

## Vid Streaming Troubleshooting Tips

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Having trouble streaming purchased content on MV? Follow our troubleshooting tips to help you get your vids working!

### Browser

We always recommend using Google Chrome for any MV Feature to ensure the best experience. It can also help to clear your browser's cached memory.

### Stable Connection/Ethernet connection

When attempting to stream a vid, always ensure that you have a stable connection! This means either full bars on your mobile device or connected via an ethernet cable or a strong Wifi connection where you are in clear shot of the router.

### Bandwidth & Processes

Vid streaming issues can be caused by another program running on your device. We recommend closing all other programs and ensuring that no other devices are currently using the same internet connection, if possible.

### Multiple Windows

At times, having multiple tabs open can cause interference with your vid stream. Try closing any other websites or vid streaming software and refreshing your page to see if that resolves the issue.

### Fresh Start

If none of the above steps resolved the issue, we strongly recommend restarting your device, modem and router, then reattempt to stream the content.

If you have tried all of the above tips and still encounter issues with your purchased vid, please don't hesitate to reach out to [help@manyvids.com](mailto:help@manyvids.com) and we will be happy to help you out!

*If you're getting the error message, "**Optimized streaming for this vid is currently unavailable**," visit the article [here](#) to resolve this issue.*

