

Identify your issue below to start initial troubleshooting. If unresolved, contact your Seed Manager expert – typically a manager or marketing lead. Provide them with the details of the issue, any screenshot/picture of error or product example, number of TVs impacted, and a store contact.

A. Outdated Inventory, Expired Sales, or Old Media Still Appearing; New Inventory Not Appearing on Menus

1. Confirm FireStick TV is connected to the internet:

- Using the FireStick remote, go to the Main Menu. Navigate to Settings → Network → WiFi
- Verify store WiFi is connected. Then relaunch the Seed Signage app

2. Restart FireStick TV

Navigate to Settings → My Fire TV → enter code if one is set. Select Restart. Then reopen Seed Signage App

3. Clear the Cache for the Seed Signage App

Settings → Applications → Manage Installed Applications, select the Seed Signage app, and click "Clear cache"

☰ If the menu is still inaccurate, notify your internal Seed Manager expert with the specific example that is incorrect or missing.

B. Blank Screen / Error Messages

1. Try loading a different Seed channel

If other channels load: Issue is likely with the specific channel. Contact your internal Seed Manager support contact.

2. If no channels load: Restart the FireStick TV from Settings (See step A2 above)

3. Confirm WiFi is connected and active (See step A1 above)

4. Check if there are updates available for the FireStick TV

Navigate to Settings → My Fire TV → About → "Check for Updates"

☰ If the issue remains, take a photo of the screen and contact your Seed Manager expert.

C. FireStick TV isn't working, won't turn on, or shows a black screen


Try the following solutions:

1. Check your HDMI connection, power supply and power cable are connected securely to device, tv and outlet
2. Make sure that you select the HDMI input that matches the HDMI port connected to the FireStick TV.
3. Power Cycle the device by unplugging the device for 30 seconds, then plug back in
4. Plug the power cord into a different power outlet or power strip.

☰ If the issue continues, take a picture of the model name and number of the FireStick and provide it to your Seed Manager expert.

D. Fire Remote Not Responding / Not Changing Channel

Try the following solutions:

1. Replace batteries with 2 fresh AAA batteries
 2. Use remote at least 3-6 feet from TV
 3. Ensure no obstructions between remote and device
-  If the issue remains, contact your internal Seed Manager expert.

About Seed Technology

Seed is your provider for in-store TV signage and interactive menu devices.