

# Are You Seeing Only a Black, Blank Screen Instead of a Video Playing??

We use a streaming video provider to deliver our videos. Unfortunately, the browser makers have made an aggressive move away from Flash video support... which was the industry standard when we set up our system. Our streaming provider is in final testing of a new system that will not use Flash video any more, but we don't yet have a date for completion of that switchover. This document will give you several options to be able to watch the videos.

## OPTION 1: Use a Tablet or Smart Phone

If you use a tablet or smart phone to view the videos, those devices do NOT receive the flash video, so that is one option if you have a Fire Tablet, iPad, etc. If you use a smart phone, make sure to be on Wifi so you don't use up too much data.

## OPTION 2: Use Chrome Browser with Proper Settings to Allow Flash to Run

If you are on a computer using Chrome browser, and you are seeing a black window instead of the video on your computer, that means your system is blocking Flash, and you need to follow the instructions from Adobe to get that working.

Google pushes out Chrome updates frequently, and a recent update might have changed the settings relating to Flash video, so you might need to make the settings correct again after an update. There are screen shots and step by step instructions in full troubleshooting document linked to below. The instructions without the screen shots are below. Please check and make sure those settings are correct.

### These are the instructions to set up Flash video on Chrome

(without the screen shots you will get in the document linked below):

1. In the Address bar of Chrome, type this: **chrome://settings/content**
2. Scroll down that settings page to see the section about FLASH:
3. Click the little arrow in the Flash section to see the options available,
4. Click on the ADD link across from the ALLOW section and add the following:  
**[\*].anatbanielmethod.com**

If you still have trouble after fixing those settings, Visit this Adobe help page to confirm that the Flash Player is properly working on your computer:

<https://helpx.adobe.com/flash-player.html>

Also, for complete instructions with screen shots, please read our troubleshooting guide.

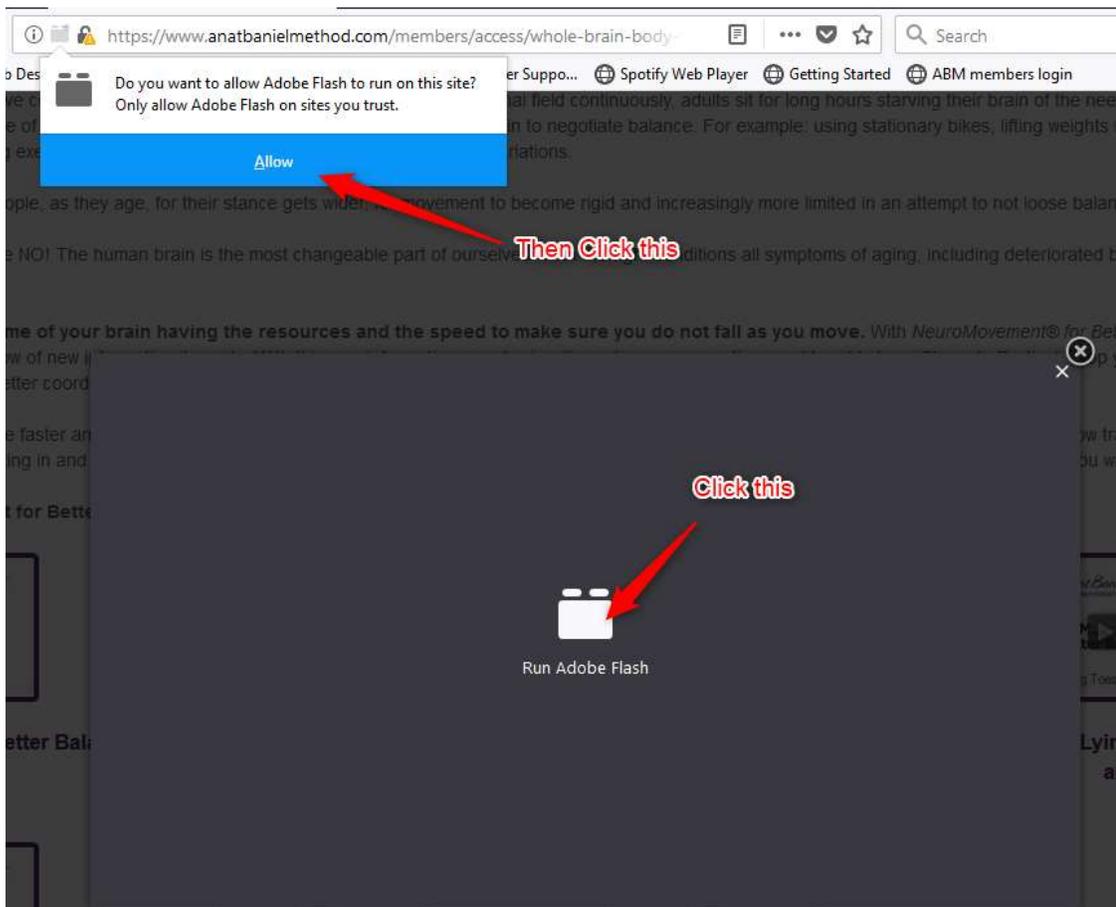
<https://www.anatbanielmethod.com/members/wp-content/uploads/2017/12/Product-Access-Trouble-Shooting-Tips12-17.pdf> This document is [the complete instructions](#), including some other options if you have are having issues logging in, etc.

## OPTION 3: Use Firefox browser instead of Chrome.

In Firefox, the screen shot below is what comes up when you try to play Flash videos.

Note that you have to click on "RUN ADOBE FLASH" which appears in the middle of the video window FIRST.

THEN, that blue bar that says "ALLOW" will pop up and you need to click that also. Then the videos will play on that site without further issues. (You might need to do this again if you log in again at a later time, but it's just 2 clicks)



Then click the play button and it plays just fine as you see here:



SO, we are working with our streaming provider to get rid of the Flash videos on our site, but until then, we hope these instructions will help you. As you can see, the videos do work if you get your browser settings right, OR just use a tablet to view them, and you should not have any more trouble.

We apologize for the inconvenience.

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