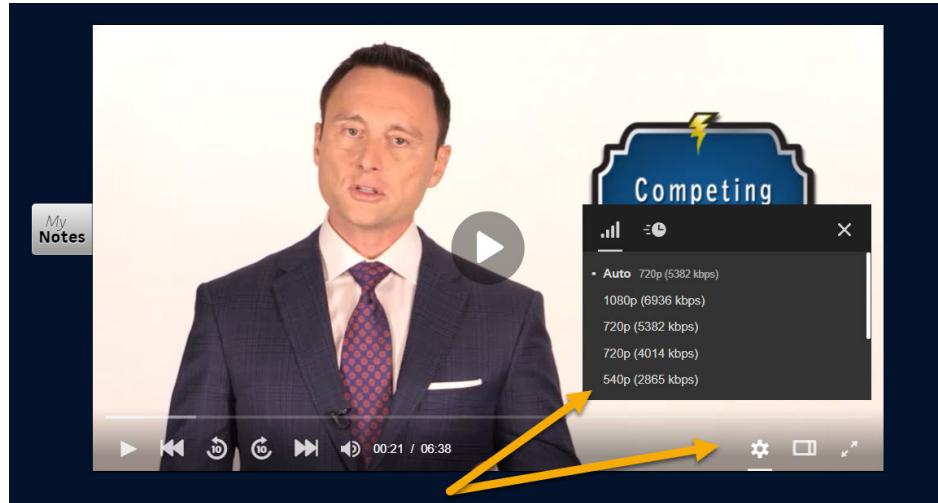


PowerSalesUniversity.com Troubleshooting Guide

PowerSalesUniversity.com - Video Freezing

When a video freezes or buffers with a spinning circle the culprit is usually the internet connection. Here are things you can do to solve your issue:

Downscale the video from HD to a lower resolution. Hover your mouse over the video until the gear icon appears, then click it and then lower the play back quality as it shows on the picture below.



Use a wired connection. Wireless connections are notorious for being significantly slower than hardwired connections.

Use a regular PC or laptop. If you are using a phone or some sort of tablet with a cellular connection the internet speeds will always be slower. In addition, you do not have the opportunity to downscale the video discussed above when using a phone or tablet. If you must use a phone or tablet, try using the cellular connection instead of the wireless you are on. Sometimes the opposite is true, and the cellular network will be the stronger of the two.

Using the preferred browser when training with PowerSalesUniversity.com. We strongly suggest you use Google Chrome as your browser as your first choice and Firefox as your 2nd. To get Google Chrome simply Google, **Google Chrome** and then download it.

Use our diagnostic assistant here to test your Internet speed as well as a few other things needed to have a good experience: <https://support.lightspeedvt.com/knowledge-base/diagnostics/>

Please let us know if you are still having issues after trying the above steps and shoot us a screen shot of the results after running the above diagnostic assistant. Also, please call contact our Tier II LightSpeedVT Support Team at **1-800-439-5788**. Their hours are **Monday-Friday: 5AM-5PM PST**.

PowerSalesUniversity.com – No Test at the End of a Module or Video Skips Parts

When you come to the end of a module and there is no test, or a module skips a part or parts and goes straight to the end of a test the following steps can remedy the situation.

Using the preferred browser when training with PowerSalesUniversity.com. We strongly suggest you use Google Chrome as your browser as your first choice and Firefox as your 2nd. To get Google Chrome simply google, **Google Chrome** and then download it.

Update the newest version of the browser.

In Google Chrome click the 3 dots in the corner , then select Help, then select About Google Chrome. The window that appears will automatically check for updates and show you the current version of Chrome. If an update is available, there will be an option to install the update or it may automatically update.

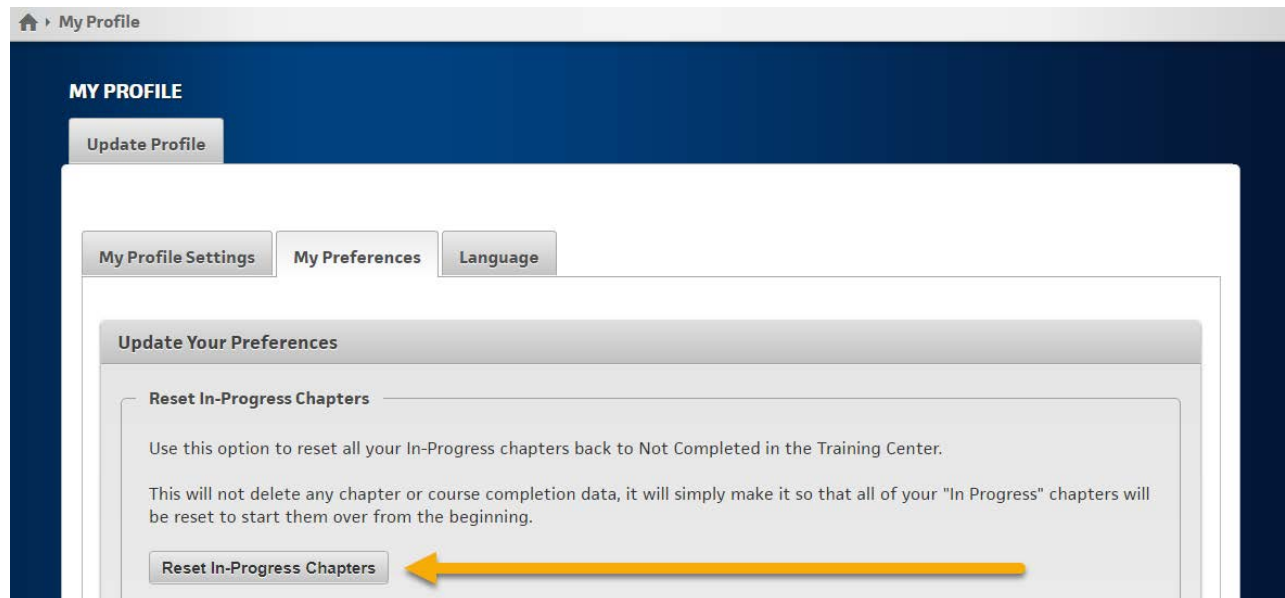
Clear your cache and cookies

Browsers get clogged up with a ton of data that can cause your browsing to slow down in addition to causing issues when training with our system.

To clear your cache and cookies in Google Chrome click the 3 dots in the corner , then click history, then Clear browsing history on the left, make sure Browsing History, Download History, Cached Images and Files, and Cookies and Other Site Data are checked and then click Clear Browsing History.

Reset Your In-Progress Chapters

Reset Your In-Progress Chapters. This will not delete any chapter or course completion data, it will simply make it so that all "In Progress" chapters will be reset to start them over from the beginning. To do this click on your name in the upper right of our system, then click My profile, then My Preferences and click the button Reset In-Progress Chapters (see below).



Please let us know if you are still having issues after trying the above steps and shoot us a screen shot of the results after running the above diagnostic assistant. Also, please call contact our Tier II LightSpeedVT Support Team at **1-800-439-5788**. Their hours are **Monday-Friday: 5AM-5PM PST**. To contact PowerSalesUniversity.com Support call 1-800-650-0641.