When Videos Continuously Buffer……

If your video segments are slow, stuck or buffering, it's very possible that your directories of "temporary internet files" and RAM (sometimes known as "cache") are close to the maximum and just cannot take anymore, the end result being any of the above scenarios or videos that: A) come to a complete freeze; B) start/stop/start/stop in a choppy way; or C) never even make it onto your screen. Here are some things you can try to see if you can get your computer to cooperate:

- Allow the video segment to load completely, or at least halfway, before you start to watch it.
- Close all windows that you don't need. Having too many windows open will slow the loading process.
- Go to your internet browser and clear/delete the history, temporary internet files and cookies by doing the following:
  - ➢ In **Microsoft Explorer** on the status bar at the top, click on Tools, Internet Options, on the General tab, delete Browser History, click on OK.
  - ➢ In **FireFox** click on Tools, Clear recent History. This clears the cookies out of the computer.

  - ➢ For **Chrome**, click on the [⋮] and select Settings. In the search box type in "COOKIES." Click on CLEAR BROWSING DATA.

  ("**Temporary internet files**" are tiny bits of webpages that get put on your hard-drive. They will remain forever on your computer, gradually plugging it up like hair stuck in a sink drain, until you finally get rid of them -- or "clear your cache" of "temporary internet files", "cookies", and "history")

- Also under Tools, Internet Options, under Browsing History click on Settings and make sure the cache is set to at least 250.
- Shut down the computer and reboot it.

If all that fails:
  - ✓ Try a different computer in the same place your are at, if possible.
  - ✓ Try viewing the videos at a different location.
  - ✓ Change your web browser – please be sure you are not confusing this with a SEARCH ENGINE
    - WEB *BROWSER* - a program on your computer that allows you to visit websites
    - *SEARCH ENGINE* - programs that search documents for specified keywords and returns a list of the documents where the keywords were found - such as Google, Ask, or Bing.
    - This is a short video briefly describing the difference: http://googleblog.blogspot.com/2009/10/what-is-browser.html
  - ✓ Below are 3 web browsers you can download for free.
    - Internet Explorer - http://windows.microsoft.com/en-us/windows/downloads
    - Chrome - http://www.google.com/chrome/
    - Firefox - https://www.mozilla.org/en-US/firefox/new/

If all that doesn't work, open the attachment. These are some advanced things that can be done that will most-likely require assistance.
Please let me know if you have any questions or additional problems!