Can’t see the video? Try these:

1. Press or click on the video.
2. Refresh the page in your web browser.
3. If you are trying to watch the video using the Facebook app, try closing the app, restarting it, and then playing the video again. If that doesn’t work, try restarting your phone.
4. Check to make sure your computer or device is connected to the internet.
5. Check your internet connection speed. If the video won’t play on your computer it may be that your internet connection speed is too low. If the video won’t play on your phone, it may be your internet connection speed or your cellular network speed is too low. You can check your internent connection speed here
6. Still can't see the video? Try another computer or device.
Can’t hear the audio? Try these:

1. Ensure that the audio isn't muted in the video player. Look for the volume control icon in the bottom right corner of the video player. Make sure the audio volume is turned up.

2. If you are using a phone, make sure that the volume is turned up using your device’s volume control buttons. Check to make sure that the video is not muted in the video player and the volume is turned up.
Can’t hear the audio? Try these:

3. Check your computer system volume control. Make sure audio isn’t muted and the volume is turned up.

4. If you are using external speakers, make sure your speakers are powered on and check the audio cable connections.

5. Audio still not working? Open audio settings on your computer or device and make adjustments according to the manufacturer’s directions.