***If the service is having Issues***

1. Exit app and run a speed test on the box to see what it is getting. Over 15mbps shouldn't have issues running the live TV
*- app - FAST - OR can go to web browser - google - speed test - run*

If possible, connect the box with an Ethernet cable directly to the router

2. Check to see if it is the channel or the service:
try running a channel that always works well – such as CNN
-if it is during our business hours, note the channel, call in and we will see if the same issue is here

3. Certain channels work better on certain Media Players - CTV Kitchener works better on internal/auto
- changing the media player solves a lot of issues with specific channels not working well – audio off, buffering

4. **Updating the App / other apps:**

* Can use this as a reference: <http://www.primeiptv.ca/prime-wizard-help/>

-Go to Kodi

-Go to Prime Wizard – it will be a shortcut on the menu, or you will have to go into programs to find it

-Enter pin = 5783

-Go to APK installer

-Click on STB Emulator – Download – Install

-Click on others, to download and install other apps