

LEADING THROUGH CHANGE

FAQs

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 with the latest version of Adobe Flash Player installed. 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

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

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

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

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