

General troubleshooting of the MTCO digiMAX TV App

Learn how to fix common streaming problems like picture freezing, buffering, or crashing while watching the MTCO digiMAX TV App on a supported device.

Fix common streaming issues:

- Verify the MTCO digiMAX App supports your device.

The full list of supported devices can be found @

https://www.mtco.com/main/support/docs/chat/Supported%20Devices_External.pdf

- Verify your device has good Wifi signal strength.
- Check for updates to the app in your App Store. If an update is available, install it and restart the device.
- Check your streaming device for updates (Roku, Apple TV, or Amazon Firestick)
- Close out and restart the MTCO digiMAX TV App.
- Restart your device (Roku, Apple TV, or Amazon Firestick)
- Uninstall and then reinstall the App.
- Contact MTCO Technical Support 24/7 @ 800-859-6826