

# CogPlayer troubleshooting

## You will get questions

If your audience are less used to buying and streaming shows from websites then some are bound to have questions.

If you are selling thousands of 'tickets' then there are bound to be one or two people who have problems (that are often beyond your or our control).

Since we launched CogPlayer we've noticed that a few questions come up regularly. This sheet contains some top tips and simple answers. If you have more top-tips or questions, please do send them to us.

## What if I need more support?

Drop us a line and we'll do our best to help as quickly as we can (within UK working hours): [support@cgdesign.com](mailto:support@cgdesign.com).

We don't usually provide out of hours support. If you might need support for an event let's chat in advance so we have time to allocate resources and budget.

If you have an emergency, such as your CogPlayer being offline, please email [emergencysupport@cgdesign.com](mailto:emergencysupport@cgdesign.com).

Our senior team monitor that account. We'll make best efforts to respond when we can.

## A couple of customers are complaining about buffering; what's causing that?

We are confident that CogPlayer isn't the cause of buffering or image quality issues.

It could just be that the customer's internet connection is slow. Or there could be lot of other reasons.

Your video hosting company is doing clever things to locally stream, cache, compress and alter the bit rate of the video; that vastly improves the quality for most but it can sometimes trigger odd behaviour.

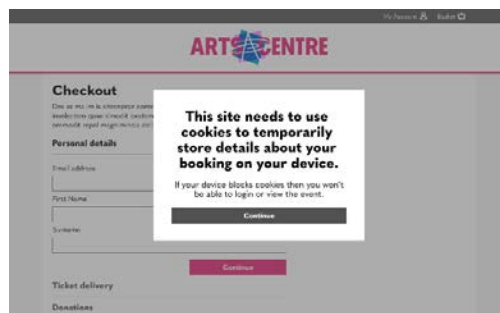
For instance: they will be concentrating on UK servers as that's where most of the traffic will be. If someone is using a VPN (as some people do in order to access channels not available in the UK) then they will be streaming from different servers.

If there are lots of similar complaints then it's worth talking with your video hosts about it.

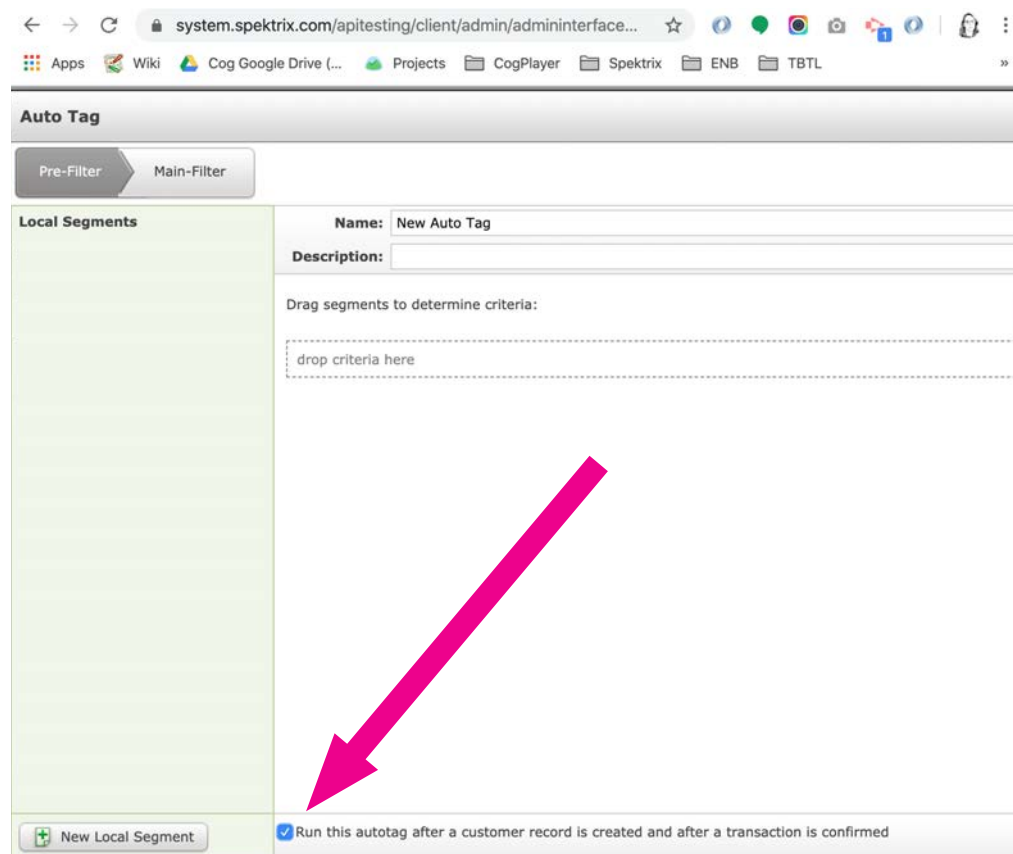
## Does CogPlayer use cookies?

Yes. When a user logs in, the site retrieves their Spektrix id in a cookie, and we use that to check what content they should have access to.

We've added detection and a pop-up. If someone does have cookies disabled then they'll see this screen...



Need something more advanced? We recommend Cookie Yes (as a Google approved platform). We can add that and charge for that service, or use your account and just charge for our time to set it all up.



## Customers can't buy and then watch straight away.

If that's the case, it sounds like the tag is not being added immediately to their customer record.

Spektrix usually adds tags overnight.

But you can override that function by ticking the '**Run this autotag after a customer record is created and after a transaction is confirmed**' override box within the set-up of

that event in Spektrix.

We have noticed that, even with the box ticked, there can be a short lag if the Spektrix servers are particularly busy.

If the problem persists, let us know and we can look into whether there might be some kind of caching issue that we could help to prevent.

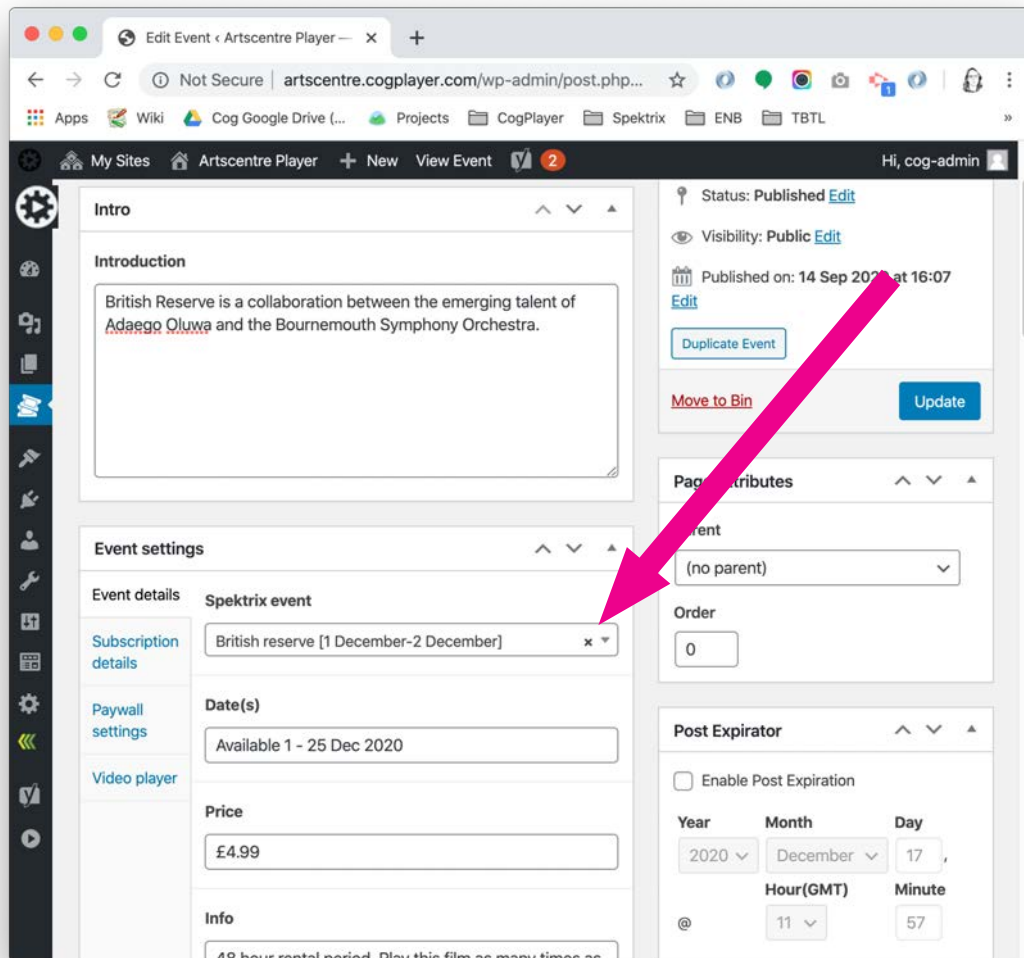
# CogPlayer fact-sheet

## I still want my event available to view but not to buy. How can I remove the 'Buy' button from the CogPlayer?

To do this, within your CogPlayer, you need to break the automated link between your Spektrix event and CogPlayer.

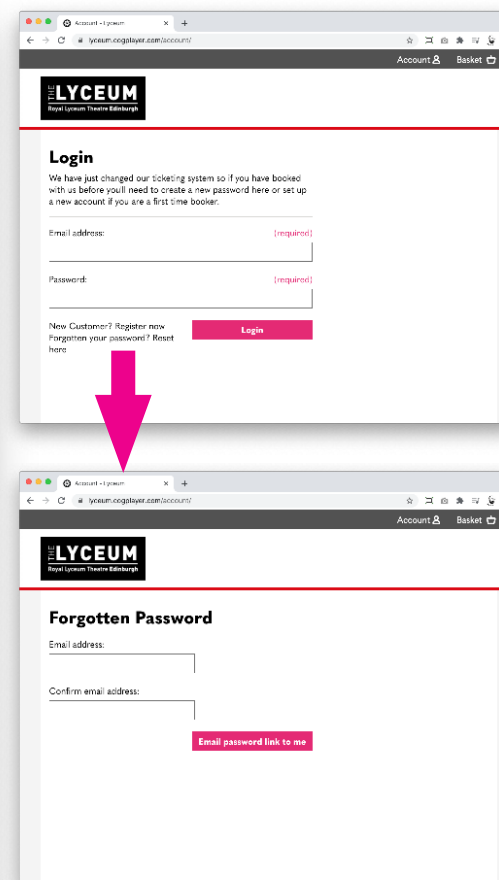
Click the little cross next to where you assigned the Spektrix event, under Event settings > Event details.

Customers who have previously purchased (or you've assigned tags to allow them to view) will still have access to the content. But new people won't be able to buy tickets through your CogPlayer.

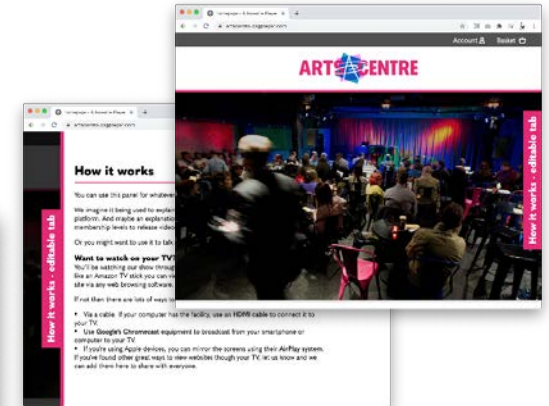


## What if a customer has forgotten their password?

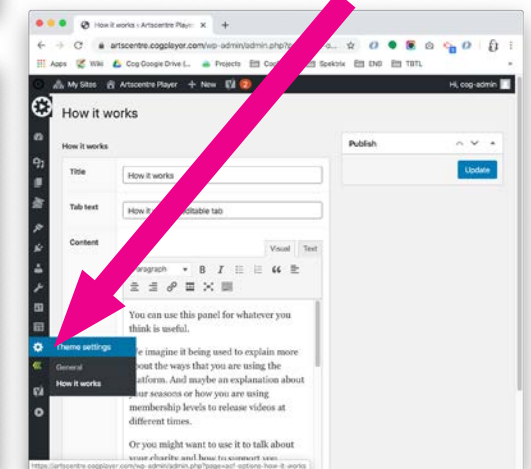
All of the usual Spektrix 'Forgotten your password?' functionality is in place. So if they click the 'Forgotten your password?' they can be emailed a link to reset their password.



## Remind me. Where do I go to edit the 'How it works' tab?



The 'How it works' expandable tab overlays across all pages. You access and edit the content via the Theme Settings on the bottom of the left hand menu of your CogPlayer. Click 'How it works'.



Tip: If you remove all the content, the tab automatically disappears.

# CogPlayer fact-sheet

## Which link should we send to direct customers to view our event once they have purchased?

You can direct audiences to any page (each page has its own unique address, known as a URL).

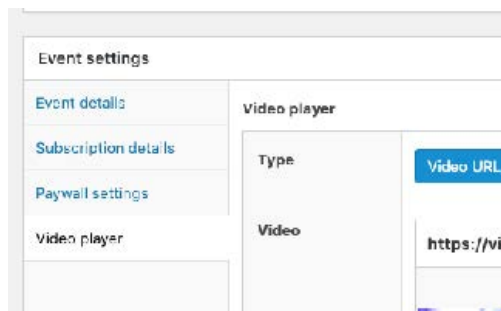
When sending confirmation emails, we recommend sending a link to the 'watch' page of that specific event. It'll be formatted as: <https://myvenue.cogplayer.com/event/nameofevent/watch/>

That page shows different content, depending whether a customer is logged in (to Spektrix) or not. You can both sets of content within the 'Event settings'.

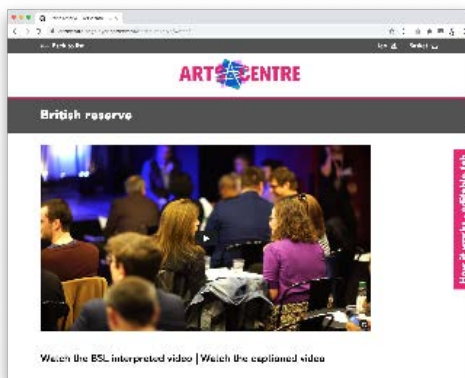
a) If someone is already logged in, they'll see your video (or other content) ready to view. Use the 'Video player' tab to edit that content.

b) if they aren't logged in they'll see a page inviting them to purchase or login (via the details on the right). The page also has an area of content that you can update and edit via the 'Paywall settings' tab.

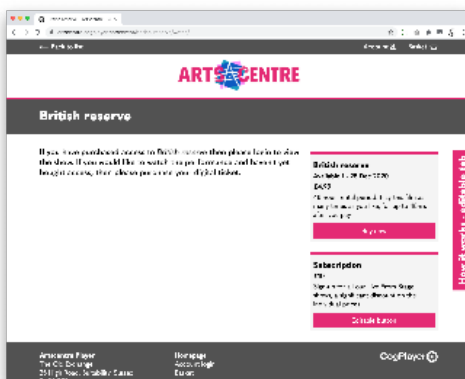
Many people use this page to remind audiences how to login (and return to this page to view the unlocked content). See the next question, about the special 'event watch login screen' for details.



a) Logged in content (Video player)



b) Not logged in (Paywall settings)

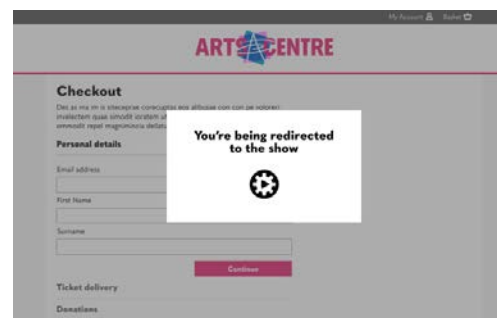


## I want to direct people to the specific 'event watch login screen', what's the address?

If a customer clicks the login icon (in the header bar) whilst on a 'watch' page, they'll be taken to a specific login screen.

Once they add their details they'll be automatically redirected back to 'watch' so they don't have to find that page again.

It requires a one-second pause, so we've added a 'loading' screen at that point.



Many of our clients also include a link to that specific login screen within the text on that page (as some customers find that simpler).

The address is automatically generated. It'll be formatted as:

<https://myvenue.cogplayer.com/account/?r=event/nameofevent>

Once they login it'll add 'watch/' to the end:

<https://myvenue.cogplayer.com/account/?r=event/nameofevent/watch>

If you struggle with that, try going to the 'watch' page, clicking on the Login icon in the top bar, and cut and paste the address.

It can also be useful to be able to provide this address to customers if they are struggling to login. Use the full version:

<https://myvenue.cogplayer.com/account/?r=event/nameofevent/watch>

If they are logged in then they'll go straight in to watch your event. If they aren't then they'll have the chance to login and will then be automatically directed to watch your event.

## People ask us how to watch the show on their TV. What should I tell them?

CogPlayer works through any website browser. If someone can connect their device to their TV, or if their TV has an inbuilt web browser, then they can watch your content on that screen.

There are numerous ways to do that. We've written an article about this topic:

<https://cogdesign.com/journal/live-streaming-watching-on-tv/>

We know that many of our clients include a version of this article in their communications with their customers.