

## Frequently Asked Questions

Updated: July 3, 2012

### Q: Why won't the videos play? I'm using Mozilla's Firefox browser.

A: Unfortunately, Adobe Flash Player 11.3 may not function, crash, or freezes on Mozilla Firefox. Flash Player 11.3 introduced the Protected mode in Firefox 4.0 or later on Windows Vista and Windows 7. You may use another browser or apply one of the recommended fixes provided by Adobe: <http://helpx.adobe.com/flash-player/kb/flash-player-113-crash-mozilla.html>

### Q: Why won't Enounce's MySpeed work?

A: Adobe Flash 11.3 made a major change to the way it handles audio. If you have Flash 11.3, you will need to download and install an update for MySpeed for Windows.  
<http://www.enounce.com/myspeed-win-download>

### Q: How can I take notes when watching videos?

A: Here are two ways to take notes. First, download the video slides to take notes. These are at the bottom of the video's web page. Alternatively, pause the video and use a screen capture tool to get a screen shot. Many computers come with screen capture tools and there're lots of free screen capture tools available online.

### Q: Can I change the playback speed of the videos? Some are too fast. Others are too long.

A: Yes. Consider purchasing Enounce's MySpeed at <http://www.enounce.com/myspeed>. This variable speed playback software is available as a free trial with purchase options starting at \$30. This works well for our online videos (H, M, L connection speeds) where you still have access to the video's menu. Keep in mind you can only speed up as fast as your internet connection.

For mobile devices, use Apple's QuickTime and adjust its AV controls. The sound quality is rather poor when the video is slowed down; but, it's ok when the playback is sped up.

### Q: Can I download the videos?

A: Yes. Some of videos for mobile devices can be downloaded and viewed on a laptop or desktop computer. Expand or resize the video, if you wish.

### Q: Why am I having problems displaying PDFs? I get a black screen or error messages.

A: If you are getting a black screen, change the zoom setting at the top of the PDF's page or click to go to the next page. This refreshes the page and displays the PDF correctly. If you are getting error messages, make sure you have the latest version of the PDF reader. Go to Adobe's free PDF reader <http://get.adobe.com/reader/>

Also, check the settings in your browser. Here are the settings for opening PDF files within Firefox: <http://support.mozilla.com/en-US/kb/Opening%20PDF%20files%20within%20Firefox>

Do you have a question? Click the [\[+\] Feedback link](#) on the right of any web page.