

# Troubleshooting

## Video download

Various factors can prevent one or more videos from downloading from the Broomx platform to a MK device. This comprehensive guide will help you to identify and solve the issue. It assumes you are familiar with the process of using the Broomx platform and you have a MK device at hand.

## Broomx platform configuration

- In the Broomx platform, make sure the desired videos have been **added to a Playlist**.
- Make sure the Playlist containing the videos has been **added to a Program** in the Programs section.
- Make sure the Program containing the Playlist has the desired **MK device assigned** in the Devices section.
- Make sure the MK device is **connected to the internet** after adding the videos in the Broomx platform.
- The duration of the download process can differ depending on the number and size of the videos pending download, as well as the quality of the internet connection.

## Preliminary tests

- With the control device (tablet / smartphone / PC) connected to the MK device's WiFi network and the control interface open, **click on the Broomx logo** on the top left corner.
- In the control interface, disable then enable the **"Media update" button** from the top menu bar. Progress for pending downloads should show up as a list.
- If you have various MK devices at proximity, make sure you are connected to the **correct WiFi network**. You can power off the other MK devices if unsure.
- Clear the browser cache and cookies for only this site (for Chrome):
  1. Open **Chrome** on your Android device
  2. Go to the website: **192.168.12.1**
  3. Tap the **three-dot menu (⋮)** in the top-right
  4. Tap ⓘ **Info** (or Site settings)
  5. Tap **Storage**
  6. Tap **Clear data**
- Connect to the MK device using a **different web browser**.
- Connect to the MK device using a **different control device**.

## Restarting the system

- **Power off the system** if it is running by pressing the power button on the CPU twice until the LED turns off.
- **Disconnect the CPU** from electric power, wait 20s.
- **Connect the CPU** to electric power, wait for the system to power on.
- **Connect your control device** as usual and check if the missing contents are now available.

## On-site internet connection

If the MK device has an available wired and firewall-free internet connection on-site:

- Make sure the ethernet cable is **properly connected** on both ends, or test with **a different cable**.
- **Test the internet connection** as described [here](#) at “Testing the internet connection”.
- If browsing fails, **contact your network administrator** to know if there have been any changes in the local network configuration.

## Alternative internet connection

If there isn't an available wired and firewall-free internet connection on-site:

- The MK device's CPU and CPU power adaptor can be **taken to another location** with an adequate internet connection, as described [here](#) at “Temporary connection”.
- Once the CPU is powered on and connected to a router, **test the connection** as described here at “Testing the internet connection” then leave it connected as long as possible (for example overnight or over the weekend).
- Before disconnecting and taking the CPU back to its original location, **open the control interface** to make sure all the pending videos have been correctly downloaded.

## User content

If the videos which aren't displaying correctly are **private user videos** being played back from a **USB device**:

- Consult the dedicated instructions for user videos [here](#), and make sure the videos are in **the correct format**.

- You can first test the format using **VLC Media Player**: if the videos can be played back through this software, it should also be the case with the MK device video player.

## Contact Broomx Support

If the issue persists after having followed the above instructions, please send us an email at [support@broomx.com](mailto:support@broomx.com) with the following information:

- Name of your organization.
- MK device ID number (or name of its network starting with MK#).
- Detailed description of the issue.
- Title(s) of the video(s) which aren't appearing or playing back.
- Title of the Playlist and Program the videos are included in.