

## Online Video – Troubleshooting Guide

1. My username and/or password are not working.
2. I have logged in but still cannot view the videos which I have purchased.
3. I have a Mac and cannot view the video clips.
4. I can hear the audio but cannot see the video.
5. I cannot hear the audio file.
6. For further internet connections issues
  1. My username and/or password are not working.
    - a. Ensure your 'Caps Lock' is not activated.
    - b. Double check the accuracy of your username by referring back to the email which indicated your username and password from Video Tax News.
    - c. Call Video Tax News at (877) 438-2057.
  2. I have signed in but still cannot see the videos which I have purchased.
    - a. Scroll down the page to ensure that the additional video and/or .pdf documents are not further down the page.
    - b. Confirm the purchase of your video by checking the email with your username and password, as well as the emailed confirmation.
    - c. Call Video Tax News at (877) 438-2057.
  3. I have a Mac and cannot view the video clips.
    - a. Video Tax News files on the internet are in Windows Media format. To play the Windows Media format video files on your Mac, you will need to download a special 'plug-in.' This plug-in, 'Flip4Mac Windows Media' plug-in can be downloaded for free at <http://www.flip4mac.com/wmv.htm>.

NOTE: When connecting to Windows Media streaming servers, the Flip4Mac may try to download the requested media instead of streaming it. This can cause the video stream to stutter or loop back after a few minutes of play. To correct this:

- i. Open the System Preferences utility.
- ii. Click Flip4Mac WMV to open the Flip4Mac preferences pane
- iii. Open the Movie Tab
- iv. Select "Create streaming movies"
- v. Close System Preferences and restart any open browsers

The next time you access a Windows Media stream, the plug-in will display the streaming progress bar instead of the download bar, and the stream should play correctly.

4. I can hear the audio, but cannot see the video.
  - a. Ensure your Windows Media player is open and working properly
  - b. Ensure your Windows Media Player is the most recent version. To view the most recent Windows Media Player, go to <http://www.microsoft.com/windows/windowsmedia/download/AllDownloads.aspx>
  - c. Ensure you have a strong internet connection. If you are on a wireless signal, try,
    - i. Use a cabled internet line
    - ii. Ensure that your wireless signal is not being used by another user conduct large downloads, or any other action that consumes large amounts of bandwidth.
  - d. Go to <http://www.netromedia.com/Support/ProblemviewingastreamClickhere/tabid/604/language/en-US/Default.aspx> for further ideas.
  
5. I cannot hear the audio for the video.
  - a. Ensure that your volume is not muted.
  - b. Ensure that there is not an implement plugged into the headphone jack on your computer.
  
6. For further connection issues, go to <http://www.netro.ca/Support/ProblemviewingastreamClickhere/tabid/604/language/en-US/Default.aspx#mac>