

# VIDEO TROUBLESHOOTING FAQs

**Having trouble watching videos on ABMarketing.com? There are many things you can do to troubleshoot. Please review the Frequently Asked Questions below to learn how to improve your viewing quality.**

## CONNECTION

### **Q: Is it possible for me to see how fast my Internet Connection is running?**

A: Yes. There are many sites available that allow you to test your bandwidth and one such example is [Speedtest.net](http://Speedtest.net). This site will test both upload and download speed and measure the speed between your computer and the Internet.

### **Q: What if my Speedtest shows poor results?**

A: If the Speedtest shows speeds below 300Kbps (Kilobits per second) you should first test again on a hard line. Typically, speeds are slower on wireless connections. If your speed still shows lower than 300Kbps you will most likely need to make arrangements with your Internet provider to increase your bandwidth. Please note there is nothing A-B can do to increase your bandwidth or connection speed.

### **Q: My Internet connection is higher than 1Mbps. Why can't I watch video?**

A: There are many other factors that affect whether you can watch video or not and unfortunately, even if you are paying for 1Mbps (Megabits per second) service it doesn't always mean each computer that shares that connection is getting that speed. Other factors include load on the connection from other users, whether you are accessing the connection from a hard line or wireless, the quality of your wireless router, local network issues, computer viruses and more.

## QUALITY

### **Q: Is the Quality of the video something I can control?**

A: No. AB encodes video at 375 Kbps which has been determined to be a good compromise between quality and speed. If you find that a video you are watching has extremely poor quality or the audio is not synced up with the video we ask that you please send an email to Technical Support with where you found the video and details of the issue.

### **Q: The Video starts and stops while it plays. What's the issue?**

A: When a video starts and stops while it's playing, that is known as "buffering." Essentially your video player is pulling in the video feed from the internet. The amount of bandwidth you have has a direct result on how smoothly videos play. If videos consistently "buffer" while you watch them you should run a speed test during different times of the day, and during both heavy and light loads. If you find that you are consistently getting speeds below 300Kbps, it is advised you work with your Internet provider to increase bandwidth.

## MISCELLANEOUS

### **Q: Which video player is required to watch video on ABMarketing or Live.ABMarketing.com?**

A: Windows Media Player is the video player required to play video from [www.abmarketing.com](http://www.abmarketing.com) or [live.abmarketing.com](http://live.abmarketing.com).