

How to Stop Video Buffering

Video buffering is an unwelcome consequence of streaming video. When we watch a movie on a TV set, we expect continuous, uninterrupted signals. But streaming is another matter. When you watch a video, even a simple YouTube video, you can fall victim to buffering problems.

Here are some simple steps to help alleviate video buffering:

- If several devices are connected to your network, disconnect inessential devices from your Network while streaming.
- If you, or other network users, are downloading files or updating software, we recommend pausing or staggering those processes.
- Turn off the power to your modem/gateway for 30 seconds, then turn it back on. This should force your modem/gateway to automatically use a Wi-Fi channel with less interference.
- If your device is connected to the 2.4 GHz signal, move it over to the 5 GHz.
- Move or turn off personal devices that interfere with your Wi-Fi away from your modem/gateway (e.g. baby monitors, wireless speakers, microwave ovens, etc).
- If possible, we also recommend connecting your device directly to your modem/gateway using an Ethernet cable. This will ensure that wireless interference isn't a factor.
- Reboot your device. Power off for 30 seconds then power back on.
- Your internet plan may not be sufficient. Identify what type of internet plan you are currently using and see if there is an alternative plan to upgrade your speed.

If these troubleshooting steps did not resolve the issue, please contact our Technical Support Team at **1-866-832-6020**