



# Video player

Tags: **Skills**

The video player delivers course content and lets you control settings for autoplay, subtitles, and playback speed. The video player is based on HTML5, so you don't need to have any specific software installed on your computer to use the player. Use one of our [recommended browsers](#).

In this article

[Video player features](#)

[Feature and course feedback](#)

[Troubleshooting and tips](#)

	Who can use this?				
	<u>Std</u>	<u>Prem</u>	<u>Strt</u>	<u>Pro</u>	<u>Ent</u>
<u>Learners:</u>	✓	✓	✓	✓	✓
<u>Managers:</u>					
<u>Admins:</u>					

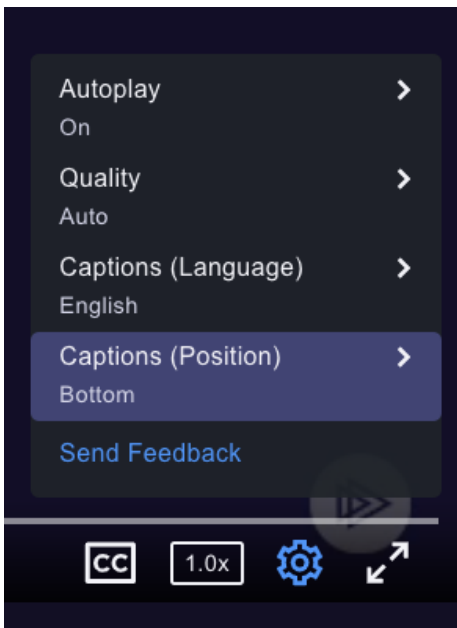
## Video player features

### Captions, translations, and transcriptions

Skills courses include subtitles and captions.

To turn captions on or off, click the **CC** icon.

When captions are on, they appear at the bottom of the video player by default. To move the captions position to the top of the page, click the **Settings** gear icon, then click the **Captions (Position)** menu and choose **Top**.



To translate the captions into a different language, click the **Settings** gear icon, then click the **Captions (Language)** menu and choose a language.

**Note:** You may need to pause the video and refresh the page to load the captions in a selected language.

Google Translate provides translations of video course captions. You can view a list of [Google Translate's available languages \(external site, opens in new tab\)](#) to find one that fits your needs.

**Note:** Transcripts are also offered for our video courses. Learn more about [transcripts](#). Courses are only transcribed in English.

If you have a specific course captioning request, please contact [Pluralsight Support \(opens email form\)](#).

## Playback speed

Click the **Speed** icon in the video control bar to choose a playback speed ranging from .5x (half speed) to 2.0x (double speed).

## Thumbnail previews

Use thumbnail previews to skip to a specific section of a video clip. Hover over the progress bar to see a preview of the video at any point without leaving your current place. Once you've found the section you're interested in, click the progress bar or drag the progress marker to move to that point.

**Note:** Thumbnail previews are currently available on all courses published after January 18, 2023, and we're adding them to earlier courses on a continual basis.

## Video quality adjustment

The video player automatically adjusts the streaming quality to optimize your experience.

Modify the video quality in the settings menu to adjust for any bandwidth issues you may be having. Click the **Settings** gear icon, then click **Quality** and choose your resolution. See [bandwidth troubleshooting and tips](#) to resolve issues.

## Video format adjustment

By default, all videos play using HLS format. If your browser or OS cannot play HLS, the video will play as an MP4.

## Badges

As you work through a course, the video player provides badge updates, displaying badges earned and badge progress between video modules. Check out our [badges article](#) to learn more.

## Keyboard Shortcuts

Keyboard shortcuts control playback settings for the video player.

Press **Shift+?** to view the shortcuts in the player.

A list of these shortcuts is below:

Keystroke	Action
Spacebar	Play/Pause
F	Full screen
C	Closed caption on/off
M	Mute on/off
T	Toggle side menu
-	Decrease playback speed
+	Increase playback speed
<	Previous clip
>	Next clip
←	Back 10 seconds
→	Forward 10 seconds
↑	Volume up
↓	Volume down

[back to top](#)

---

## Feature and Course Feedback

Want to submit feature or course feedback? Click **Send Feedback** in the Settings menu to open the feedback form.

Choose one of the following options from the dropdown menu:

- **Request support now:** For immediate assistance, especially around billing issues.
- **Provide content feedback:** Offer feedback or report an issue on the video content, instructor, or exercise files in a course. You can also provide feedback on Skill IQ questions here.
- **Provide new feature suggestions:** Suggest a new feature for the Pluralsight Skills platform or apps.
- **Provide website feedback:** Give us feedback on the platform's functionality and the functionality of features—like Skill IQ, Channels, and our apps. Use this option if your feedback is unrelated to course content.
- **Provide new content suggestions:** If you have an idea for new content, such as courses, paths, or Skill IQ assessments, use this option to let us know.

We value input from our learners and work very closely with our content and product teams to make sure your feedback reaches the right people. We may reach out to you for clarification, but most feedback won't receive a personal response.

[back to top](#)

---

## Troubleshooting and tips

Start by checking your connection and identifying video playback issues using our [video checkup tool \(opens in new tab\)](#).

Next, make sure you're using one of our [recommended browsers](#) without any active extensions or add-ons, as some browser extensions interfere with video playback. If you don't see any improvement, please try another recommended browser.

You need a minimum of 3 megabits per second (Mbps) for watching Pluralsight Skills video courses to avoid buffering.

If you don't have a minimum of 3 Mbps available to watch content without buffering, you can [create a channel](#) or [bookmark courses](#) you want to view, then download them when your bandwidth allows. Learn how to [download courses](#) for offline viewing with our [mobile and desktop apps \(opens in new tab\)](#). This allows you to learn anytime, anywhere, even without an internet connection. You can also use apps like Apple TV and Amazon Fire TV to stream directly to a TV. Refer to [Desktop and mobile app troubleshooting](#) if you have questions.

## WFH troubleshooting

Sometimes, internet bandwidth isn't large enough to handle the demand. There are a few reasons why this might happen.

We find that most buffering issues occur when users switch from the Auto setting to a higher quality setting. The

video player automatically detects bandwidth availability and adjusts play quality accordingly to keep a continuous stream. If you manually adjusted it to a higher quality setting, try changing it back to Auto.

Other reasons for buffering issues include:

- an increased number of people watching Skills video content on the same network
- a large number of devices using your Wi-Fi
- your Wi-Fi connection not being strong enough

If you're having buffering issues, you can:

1. Make sure your Wi-Fi router is centrally located.
2. Switch the video player setting to Auto.
3. Download the video using our mobile and desktop apps. Once your video is downloaded, you can watch the video without an internet connection. See instructions on downloading courses for offline viewing on our [mobile apps](#), the [macOS desktop app](#), and the [Windows offline player](#).
4. Decrease the bandwidth demand by turning off other internet devices.

## Advanced troubleshooting

If the previous steps didn't resolve the issue, you can perform some advanced troubleshooting by using your browser's diagnostic tool and sending our Support team the results. To run your browser's diagnostics tool:

1. Open our video player in your desktop browser, then open your browser's diagnostic tools (F12 or CMD-OPTION-I on Mac)
2. Go to the **console** tab, then reload or refresh the page.
3. Take a screenshot of any errors that show up under the console tab.
4. Navigate to the **network** tab, refresh again, and take another screenshot. You must refresh the page to get the network tab to populate.
5. Please contact [Pluralsight Support \(opens email form\)](#) with those screenshots and information, and we will look into this further for you.

---

If you need help, please contact [Pluralsight Support](#).