

Fixing Videos that Won't Play in a PowerPoint with Video Flash Drive Presentation

If, when you're playing a PowerPoint with Video presentation from one of our flash drives and you get to a video slide but the video won't play...

If you see an error message asking you to relink the video file, click OK and navigate to the location of the video file on the flash drive, select that file, and click OK to confirm. Sometimes this fixes the problem for the whole presentation. Unfortunately, other times (depending on your version of PowerPoint), you will have to relink every video in the presentation.

If you see a black screen and possibly a "security alert" at the top of the screen, you need to change a setting to enable external content. Here's how:

First an explanation: Newer versions of PowerPoint have a security feature that automatically disables **external content**, which in this case refers to the video files on the PPV flash drive (but it also applies to files downloaded from the Internet). The purpose of this security feature is to prevent the user from opening a file that contains a virus or malware. This causes the videos embedded in the PPV not to play unless the user says it's OK. To do that, the user needs to change the setting for how PowerPoint handles external content. There are a few different ways to do this... THE QUICKEST AND EASIEST WAY (BUT TEMPORARY):

1. Make sure your PPV flash drive is inserted into a USB port, you've opened a PowerPoint file from it, and it is in Editing Mode. (Note: Typically the PP files on our flash drives open with the presentation in Slide Show Mode. If you want to see it in Editing Mode, select the option to "End show" from the menu at the bottom left corner of the viewing window.)
2. If you get to a slide that contains an embedded video but it will not play, you may see a pop-up dialog that reads: "Security Alert. References to external media have been blocked." It asks you to choose how to handle external content. Select "**Enable external content for this session.**" Then click "OK" to save the setting. The videos should play after that.

Alternately, you can get to the same setting via the File menu: Make sure the PP presentation is in Editing Mode, then select the File Menu (top left area of the PP window). This will bring up a page of options, and if you have an active security alert, it should appear at the top. Click the alert, then select "**Enable external content for this session.**" Then click "OK" to save the setting. If you use this "quick" method, you will need to do it every time you open a PowerPoint file from your flash drive.

A MORE PERMANENT SOLUTION WITH A FEW MORE STEPS

You should only have to do this once for each PPV flash drive:

1. Make sure your PPV flash drive is inserted into a USB port, you've opened a PowerPoint file from it, and it is in Editing Mode.
2. In PowerPoint, select the **File Menu**.
3. From the left side menu, select "**Options**"
4. Then select "**Trust Center**"
5. Then select "**Trusted Locations**"
6. Click the "**Add new location**" button.
7. Click the "**Browse**" button and select the drive where your PPV flash drive is plugged in.
8. Click the "**OK**" button to confirm the selection, then "**OK**" again to save the new setting.