

# Fire Stick not Operating Properly?

## Ways to Fix It When a Fire Stick Is Not Loading Properly or Working Right



Experiencing a black screen or a Fire Stick that won't turn on, load media, or connect to Wi-Fi? These solutions should fix things fast.

**This article covers a wide range of fixes to help you troubleshoot and fix an Amazon Fire Stick that's not working.**

**The solutions shown on this page apply to all Amazon Fire Stick models.**

### What Causes Amazon Fire Stick Loading Problems?

- Problems like an Amazon Fire Stick not working, a black screen showing instead of media, and apps not loading properly are often occurring because of out-of-date software, internet connectivity issues, or an insufficient power supply.
- A Fire Stick not turning on or not working can also be caused by power issues though a more common culprit is the incorrect HDMI input being selected or the TV not being turned on correctly. There are several solutions for all the common reasons a Fire Stick won't work, including black screen problems, no signal issues, and media not loading problems.

### How to Fix It When a Fire Stick Is Not Working

1. There are various ways to test and fix a Fire Stick that's not connecting to the Wi-Fi or not loading correctly. Here are some of the best solutions listed, from easiest and quickest to more complex and time-consuming. We recommend working through this list of checks and fixes in the order outlined below.
2. Be sure your TV is turned on. Some TV models will automatically turn on when a connected HDMI device is powered up though many still need to be turned on manually via their remote. If it's not turned on, the Fire Stick can't do anything at all.

3. Restart your Fire Stick: Press Select and Play on the remote for 10 seconds to quickly restart your Fire Stick. A restart can fix many loading issues and the black screen bug.
4. Check your TV's HDMI input. A Fire Stick not showing up on your TV screen after being turned on could be due to selecting the incorrect HDMI input. It's unlikely your TV will switch automatically.
5. Use a direct power source. If possible, power your Fire Stick by plugging it directly into a power socket on your wall, not into your TV, another device, or through an adapter or surge protector.
6. Wait 10 minutes. Sometimes a Fire Stick takes a while to load or install updates. If you turn your Fire Stick on and it sits on the logo loading screen, wait at least 10 minutes to see if the issue resolves itself.
7. Check the Fire Stick remote's batteries. Try changing them for new batteries to see if this fixes the problem.
8. Test your internet connection. A Fire Stick not connecting to Wi-Fi is a common cause of apps and content not loading properly. Connect to the same Wi-Fi connection with your smartphone or another smart device to see if it's working.
9. Checking your modem's lights can provide insight into its current internet connection status.
10. Open a different app. Media streaming services occasionally go down due to server issues or for maintenance. If your Fire Stick is not connecting to the internet while using a specific app, switch to another app to see if the problem is app-specific.
11. There are additional tips for fixing the Disney Plus and Paramount Plus Fire Stick apps when they stop working correctly.
12. Update your Fire Stick and its apps. Select Settings > My Fire TV > About > Check for Updates to ensure you have the latest version of the Fire Stick's operating system and apps installed.
13. Clear the Fire Stick cache. If your Fire Stick isn't loading content or apps as it should, try quickly clearing the streaming stick's cache. This tip can also make a Fire Stick run faster if it feels sluggish.
14. Delete the Fire Stick app and reinstall it. If a specific app is having trouble connecting to the internet or loading content, uninstall it, restart the Fire Stick, and reinstall it.
15. Check your Fire Stick cast setup. Casting content to a Fire Stick from a smart device or computer can require extra work. If your content isn't loading correctly when cast, double-check to ensure you're using the proper settings and apps.
16. Restore the Fire Stick to factory settings. You can reset your Fire Stick to its factory settings via Settings > My Fire TV > Reset to Factory Defaults as a last resort. This process essentially restores the streaming stick to the way it came in the box.

## **Why Does My Fire Stick Have a Black Screen?**

1. A Fire Stick having a black screen or not displaying any image is often the result of selecting the wrong HDMI input on the TV. If your TV shows a no signal error message, try selecting another HDMI source via the TV remote's Input or Source button.
2. Another common cause is the lack of sufficient power to the device to let it run properly or turn on as it should. Ideally, it would be best to connect the Fire Stick directly to the wall. Power adapters and surge protectors can affect the stability of media devices such as streaming sticks.
3. The Fire Stick not working black screen problem can be frustrating, but there's often a straightforward solution that can fix it.

## FAQ

### Why does my Fire Stick turn on and off by itself?

1. If your Fire Stick turns on by itself, you need to disable HDMI-CEC. If your Fire Stick turns off by itself, there's likely a glitch. Try using a different HDMI port or a different TV. If you're still having issues, try rebooting and resetting the device.

### How do I fix my Fire Stick remote?

1. If your Fire Stick remote isn't working, first check the batteries and try pairing the remote with your Fire Stick again. Be sure you're close enough to the TV and there are no obstructions. You can also use your smartphone as a remote control for Fire Stick.

### How do I fix sound delay on my Fire Stick?

1. If you notice a delay between the sound and picture, go to Settings > Display and Sounds > Audio > AV Sync Tuning. Follow the instructions to sync video and audio output.

### How do I reset my Fire Stick when the settings won't load?

1. If you can't access the Settings menu, hold the Back and Right buttons on your Fire Stick remote for about 10 seconds to bring up the reset screen. Your settings should be accessible after you reset the device.