

We have a bunch of new users, and also thought it would be a good reminder on how we can keep our devices from buffering.

Most of you are using firesticks and hence are using wifi. Wifi is only as good as your home internet setup. This video which I made a while back, gives you very helpful tips on how to use your wifi, and how to check its health.

NetCheck Firestick - <https://tinyurl.com/NChkstat>

With that, let me outline some of the low hanging fruit you can address, that were in the video:

1) Make sure you're using the 5G band on your router. Some ISP routers default to the 2.4, which is slower. Some ISP routers use 'smart' detect logic to assign the band. When you follow the tips on the video you will see what band you are using. The 2.4 is HIGHLY susceptible to many interference devices in your home. (Remotes, alarms, microwaves, smart devices, etc)

2) Doing a Hard Power reboot of your router every few weeks or if you start to notice high increase in buffering on multiple stream channels. This means pulling the AC plug from your router, and very important to wait at least 2 minutes to allow the capacitors to discharge fully, which hold temporary data, which can be the cause of buffering.

These are the top 2 things you can do to keep things running smoothly with your Wifi and our service.

Having said that all about the wifi, you can hard wire your firestick. Amazon sells this adapter: https://www.amazon.com/Amazon-Ethernet-Adapter-Fire-Devices/dp/B074TC662N/ref=sr_1_1?keywords=fire+stick+ethernet+adapter&qid=1679072382&sr=8-1

With this adapter you will eliminate the wifi, and all the issues that can prop up with WIFI. You will need to have an ethernet cable to run from your router to your device, most ISP's can install an ethernet drop for under \$100, you just need to check with your local provider. I've heard that Best Buy in some areas also offer this install.

Note: Some folks tell me that they have Netflix, Hulu, HBO Max, etc, and have no buffering issues. Well the reason is because those companies have high end infrastructure, which adjust on the fly to the client (thats you). This is why even if you have 1M download speed, you can still stream Netflix as they will adjust the quality of the stream for you automatically,. This is because buffering is directly proportional to the amount of streaming data needed to keep a video running smoothly, and by them adjusting (mostly the quality), they can keep your video running without buffering. And remember, most of these services are not providing live content. In fact, I know from folks that use other Live tv providers, like Youtube TV (and others), they run into buffering issues as well for the same reason I have listed. Live Content requires that constant data stream, and if your device is not getting it, it will buffer, which means, it's

waiting on more data to continue the stream.

No IPTV provider can offer that kind of service. All the channel streams are basically links on the internet. What our service provider does is gather these up, so they can be access by Lynx in one place. It is because of this, that you can from time to time see some issues, but what the provider does, is it has multiple links for most channels and streams. The panel will auto detect issues, and move to another link, HOWEVER, Lynx does not detect that immediately. This is why the first thing you should do if you see buffering on a stream, is just click up or down to another stream and return to what you were watching. This will then read the latest link being used. If you don't do that, Lynx will eventually move off to the next link in the system, but could take 30seconds to 1 minute to do that. By quickly switching channels and going back to what you were on, it makes that detection faster.

Finally, my tips cover all the service, however do note that the Live TV section is separate from the Movies and Series sections. The Movie and Series sections comprise the VOD (Video on Demand). If you run into a movie or series that is not working, just let me know and I can report it. This does not apply right now while the VOD is being migrated, the provider is saying in another week or so we should be done. Series is what has been mostly impacted by the move, so many of those are offline right now.

I'll send an update when the VOD migration is completed.

I hope this helps, let me know if you have any questions, and I'll be happy to address,

Fred