

## **YouTube Help (from Opera)**

### Video player error message

If you're getting a player error message, most of the time, the video should start working again in about 30 minutes. This error can happen due to a number of factors, such as issues with your Internet Service Provider (ISP), number of connected users or devices, your hardware and software configuration, your internet connection, or problems with the video itself.

Here are some tips to troubleshoot this issue on your computer or mobile site. After each step, try viewing your video again.

Try again after 30 minutes

In most cases, the video should start working again in about 30 minutes. If that doesn't work, try the following tips.

### ON COMPUTER

1. Reload the page
2. On many browsers, you can press the F5 key or Command+R keys on your keyboard to reload the current page.
3. Change your video's quality
4. Click the gear icon in the corner of the video player and select a lower quality setting, like 240p or 360p. Wait for the buffer bar to start loading before clicking play in the video player.
5. Close other tabs or windows
6. If you have multiple tabs or windows open in your browser, try closing them.
7. Upgrade your browser
8. If you'd like the best YouTube viewing experience, upgrade to the most recent version of your browser.
9. Update your Flash Player
10. Some videos on YouTube are streamed through Adobe Flash Player, a plug-in for your web browser, so make sure to update to the latest version.
11. Turn on JavaScript
12. JavaScript is required for many features to work. Make sure JavaScript is enabled on your browser.
13. Clear your cache and cookies

14. Clearing your cache and cookies can improve the speed and performance of your browser.
15. Try viewing the video on a different browser or computer.

### ON MOBILE DEVICE

1. Reboot your device
2. Sometimes other apps or low memory can cause problems, and restarting helps to fix those problems.
3. Clear your browser's cache and cookies

On Android:

1. Open the default browser and open Menu.
2. Touch Privacy & Security.
3. Touch Clear cache and touch OK.
4. Touch Clear all cookie data and touch OK.

On iOS:

1. From your Home screen navigate to Settings > Safari.
2. Touch Clear cookies.
3. Touch Clear cache.
4. For instructions on clearing your browser's cache and cookies on alternate mobile operating systems, please consult your device's instruction manual.
5. Try a different browser
6. If the default browser is not playing videos, download an alternate mobile browser such as Google Chrome.
7. Use a different network
8. If you are unable to play videos on your 3G/4G network, try connecting to a wifi network to see if you can watch videos.
9. Check for the latest system updates

For optimal performance keep your device updated with the latest system updates.

On Android, navigate to Settings > About Phone > System updates and touch Check now.

On iOS, navigate to Settings > General > Software Update.