

Video Playback Issues

You may experience one of the following issues while trying to play a video.

- Video does not display
- A black or white box replaces the video
- Colors are splotchy
- A green line splits the player in two
- The seek/navigation bar is missing or displaying incorrectly
- The video stops playing when you change the resolution (especially in full screen mode).

Check if you can see an HTML5 video

- HTML5 video, Go to
- Non-HTML5 video

If a Flash videos does not play, please take the following steps.

1. Try another browser. If you are using Chrome, try Internet Explorer or Mozilla Firefox or Microsoft Edge, or another browser.
2. Enable Flash, go to browser settings, advanced, content, Flash and enable, for step-by-step instructions go to highland.edu, select services, select online student services, scroll to the bottom to open a pdf.
3. Go to <https://helpx.adobe.com/flash-player/kb/video-playback-issues.html>

Windows 10, run the Video Playback troubleshooter

Internet Explorer, run the Internet Explorer Performance Troubleshooter

Mozilla Firefox, go to support.mozilla.org, search for fix common audio and video issues.

Google Chrome, go to support.google.com, search for fix videos.

If an HTML5 video does not play in Moodle, please take the following steps.