

Video player

What is the Video Player?

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 won't need to have any specific software installed on your computer to use the player. You'll need a recent version of one of the following browsers: Microsoft Edge, Chrome, Firefox, or Safari.

In this article

[Video player features](#)

[Feature and course feedback](#)

[Troubleshooting video player issues](#)

	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

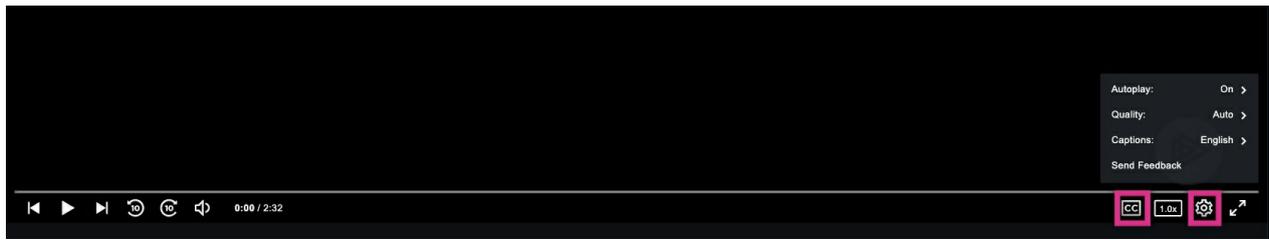
Captions, translation, and transcriptions

Skills courses include subtitles and captions.

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

To translate the captions into a different language:

1. Click the **Settings gear icon** in the control bar.
2. Click the **Captions** menu.
3. Select a language from the language menu.



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.

Click the **Transcript tab** on the course details page to view the transcript for the course. You can jump to any portion of a course using the Transcripts links toggle.

Note: Courses are only transcribed in English.

If you have a specific course captioning request, please contact [Pluralsight Support \(opens email form\) \(\)](#) and we can expedite the request for you.

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).

Video quality adjustment

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

You can 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.

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.

Add Notes

The video player Notes tool allows you to take notes on the course in real time. If you want to capture a key learning moment, click the **Notes tab** next to the table of contents. Check out our [notes 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
N	New note
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](#)

Bandwidth troubleshooting and tips

Start by checking your connection and identifying video playback issues using our [video checkup tool \(opens in new tab\)](https://app.pluralsight.com/video/test/) (<https://app.pluralsight.com/video/test/>).

Next, make sure you're using a [supported browser \(\)](#) 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 supported browser.

You need a minimum of 3 mbps for watching Pluralsight Skills videos to avoid buffering.

If you don't have a minimum of 3 mbps available to watch videos without buffering, you can [create a channel \(\)](#) or [bookmark courses \(\)](#) you want to view, then download them during off-peak hours when your bandwidth allows.

Alternatively, you can download courses for offline viewing with our [mobile and desktop apps \(opens in new tab\)](https://www.pluralsight.com/product/downloads) (<https://www.pluralsight.com/product/downloads>). 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 include an increased number of people watching Skills video content on the same network, a large number of devices using your Wi-Fi, or 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 will have to refresh the page to get the network tab to populate.
5. Please email us at the link below with those screenshots and information, and we will look into this further for you.

[back to top](#)

If you need help, please email [Support \(opens email form\) \(\)](#) for 24/7 assistance.