

Troubleshooting Steps

Viewing Videos

In order to play a video either one of the following operating systems and Windows Media Player is required:

**Windows 98 SE / ME / 2000 / Windows XP / Windows Vista +
Windows Media Player 9 / Windows Media Player 10 or Windows Media Player 11**

If your computer has the requirements and the videos are not playing, it is possible that there are some codec's missing. Please follow the steps below:

- If you are seeing the message "**Codec's are missing**" on a **Windows VISTA Computer** please copy and paste the following link into the address bar of your Internet Explorer to download the Codec Package for Windows Vista:

http://www.free-codecs.com/Vista_Codec_Package_download.htm

Click on the first link "Download (Vista Codec Package 4.5.0 final)" and click on "run" to download and install the codec package.

Restart your computer and try to play a video.

- If you are seeing the message "**Codec's are missing**" on a **Windows XP Computer**, please click on the link bellow to download the Codec Package you need in order to watch the videos:

Please click on the following link to download the Codec Package:

<http://www.softpedia.com/progDownload/ACE-Mega-CoDecS-Pack-Download-6778.html>

Click on the second download "Softpedia Secure Download"

Save the download to your desktop (It "could" take up to 20 min. for the download to finish)

Installing:

1. Click on the download you saved to your desktop
2. Click on "Run"
3. Set the "Select Setup Language" to "English" then click "Ok"
4. Click "Next"
5. Check "I accept the agreement"
6. Then click "Next" until you get to "User Information"
7. Enter your Name then click "Next" until you get to "Select Components"
8. Click on the drop down box and select "Professional Edition"
9. In the section bellow click once into the green box next to "CoDecS" so that a checkmark appears
10. Scroll all the way down to the bottom and click on the green box next to "SettingS" to make the checkmark appear
11. Also activate "Force CoDecS DownLoad in Windows Media Player"
12. Then click "Next" until you get to "Select Additional Tasks"
13. Under File Types Registration check "Do NOT register"
14. Please uncheck "Additional IconS" and "Anti-Virus Check"
15. Then click on "Next" until you get to click on "Install"
16. Click "Yes"
17. Then click "Ok"
18. Wait until the program is finished installing
19. Click "Next" and then "Finish"
20. Please restart your computer

You now should have all the Codec's you need to view the videos.

- If you are seeing the message “**Attempting to reconnect**”, please follow the steps below:
 - Please open your Internet Explorer
 - Click on “View”
 - Click on “Toolbars”
 - Please uncheck all “Google” or “Yahoo” Toolbars to disable them
 - Try to view a video

- If this was not successful please reset your Internet Explorer Settings following the steps below:
 - Please open your Internet Explorer
 - Click on Tools and then Internet Options
 - Click on Advanced
 - Click on the Reset Button to reset your Internet Settings
 - Close Internet Explorer and re-open it again
 - Try to view a video

- If this was not successful and you are on a wireless connection, please follow the steps below: Please completely unplug the router and modem from the wall and leave it unplugged for 2 minutes. This will reset the Router to make sure it's not the problem. Restart your computer and try to play a video.

- If you are not getting any of the error messages it could also be possible that your Windows Media Player is corrupted. The following steps can be taken to repair a corrupted Windows Media Player.

For Windows Media Player 11

How to do uninstall/rollback Windows Media Player 11:

You must be logged on as an administrator or a member of the Administrators group to perform the following procedure.

1. In Category View of Control Panel, click **Add or Remove Programs**.
2. Click **Remove a program**, and then, at the top of the list, select the **Show updates** check box.
3. In the **Windows Updates** section, click **Windows Media Player 11**, and then click **Change/Remove**.
4. If prompted, restart your computer, and then log on as an administrator or a member of the Administrators group.
5. In Control Panel, click **Add or Remove Programs**.
6. In the **Windows Updates** section, click **Windows Media Format 11 Runtime**, and then click **Change/Remove**.
7. If prompted, restart your computer, and then log on as an administrator or a member of the Administrators group.
8. In Control Panel, click **Add or Remove Programs**, and then click **Remove a program**.
9. Click **Microsoft User-Mode Driver Frameworks Feature Pack 1.0**, and then click **Change/Remove**.
10. Follow the instructions that appear in the **Software Update Removal Wizard**.

If the **Wudf01000** confirmation dialog box appears, click **Yes** to continue. When the software removal process is complete (it might take several minutes to complete), click **Finish**.

Now you should automatically have Windows Media Player 10 and you can try to play a video.

If this was not successful, please open a new Internet Explorer Page and go to www.windowsmediaplayer.com to download and install Windows Media Player 10.

- For Windows Media Player 10

How to uninstall/rollback Windows Media Player 10:

If you have installed Windows Media Player 10, you can roll back to the version of the Player that was on your computer before installation by doing the following:

1. In Category View of Control Panel, click **Add or Remove Programs**.

2. Click **Remove a program**, and then do one of the following:

If you are running Windows XP Service Pack 2, at the top of the list, select the **Show updates** check box, in the Windows Updates section, click **Windows Media**

If you are running Windows XP Service Pack 1 or earlier, click **Windows Media Player 10**, and then click **Change/Remove**.

- For Windows Media Player 9

If you are using Windows 98 SE / ME or Windows 2000 then you will require Windows Media Player 9. If your computer has this requirement and the videos are not playing it is possible that your Windows Media Player could be corrupted. The following step can be taken to repair a corrupted Windows Media Player 9.

In Control Panel, click **Add/Remove Programs**, and then click **Windows Media Player**. Windows Media Player 9 Series will be removed.

Please open a new Internet Explorer Page and go to www.windowsmediaplayer.com to re-download and install Window Media Player 9.

If your computer has the requirements, you have already followed the steps listed above, and the videos are still not playing please contact us for technical support.