

Play2

Supported formats and troubleshooting

Supported platforms:

Video On Demand

- Tablets (iPad, Android, Windows RT)
- Desktops (MAC, PC and Linux)
- Browsers (Safari, Chrome, Firefox, Internet Explorer 10+, Edge)
- Phones (iPhone, Android, Windows Phone)

Live Video

- Tablets (iPad, Android)
- Desktops (MAC, PC and Linux)
- Browsers (Safari, Chrome, Firefox, Internet Explorer 10+, Edge)
- Phones (iPhone, Android)

Recommended operating systems:

- MAC: OS X 10.7 (Lion) and up
- Windows: Windows 7 and up
- iPhone / iPad: iOS 9 and up
- Android: Android 6.0 Marshmallow and up

Qbricks video player might work on browsers and platforms not listed above.

Theoretically, Play2 is supported on all updated browsers, but there are differences in how browsers handle video content. For the best experience, Qbrick recommends using Google Chrome version 63 and up.

Troubleshooting common issues:

Playback stops/stutters:

- Refresh the webpage
- Refresh the page with ctrl + F5/cmdn + F5
- Check internet connection
- Restart your machine/device
- Enable hardware acceleration in your browser

Audio and video not in sync:

- Refresh the page with ctrl + F5/cmdn + F5

Player not loading:

- Make sure javascript is enabled on your device
- Check internet connection
- Contact your network department, to see why the player is not loading.