

## Nest Cam Video Not Working?

1. Have you waited 60 seconds or more for the video to load?
2. Have you tried reloading/refreshing the page and waiting 60 seconds?
3. Make sure you have the latest version of Adobe Flash Player which is free from [www.adobe.com](http://www.adobe.com).
4. If you are connecting in a **school or corporate environment**, your IT administrator may need to open a network firewall port, or designate content from suttoncenter.org as “allowed.” Your IT person should be able to determine what is needed by looking at the nest cam web page.
5. Security settings in your browser or personal firewall program may be preventing Flash video. Checking and adjusting these settings may help. [Here are some suggestions to try if you are having trouble with Internet Explorer version 9](#). If you are unfamiliar with your browser settings, trying another browser may help. For example, many people report success using Mozilla Firefox to view the video (available at [www.mozilla.com](http://www.mozilla.com)). After installation, visit [www.Adobe.com](http://www.Adobe.com) to get the Firefox version of Flash Player. Both programs are free. Users also report good success seeing our cams using the free [Google Chrome Browser](#).

The wide variety of software, computer hardware, and Internet Service Provider issues (such as having adequate bandwidth for the video) that exist can create unusual problems. Our ability to provide technical support is limited to the above suggestions, which work in most situations.

Occasional technical problems may prevent the video from being available at all. You can usually tell by reading the Comments section whether or not most people are currently able to see the video. See the *Nesting Season Events and Information* page for YouTube videos of nest activity and a summary of recent nest events.