

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 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.