

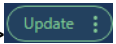

VIDEO TROUBLESHOOTING

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.

Temporary internet files" are tiny bits of webpages that get permanently 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".

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 **Safari to clear COOKIES**, go to >SAFARI menu, >PREFERENCES, >PRIVACY, >MANAGE WEBSITE DATA, and click >REMOVE ALL. **To clear **CACHE** go to >SAFARI menu, in the menu click, PREFERENCES, >ADVANCED, >SHOW DEVELOP MENU IN MENU BAR, >DEVELOP, and click EMPTY CACHES.
 - ✓ In **Google Chrome**, go to >  in the top, right corner, >PRIVACY AND SECURITY, select >CLEAR BROWSING DATA, check all the boxes to clear BROWSING HISTORY, COOKIES AND OTHER SITE DATA and CACHED IMAGES AND FILES and then CLEAR DATA.
 - ✓ In **Edge**, go to >  in the top, right corner > PRIVACY, SEARCH AND SERVICES, >under Clear Browsing Data click CHOOSE WHAT TO CLEAR, check all the boxes to clear BROWSING HISTORY, DOWNLOAD HISTORY, COOKIES AND OTHER SITE DATA and CACHED IMAGES AND FILES," then click CLEAR NOW.
- Shut down the computer to reboot.

If All That Fails:

- Try a different computer, 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.

- Edge - [Download Microsoft Edge Web Browser | Microsoft](#)
- Chrome - <http://www.google.com/chrome/>
- Safari - [Safari - Official Apple Support](#)