

# Troubleshooting Video Playback

FYI: These videos are in Windows Media Video (.wmv) format for viewing on the Web.

## **“I’m having difficulties loading and viewing the videos.”**

Possible Cause	Solution
1) Internet connection speed isn’t fast enough. You typically need a “high speed” connection for best viewing.	Upgrade to a faster connection or use a computer on campus such as those in the LAC. Go to Windows.com or Java.com for your safest download source.
2) You’re using Google Chrome as your web browser.	Use Internet Explorer instead.
3) Windows Media Player or Java Player is out of date.	Update to the most current version.

## **“When I click on the different headings in the table of contents to the left the video doesn’t jump to that topic. It just keeps playing from the start.”**

Possible Cause	Solution
1) You’re not waiting long enough for the entire video file to download.	Just wait 3-5 minutes for the entire video to load into your buffer. Then it will work. How long you have to wait depends on the size of the video and your download speed.

## **“Is there any way to watch the videos without an internet connection?”**

Yes. You can play these videos directly from a USB flash drive or DVD. An hour of video takes up about 100 MB storage space. If you want to do this, put your USB or DVD in an envelope, write your name on it and tell me which videos you want. Slide it under my office door - B237. I'll load it up and pin to my door for you to pick up later that day or perhaps the next. Please note that I'm not on campus on Fridays. You could pick up on Friday but I would have to do the copying M-Th. The USB is faster, simpler, and cheaper especially if you already own the USB.

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