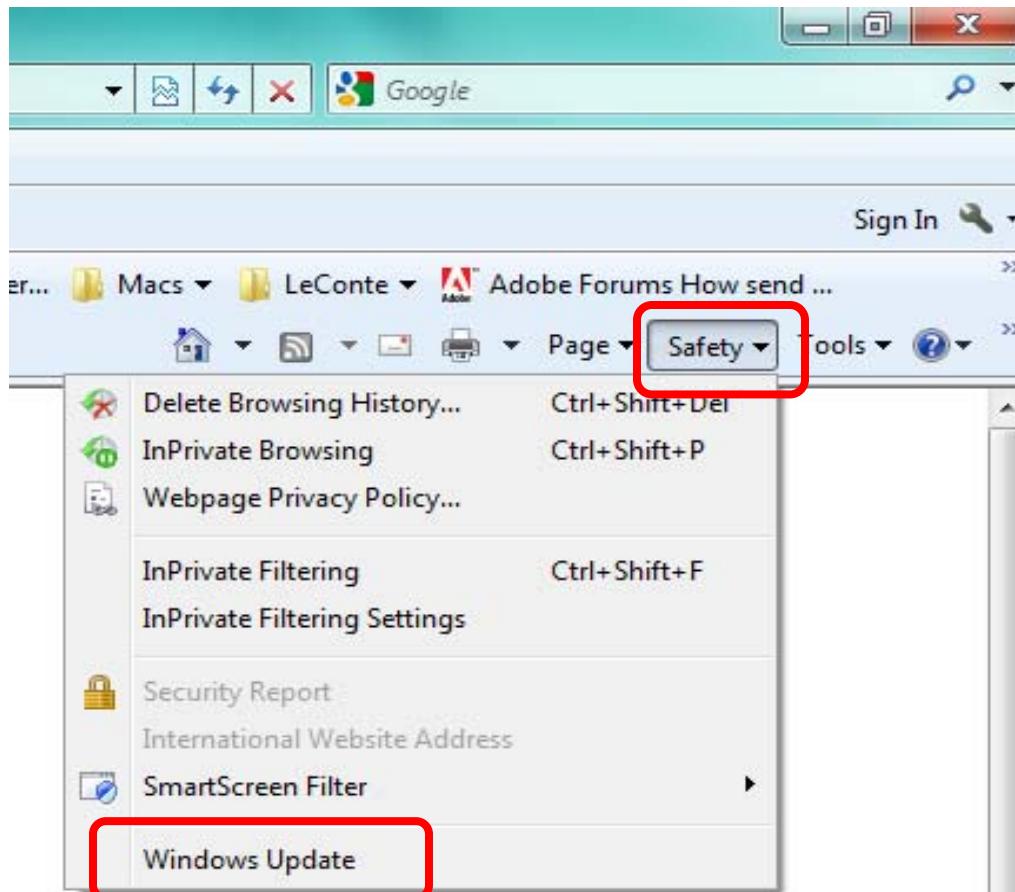


How do I View Haas Class Videos?



If you have trouble playing a video from any of the Haas web pages or Haas-class bSpace pages, please check one or more of the following items and then try to play the video again. If you exhaust these possible remedies, please contact helpdesk@haas.berkeley.edu for additional assistance.

1. **Are you able to play videos from other web sites?** For example, please check and see if you can view videos on YouTube: <http://www.youtube.com/>
2. **Do you have the most updated version of your preferred web browser?** To check if your web browser is up to date, please check the following step for Internet Explorer, Firefox, and other browsers.

Step	Procedure
a.	<ul style="list-style-type: none"> • For Internet Explorer, go to Safety > Windows Update to check for the latest updates. See below. • For Firefox manual updates, please check the following Firefox instructions: http://support.mozilla.org/en-US/kb/Updating%20Firefox?s=checking+for+updates&r=1&e=sph&as=s#w-do-i-manually-check-for-updates • For other browsers please check their Help menu.



3. **Do you have Adobe Flash player or the VLC Media Player installed on your computer?** We recommend Adobe Flash Player or VLC for viewing our class videos. To get either one, please check below.

Step	Procedure
a.	To get Flash Player , please go to the page located here: http://get.adobe.com/flashplayer/
	
Step	Procedure
b.	To get the VLC Player go to this page: http://www.videolan.org/vlc/
	

4. **Another thing you can try is rebooting your computer.** Sometimes there are unnecessary processes running that may be preventing your videos from playing or that are slowing down your performance, and these can all be cleared once you reboot your machine.
5. **The speed of your internet connection** can also prevent you from viewing our class videos, or can affect the quality of what you see. **You need a high speed internet connection to view our class videos.** Please go to <http://speedtest.net> to see how fast your internet connectivity is running.
6. **Are you trying to watch the video from your place of employment?** It is possible your corporate IT staff may have a block on videos. Please check with your IT Department or your System Administrator to make sure you can view videos on their network.