

# 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:

- You need high-speed internet, not dial-up.
- Click on Content in D2L to access all of the video lectures. These should play on both PC and Mac computers. You can either watch the videos directly within Content or you can download the videos to your desktop or you can open the video in a new window. To open the video in a new window, click on the video link, then click on the icon in the upper right corner that looks like:



This will open the video in a new window.

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

There are several alternative places that you can watch my video lectures from if they will not play for you from D2L, or if D2L is down for some reason:

- 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 you have a PC:

- Try using a different browser like Firefox or Chrome instead of Internet Explorer.
- If you are watching the wmv videos from my faculty webpage, 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)

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

- Borrow another computer that will allow you access to the video lectures.
- 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.
- 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 or click on HOMEWORK to access all of the publisher created resources that are available.
- 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:**

- You can go to the computer lab on the first floor of the Library building and talk personally with one of the computer lab assistants. You can also call the Computer Lab at 651-450-3653, select the option to speak with a lab assistant, during computer lab business hours: Monday - Thursday: 7:30am - 9:00pm, Friday: 7:30am - 4:00pm, Saturday: 9:00am - 3:00pm
- You can fill out a help desk ticket for technical questions at: <http://www.inverhills.edu/InverLogin/HelpRequest.aspx> The help desk usually responds to questions within one business day.