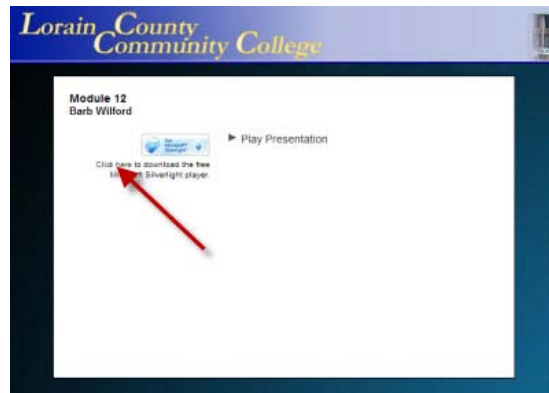


To view the videos using Silverlight

LCCC videos have a new look! The videos can now be viewed using a PC or a Mac. The videos require you to have Microsoft Silverlight installed on your computer.

- The only Browsers that are compatible with ANGEL are Internet Explorer 7 and 8 and Mozilla Firefox. If you are using a Macintosh computer, the only compatible browser is Mozilla Firefox. Any other browser, including Safari and Google Chrome, will cause problems when viewing certain documents and/or reading or responding to Coursemail and Discussion Forums.
- To get started, you **MUST** download the newest version of Silverlight if it is not currently installed on your computer or you have an older version. [Click here](#) to download Silverlight now or when you are about to play the first video (see picture below). You will only have to do this the first time you use Silverlight.

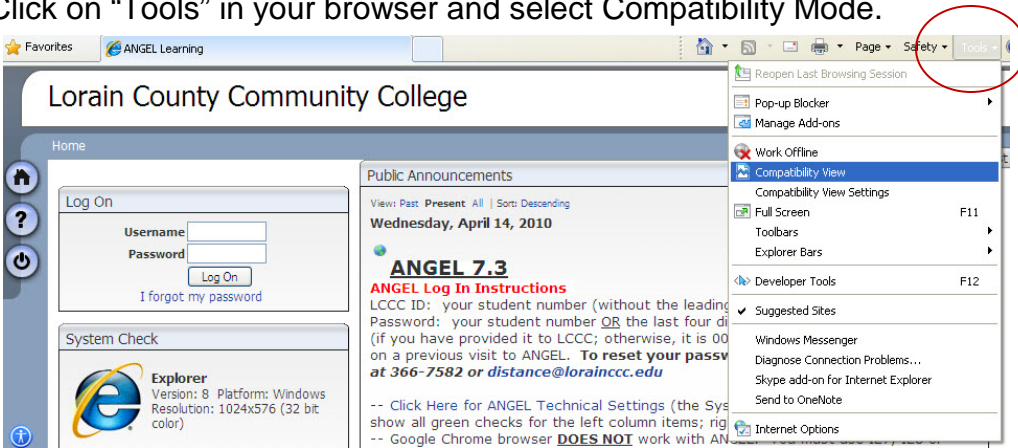


Troubleshooting Tips:

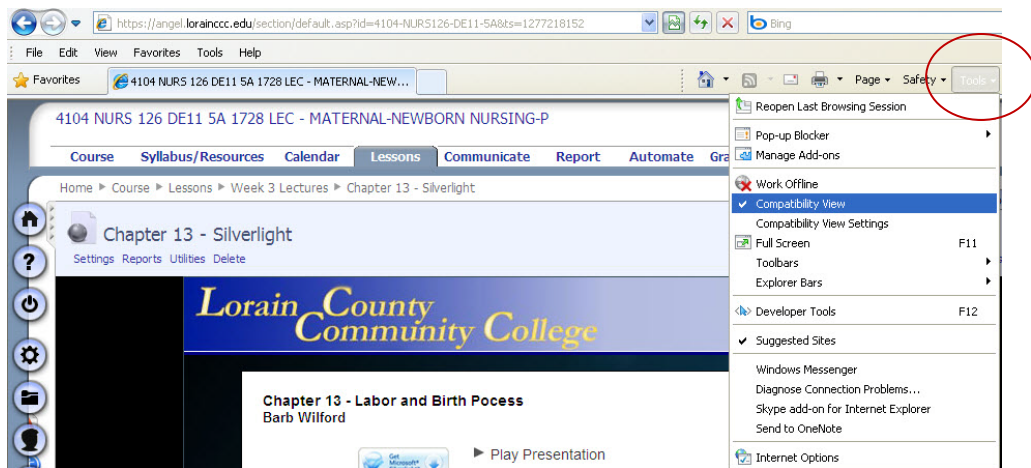
- To determine what browser you are using: on the toolbar in your browser click on "Help" > "About Internet Explorer" or go to the Logon page of ANGEL and view the "System Check" box for the version.

If you are not able to view the entire screen, you are probably using Internet Explorer 8. All you need to do is change to the Compatibility Mode. There are several ways to do this. See pictures below.

From the ANGEL Log On Page:
Click on "Tools" in your browser and select Compatibility Mode.



Within ANGEL:
Click on "Tools" in your browser and select Compatibility Mode.

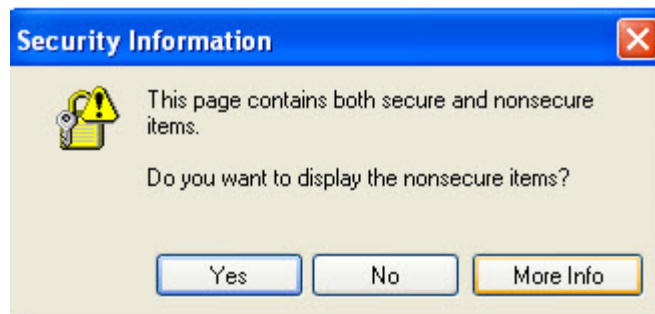


When viewing the video:
Click icon in right corner (looks like a split sheet of paper).



Note: If you can now view the video properly but the controls to start and stop the video are missing, hold down the Control key and press the minus key (-). This will make the screen smaller and you should now be able to see the video and the controls.

- If your computer has the new Windows 7 operating system, make sure that you have upgraded your browser to Internet Explorer 8. Running Internet Explorer 7 with Windows 7 seems to cause some problems. [Click here](#) to install IE8.
- Either when you entered the course or when you clicked on the video link, you probably saw the following message:



If you are using Internet **Explorer 7**, the answer is “Yes”. If you are using Internet **Explorer 8**, the answer is “No”.

- Have you disabled all Pop-up Blockers? To view how to disable Pop-ups, [click here](#).
- Again, are you using a correct browser? Internet Explorer 7 or 8 or Firefox.

If you have followed all the directions above and are still having video issues, please contact Distance Learning at 440-366-7582. In order to get assistance in troubleshooting, please make sure that you are at your computer when calling.