

# HELP! I can't get the Video Lectures to work!

Here are some suggestions of things to try if you can't get the Video Lectures to play. These are suggestions that have worked for other students in the past.

## No matter what kind of computer you have:

- 1) Click on the "undock" icon. After selecting the video you want to watch, a blank screen will appear. Click on the little icon as shown below. It is located in the small toolbar right above the blank screen (second icon from the left). A new window will pop up and the video should start downloading.



- 2) Make sure you have the latest version of Windows Media Player. You can download it at:  
[www.microsoft.com/windows/windowsmedia/player/11/default.aspx](http://www.microsoft.com/windows/windowsmedia/player/11/default.aspx)
- 3) You need high-speed internet, not dial-up.

## If you have a Mac:

- 1) First, try playing the flash formatted videos found on D2L under Content (and in the announcements).
- 2) Second, if the flash format videos won't play through D2L, go to my instructor webpage: [http://faculty.inverhills.edu/cnaught/video\\_lectures.htm](http://faculty.inverhills.edu/cnaught/video_lectures.htm) and you can access all of the video lectures in a flash format which you should be able to open.
- 3) Third, you can also try the following Flip4Mac:  
<http://www.microsoft.com/mac/products/flip4mac.msp> It allows you to play the Windows Media video and audio using your Quicktime Player.
- 4) Or fourth, you will need to bootcamp Windows operating system (not the normal OSX operating system of a Mac). You can go to:  
<http://www.simplehelp.net/2009/01/15/using-boot-camp-to-install-windows-7-on-your-mac-the-complete-walkthrough/> or do a Google search on how to bootcamp windows 7 onto a Mac. This will enable you to run Windows 7 and therefore play the videos. You will need the Windows 7 Installation disk. You may also need to upload the latest version of Windows Media Player as mentioned above.

### **If you have a PC:**

- 1) Try using Internet Explorer 7, not Internet Explorer 8 – especially if accessing the videos through D2L (there are still some bugs in the D2L system dealing with IE8).
- 2) Try using Firefox as your browser instead of Internet Explorer.

### **If D2L is giving you trouble playing the videos:**

You can access exactly the same video lectures through the following other resources without having to work through D2L. (For some reason, some people have trouble playing the videos in D2L, but can access them just fine through one of these other places). Go to:

- My Faculty Webpage:  
[http://faculty.inverhills.edu/cnaught/video\\_lectures.htm](http://faculty.inverhills.edu/cnaught/video_lectures.htm)
- My YouTube channel:  
<http://www.youtube.com/user/carrienaughton?feature=mhee>. (Click on Videos, then Playlists to access each video by course and chapter.)
- MyMathLab:  
[www.pearsonmylab.com](http://www.pearsonmylab.com) (Click on HOMEWORK. Each Chapter has a corresponding list of Instructor Videos, as well as MyMathLab videos and resources.)

### **If all else fails:**

- 1) Borrow another computer (preferably a PC) that will allow you access to the video lectures.
- 2) Go to the Math Center Computer Lab (located in the back of the 2<sup>nd</sup> floor of the Library). All of the video lectures are accessible from those computers. You will need to bring earphones and plug them into the back of the computer to hear the sound. If you are having any trouble, the Math Center coordinator knows how to help. The Math Center is open Monday – Thursday 9 am – 6 pm (though you can still access the computer lab until 8 pm) and Friday 9 am – 1 pm.
- 3) There are publisher created videos on MyMathLab that you can watch as well. Just go to the Multimedia Library on MyMathLab and search the chapter and section you want to watch videos for.
- 4) You can also read the appropriate sections in the textbook and look at examples in the book or through HW. However, MyMathLab and the textbook will occasionally have questions which are not as difficult as what I would expect, so the videos lectures on D2L will cover more complicated examples like on the activities.

### **Other resources for help:**

- 1) For issues with D2L, go.inverhills.edu e-mail, or login and password information, visit the Inver Hills Computer Lab (1<sup>st</sup> floor of the Library) and speak personally with a computer lab assistant. Computer lab business hours: Monday - Thursday: 7:30am - 9:00pm, Friday: 7:30am - 4:00pm, Saturday: 9:00am - 3:00pm. Computer Lab website: <http://www.inverhills.edu/technology/CurrentStudents/ComputerLab.aspx>
- 2) You can also fill out a Student Help Desk ticket at: <http://www.inverhills.edu/Technology/StudentHelpRequest.aspx>, or call the Computer Lab at 651-450-3653. The Technical Support Team strives to respond within 1 business day.
- 3) For D2L help, you can visit the D2L Customer Helpdesk at: <https://d2l.custhelp.com/>. This site may get you a quicker response to D2L questions, especially at night or on weekends.
- 4) For issues with MyMathLab, go to <http://247pearsoned.com> for 24 hour, 7 days a week technical support. You can send an e-mail or do an online chat with a service representative.