

# Troubleshoot Issues Viewing Videos:

This guide will go over how to troubleshoot different issues or errors you may encounter while viewing a Panopto video.

## Table of Contents:

1. Buffering
2. Video Does Not Play
3. Audio Visual Syncing
4. Full-Screen Mode Issues
5. Captions
6. Podcast

## 1. Buffering

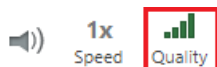
Check your Bandwidth Requirements.

- Do a speed test to check your download speed is within the requirements.

Quality	Audio Only	Video and Audio	Video, Audio, and Secondary Video
Standard Quality	96 kbps	979 kbps	(640x480, 10 FPS, 340 kbps) – 1240 kbps
High Quality	96 kbps	1920 kbps	(1024x768, 15 FPS, 1000 kbps) – 3031 kbps
Ultra Quality	128 kbps	2760 kbps	(1920x1080, 19 FPS, 1500 kbps) – 4664 kbps

Lower the video Quality.

- In the bottom right-hand corner of your Panopto video, select Quality then Automatic.



- If your video is still buffering, try selecting Quality then High.

Update or change your browser.

- Check that your browser is up to date.
- Try a different browser.

Change the computer/network.

- Try a different computer.

- Try a different network.

Check your Variable Speed Playback (VSP).

- Check to see if your video buffers or stops when playing at each speed in the bottom right-hand corner of your Panopto video.



## 2. Video Does Not Play

Access issues.

- Try accessing the video through your Learning Management System or Single Sign On page.
- Reach out to the content owner or your local help-desk for access.

Error Message: "This Session isn't available. It may have been deleted."

- Contact the content owner or your local help-desk.

Error Message: Unexpected Error Page.

- Contact your local help-desk.

## 3. Audio Visual Sync Issues

Audio is not correctly synced with the video.

- Try a different browser.
- Try another computer.
- Try other Panopto sessions- the issue could be a specific session.

## 4. Full Screen Issues

Unable to view any stream full-screen in Chrome, try disabling hardware acceleration:

1. Open Chrome and go to Settings.
2. Expand Advanced Settings then click on System.
3. Un-check Use hardware acceleration when available.
4. Return to your Panopto stream and test full-screen mode.

If full-screen mode still does not work:

1. Go to the Panopto interactive viewer window.
2. Right-click one of the stream windows to the contextual menu for Flash player.
3. Choose Settings and un-check Enable hardware acceleration under the Display tab.
4. Return to your Panopto stream and test full-screen mode.

If full-screen mode still does not work:

1. Type `chrome://flags` into the browser.

2. Locate Hardware-accelerated video decode Mac, Windows, Chrome OS and disable the feature.

## 5. Captions

Video is missing captions.

- Read this [captions](#) document for further caption details.
- Contact the content owner.

## 6. Podcast

Unable to see a Podcast video.

- Contact the content owner and recommend changing the Podcast output type.