

## Tips for viewing ISBE Videos and Webinars

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If you experience difficulty viewing ISBE video/webinar segments please note the following tips.

1. The best way to view our webinars is on a PC computer (hard-wired) using Windows Media Player – Version 12 (or the latest).
  - a. Avoid, if possible, using a Mac.

**Mac users and others experiencing viewing problems** may want to download the following:

    - i. **VLC media player** is a free and open source cross-platform multimedia player and framework that plays most multimedia files as well as DVDs, Audio CDs, VCDs, and various streaming protocols. Free download is available at <http://www.videolan.org/vlc/index.html>
2. Avoid mobile devices (tablets and phones).
3. Try different internet browsers.
4. Users often have success watching our videos on a home computer.
5. If a video is over an hour in length please be advised that there could be some streaming/bandwidth issues on your end. Please allow sufficient time for buffering.
6. If the problem is due to a codec error, please download the Go to Meeting codec at <http://www.gotomeeting.com/codec>.
7. **NEW!** A very limited number of ISBE videos are available for viewing on the Agency Vimeo site at <https://vimeo.com/104563288> – videos posted on this site are compatible for playback on PC's, MAC's and most mobile devices. An App may be required for mobile viewing:  
Android App is located at: <https://play.google.com/store/apps/details?id=com.vimeo.android.videoapp>  
iPhone App is located at: <https://itunes.apple.com/us/app/vimeo/id425194759?mt=8>