



# Technical FAQ

## Instructions for Joining the Event

- We recommend you log in a few minutes before the event begins.
- To join, visit the event home page and click the “Login” button in the top right. If you are not registered, please click “Register” to begin.
- Click the “Login” button and enter the email address you used to register.
- Then, enter the single-use code that was sent to your email, and the page will refresh with the live broadcast.

**I have logged in and registered but I am receiving the following error message: “The Video Player was not able to find valid authentication information. Please contact technical support.”**

This message is received because the session cookie for the video authentication is blocked while using Chrome. There are two features in Chrome that could block cookies.

Feature one: We recommend the following steps in Chrome to allow third-party cookies: (1) Go to Settings > Privacy and security. (2) Click on “Cookies and other site data.” (3) Ensure “Block third-party cookies” is NOT selected. (4) Once the setting is changed, then either close the browser or clear the browser cache and try to load the video again.

Feature two: We recommend the following steps in Chrome for SameSite setting: (1) Go to chrome://flags/. (2) Search for “Cookies.” (3) Ensure “SameSite by default cookies” is set to “disabled.”

## What should I do if I don't have any audio?

First, check that your computer has the sound turned on and the volume up by going to your computer’s audio settings and pressing the test sounds, or navigating to another video on the web and making sure you can hear audio through your computer speakers or headphones.

If you hear audio on other videos on the web and not on the live video stream, check that the volume in the player is turned up.

## **How do I turn on/off closed captioning?**

Click on the button in the player controls that shows “CC.” When enabled, captions will appear inside the video player. This can be used to toggle the captions on or off. If you’re still experiencing an issue, please try refreshing your browser window.

## **I don't have video. What should I do?**

Try watching at a lower quality by hovering over the player and click on the text that says *Best*, *720*, *480*, *360*, or *240*. Start with the lowest bit rate and work your way up so that the stream plays back smoothly.

We recommend viewing on an up-to-date version of Firefox or Chrome. If you're still experiencing issues, please refer to this article to troubleshoot:  
[support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).

## **I can only see the “coming soon” slide. Should the slide be advancing?**

Check your internet connection by running a speed test (speedtest.net) to determine your download speed. To view a 720/HD stream, you will need download speeds at around 1.5–2 mbps. You can also try watching at a lower quality. If you continue experiencing issues, please refer to this article to troubleshoot:

[support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).

## **I'm getting an IBM error. What should I do?**

We are monitoring the stream health on the back end, and everything is looking great. Please read the problems and solutions in this article to troubleshoot:  
[support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).

If you continue to experience problems viewing a particular stream, send a log to our support team to help us troubleshoot and potentially find the root cause of the issue:  
[support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support](https://support.video.ibm.com/hc/en-us/articles/207852557-How-to-send-a-player-log-to-IBM-Watson-Media-Support).

## **What if I can only see the Q&A window?**

It is possible that a firewall or content filter is blocking the content, which could lead to you seeing a black screen instead of the live video stream. Please refer to this article to troubleshoot:  
[support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps](https://support.video.ibm.com/hc/en-us/articles/207851767-Viewing-troubleshooting-steps).