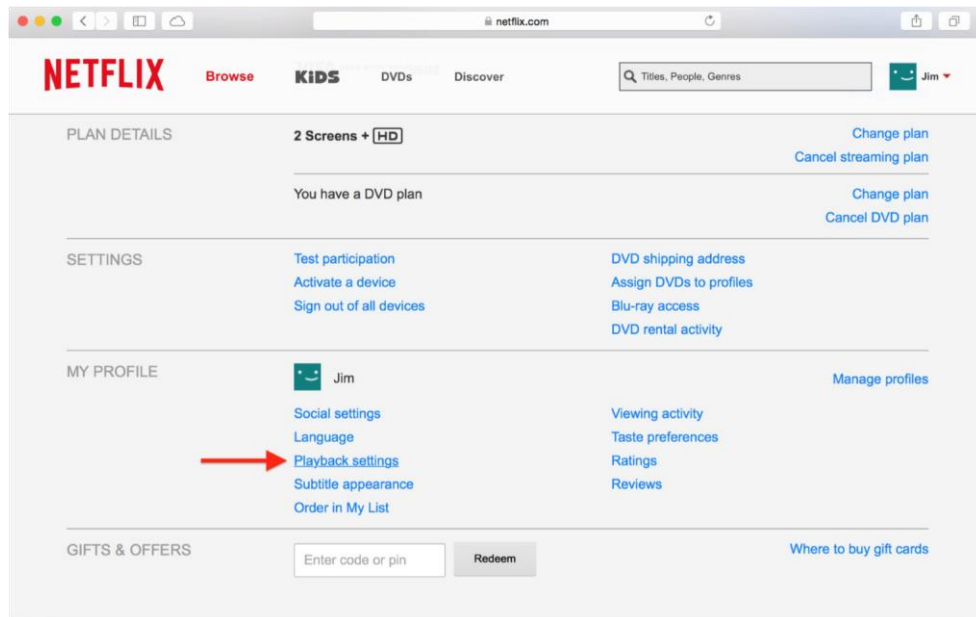


Figure 6: Select the Your Account Button on Netflix

3. On the Account page, scroll down until you see Playback Settings listed in the “My Profile” section. Click it to view data usage and episode playback settings.

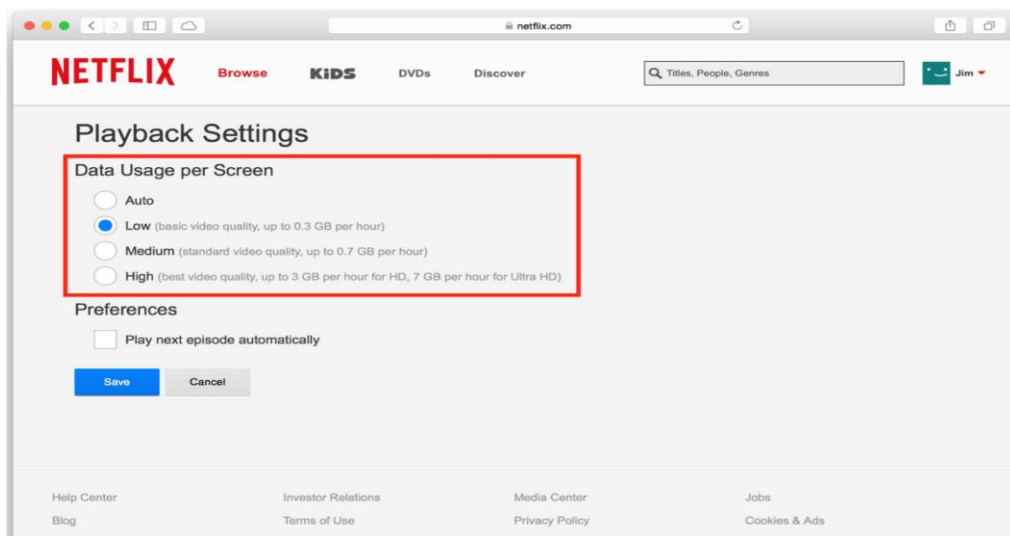


Figure 7: Select the Proper Playback Settings on Netflix

4. Description of Netflix playback settings
 - Auto: attempts to provide the highest quality for the current connection speed and signal strength
 - Low: reduced standard definition video quality that will use up to 300MB per hour of streaming
 - Medium: standard DVD-quality video at up to 700MB per hour
 - High: HD-quality video (on supported content) that can use up to 3GB (3000MB) per hour.