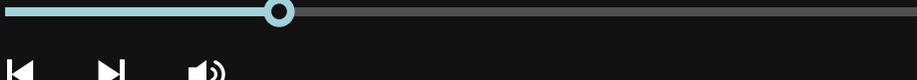


Buffering Guide



Step-by-Step



03:47 / 10:00



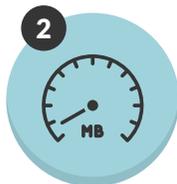
Why are we Buffering?

There are about 4 main reasons why we may be buffering. We will go through all 4 reasons and how to fix them. This is mainly for alternative streaming apps like Dreamstreams, Vibe, PLEX, IPTV, Kodi, and more. Mainstream apps like Disney+, Netflix, Hulu, does not really apply.

Most Common Reasons for Buffering



1
Issues with the link/server
(outside our control)



2
Low Internet Speed
(may be within our control)



3
App Settings
(in our control)



4
ISP Throttling
(Internet Provider control)



5
Other
(may be within our control)

Step. 1

Issue with Link

First and easiest thing to check when we're getting buffering is the link we are using. If we are using a Free App (one you don't pay monthly or yearly for) then we follow the Free Side.

If we're using a Premium App (an app we pay monthly, quarterly or yearly) then we want to follow the Premium Section of the chart.

Free Apps (Kodi, Cinema, TeaTV, Mobdro, LiveNet)

If using a Free App with multiple links, let's try another link in the app.

OR

Works

Congrats and enjoy the video

Doesn't Work

If able try other links in the app. If the links do not work let's try another free app if we have one. If all fails then move to **STEP 2**

Premium Apps (Dreamstreams, VibeZ, Plex)

If using a Premium App, let's try another movie or show for a few minutes.

OR

Works

If another video works then please contact your seller with the name of the video. We can always check a free app if we do not have a backup link while we wait.

Doesn't Work

If multiple videos are not working, we can move forward and check out internet connection in **STEP 2**.

Step. 2

Run a Speed Test

Run speed test on Streaming Device. We want at least 15Mbps+ to pass the test.

OR

If Test Passes

If Download Speed is above 15Mbps then we want to move to **Step. 3**

If Test Fails

If we are using WIFI let's make sure we are on 5Ghz Network if possible

Move device closer to router

Switch Connection from WIFI - Ethernet if possible

If our speeds are under 15Mbps, we want to check what speed we are paying for and possibly upgrade Internet

Instructions

On the Device Home Screen, head to settings, Network and make sure you're WIFI says 5Ghz if you have the option

Distance is the #1 killer of internet speed. Especially multi-story homes. Temporarily move device closer to router if possible and rerun speed test and channels/ movie. Recommended distance less than 60ft away. Can also try WIFI Extender if moving closers fixes issue

If we are on WIFI lets switch to Ethernet if we can. If on Ethernet lets switch to WIFI. 5Ghz if possible. Run test again

If paying for high speeds (100Mbps+) and our speed test is below 15Mbps. If all else above doesn't increase speed we want to contact Internet Provider to check equipment.

Restart Modem & Router

Unplug device from power, wait 10 seconds and then reconnect. Most systems take about 2 minutes to fully setup. Once all lights are stable on your box, let's check the channel(s) again. If it works great. If not then let's move to step 3.

Step. 3

App Settings

Mostly for Premium Apps. There are some settings in apps like IPTV Smarters that we can change to help jittering and buffering. Let's open the app and look for the gear. Usually means settings

**Turn on
Hardware Decoder**

OR

If Works

Congrats and
enjoy the video

If it Doesn't Work

Appreciate your
patience! Let's head to
STEP 4

**Change Media Player
to VLC/MX Player**

OR

If Works

Congrats and
enjoy the video

If it Doesn't Work

Appreciate your
patience! Let's head to
STEP 4

Clear Cache

(head to device home screen. Locate Settings, then Apps or Applications, Locate the app you're using and click to open settings. Click Clear Cache. Firesticks may need to click Applications then Manage Installed. Locate App and clear cache. If Clearing doesn't work. Head to STEP 4)

Pro tip we can also clear data/storage on the app and sign in all over if we have our login. If not be sure to contact your seller.*

Step. 4

Throttling (ISP Blocking)

Throttling is when your internet provided purposely slows your internet speeds down. This can be done during "peak hours", when on a "harmful" website, or anything they decide to clock.

Service Providers monitor all websites and seem to purposely slow our internet down when using private streaming sites. This is why Ddreamstreams may buffer but not Netflix. They can clearly see Netflix service and know who they are, they see the private server using lots of data slows our speed down accordingly.

Don't believe it? Try a VPN. A VPN will make you "invisible" when online. Your provider will not be able to see what sites you're on or what you're doing.

If the movie/show/channel you're watching is buffering when you're not using a VPN and then plays perfect when you have a VPN ON, then you're purposely being slowed down. A phone call to **Customer Service will not fix this but a VPN can.**

Run a VPN

I recommend IPVanish. Nord VPN is also good.
Connect to the fastest City OR choose the city closest to you.

OR

Works

Congrats and enjoy the video.
It means you are being throttled.

Doesn't Work

We can go back to **STEP 3** with VPN on and check Internet Speed. If passes, change city on VPN to city nearest your location.
If still buffering, let's head to **STEP 5**

Congratulations!

Enjoy your streaming



Snow Media
ENTERTAINMENT