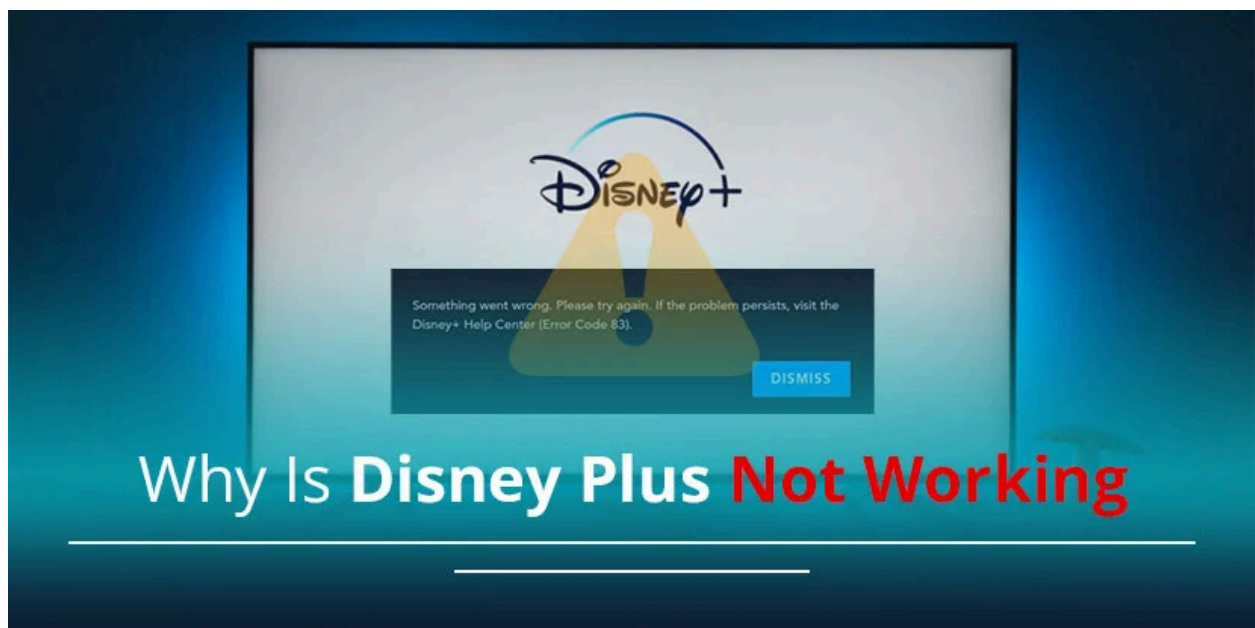


# Why Is Disney Plus Not Working- A simple guide

If you are using Disney plus subscription, then reading this post is worthwhile. When you invest your cost to take a subscription and suddenly it stops working, it can be irritating. However, there are a ton of options that will help you to fix it if you know exactly what happened. Most of the time, it becomes a suspense "[Why Is Disney plus Not Working](#)" and because of this, it is tough to fix it.

Let's learn the basic issues that you might encounter with your Disney plus subscription. It will lead you to get its fixes easily.



## Troubleshooting Disney Plus App Issues on Mobile & TV

Although several reasons could prevent you from accessing the Disney subscription. Here's we shed light on some of the common errors that occur with users.

### 1. Internet Connection Problems:

This is the common error that users encounter. Disney has decided on a certain speed of internet for smooth streaming. As per the requirement, at least **5.0 Mbps speed** is needed for streaming HD content. On the other hand, you should have a **25.0 Mbps speed** to stream 4K Ultra HD. If you don't have such speed, then it won't work properly. To know this, you can test your speed with various online websites and tools.

## 2. Disney Plus Server Issues:

The server can be a big factor in it. If you're streaming service has a server outage, then it will work. If you are getting it. You can check websites like Downtdetector. Additionally, you can visit their official social media accounts for any reported issues.

You can wait for a while if it is resolved automatically, and solve it otherwise by connecting with the support team.

## 3. Device-Specific Issues:

It can also vary as on your device. If you want to know, then you can log in to your account with a different device. If it is working, then you have to follow certain steps with our device you are using.

- Restart your streaming device:
- Check for device updates:
- Ensure your device is compatible:

## 4. Other Potential Issues:

Apart from the above common causes, there could be some other potential problems. It could be HDMI cable issues, ad-blocking software issues, incorrect settings, and many more.

To fix this, you have to check your device's date and time settings, also if you get HDMI cable issues, then try to change it. Ad-blocking software can cause other issues. If you are getting it, then you must remove such ad blocker software from your device.

## Conclusion

These are the common causes that you may have with your streaming services. It can be fixed if you have a query like [Why Is Disney Plus Not Working](#). They are the common troubleshooting steps that will identify your issues and can result in it. Additionally, if you still want more solutions, you can reach the Disney Plus Help Center and get more relevant info related to your specific issue.