

Mascon IPTV Connection Issues

Why is my Mascon IPTV service freezing and buffering?

IPTV service will buffer or freeze when your Wi-Fi is experiencing significant interference or there is not enough download speed to support consistent playback.

A typical HD video stream requires an internet speed between 5 and 9 Mbps.

Note: A 4K video stream requires download speeds of up to 25 Mbps.

Here are some simple steps to help alleviate video buffering, freezing or stuttering with your IPTV service:

- 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 IPTV box is connected to the 2.4 GHz signal, move it over to the 5.0 GHz. To do so simply:
 1. Select the TiVo button on your remote to open the home screen.
 2. Navigate to the Menu and press OK.
 3. Scroll down to Device Settings and select OK.
 4. Under General Settings, select Network and Internet.
 5. Find and select your 5 GHz Network and enter is your Network password.
- 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 IPTV box directly to your modem/gateway using an Ethernet cable. This will ensure that wireless interference isn't a factor.
- Reboot your IPTV box. Disconnect the power for 30 seconds, then turn it 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.