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## Re: Playback issues

S

Support <support@klynt.net>

Wed 26/04, 12:38

You 

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Inbox

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**Sharifah Mian**

**Subject:** Playback issues

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APR 26, 2017 | 01:37PM CEST

**Maria** replied:

No problem at all!

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APR 26, 2017 | 01:36PM CEST

**Sharifah** replied:

Hi Maria,

The issue is fixed now. Thanks so much!!

Kind regards,

Sharifah Mian

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From: Support <support@klynt.net>

Sent: 26 April 2017 12:12:43

To: sharifahmian@hotmail.com

Subject: Re: Playback issues

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APR 26, 2017 | 01:12PM CEST

**Maria** replied:

Hi Sharifah,

It is found in the video properties panel.

Best,

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Sharifah replied.

Hi,

I'm struggling to find where this is. I've attached a photo.

Kind regards

Sharifah

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From: Support <support@klynt.net>  
Sent: 26 April 2017 11:40:02  
To: sharifahmian@hotmail.com  
Subject: Re: Playback issues

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APR 26, 2017 | 12:39PM CEST

**Maria** replied:

Hi Sharifah,

Can you please try changing your settings for the video (beneath the responsive settings) to set the parameter to adjust instead of fill?

Best,

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APR 26, 2017 | 11:13AM CEST

**Sharifah** replied:

Hi Maria,

I've attached some screen shots of when my project is fullscreen and not fullscreen. I've been using Chrome, but it seems like the same thing happens on others browsers too. As you can see, the left side is cut off very slightly when fullscreen.

My videos are 1920 x 1080 and the player is also 1920 x 1080. I've tried making the player wider, so there would be a bit to black space on the side, but the video changes size to fit in with it.

Kind regards

Sharifah

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From: Support <support@klynt.net>

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Subject: Re: Playback issues

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APR 26, 2017 | 10:39AM CEST

**Maria** replied:

Hi Sharifah,

Can you please send us a screen grab of your project when it's not in full screen and when it is in full screen to compare? What browser are you using? And does this happen with all browsers? And what is the ratio of your player and the ratio of your videos?

Thank you,

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APR 25, 2017 | 08:41PM CEST

Original message

**Sharifah** wrote:

Hi,

I'm having issues with my playback on Klynt. All my videos are being slightly cut off on the sides. It only happens when the project is full screen, but when it's not full screen the top and bottom are cut off instead. I've tried changing the screen ratio on Klynt, but I'm still having the same issue. Is there anything I can do?

Kind regards

Sharifah Mian

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This message was sent to sharifahmian@hotmail.com in reference to Case #: 20413.

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