

Vid Troubleshooting

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Steps to help you if you're running into trouble viewing your vid purchases.

Vid Streaming Troubleshooting Tips

Having trouble streaming purchased content on MV? Follow our troubleshooting tips to help you get your vids working!

Browser

We always recommend using Google Chrome for any MV Feature to ensure the best experience. It can also help to clear your browser's cached memory.

Stable Connection/Ethernet connection

When attempting to stream a vid, always ensure that you have a stable connection! This means either full bars on your mobile device or connected via an ethernet cable or a strong Wifi connection where you are in clear shot of the router.

Bandwidth & Processes

Vid streaming issues can be caused by another program running on your device. We recommend closing all other programs and ensuring that no other devices are currently using the same internet connection, if possible.

Multiple Windows

At times, having multiple tabs open can cause interference with your vid stream. Try closing any other websites or vid streaming software and refreshing your page to see if that resolves the issue.

Fresh Start

If none of the above steps resolved the issue, we strongly recommend restarting your device, modem and router, then reattempt to stream the content.

If you have tried all of the above tips and still encounter issues with your purchased vid, please don't hesitate to reach out to help@manyvids.com and we will be happy to help you out!

*If you're getting the error message, "**Optimized streaming for this vid is currently unavailable**," visit the article [here](#) to resolve this issue.*



How do I get my free vid?

The **MV Link** feature enables Creators to give vids to Members for**free** using a one-time-use URL!

If a Creator has sent you an MV Link, you'll be able to access the vid directly from your Purchase History. The free vids are downloadable unless the Creator has set them to **Stream-Only**.

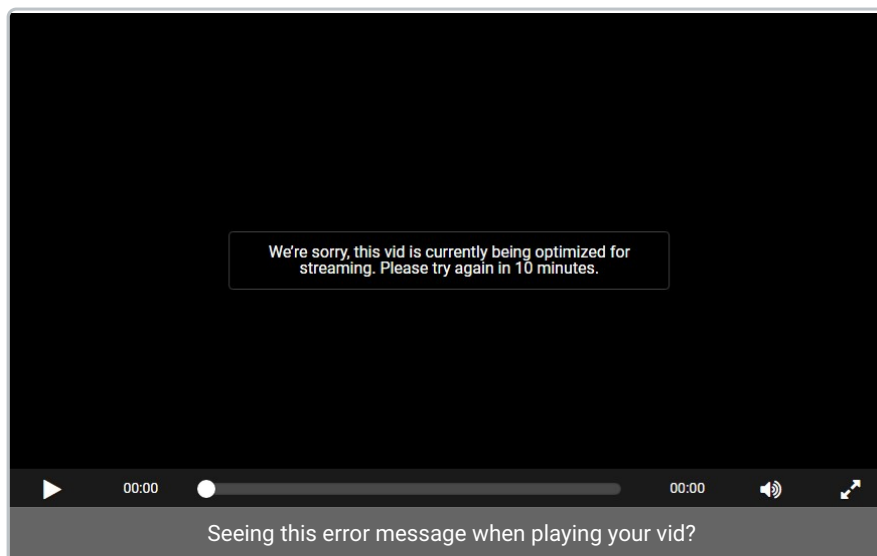
Instructions on how to redeem your free vid/MV Link:

1. Go to the Drop down
2. Purchase History
3. Choose the filter MV link from the drop down
4. Your content will be available for playback!



I'm seeing the error message "Optimized streaming for this vid is currently unavailable" What should I do?

Are you running into this error when trying to play a Vid that you recently purchased?



Not to worry! The solution is very simple: Just sit back and relax and **refresh the page after around 10-15 minutes**

This error means the Vid is still in the process of being optimized. A short wait time is all that's needed for the best playback experience of your Vid.

If for some reason you're still getting this error message even after 30 minutes, then please reach out to us at help@manyvids.com and we'll be happy to look into it further.

