

# Download Xbox Troubleshooting Guide

Would you like to contact Support regarding the "“My Xbox One game won't start or freezes during gameplay”" issue you were reading about or a different issue? If you're trying to install an Xbox One game from a disc and the installation process stops at or near 0%, this could be happening if your console is trying to download an update for the game while the game is installing. Sometimes, the outage is over and sign-in issues persist. To fix Xbox One Xbox Live sign-in problems, perform a full reboot of your system, also known as a powercycle, cold restart or hard reset ... Having problems with your Skype calls? Your internet connection – or your friend's – is the most likely culprit. A poor internet connection can cause dropped calls, delays, and poor-quality audio and video.