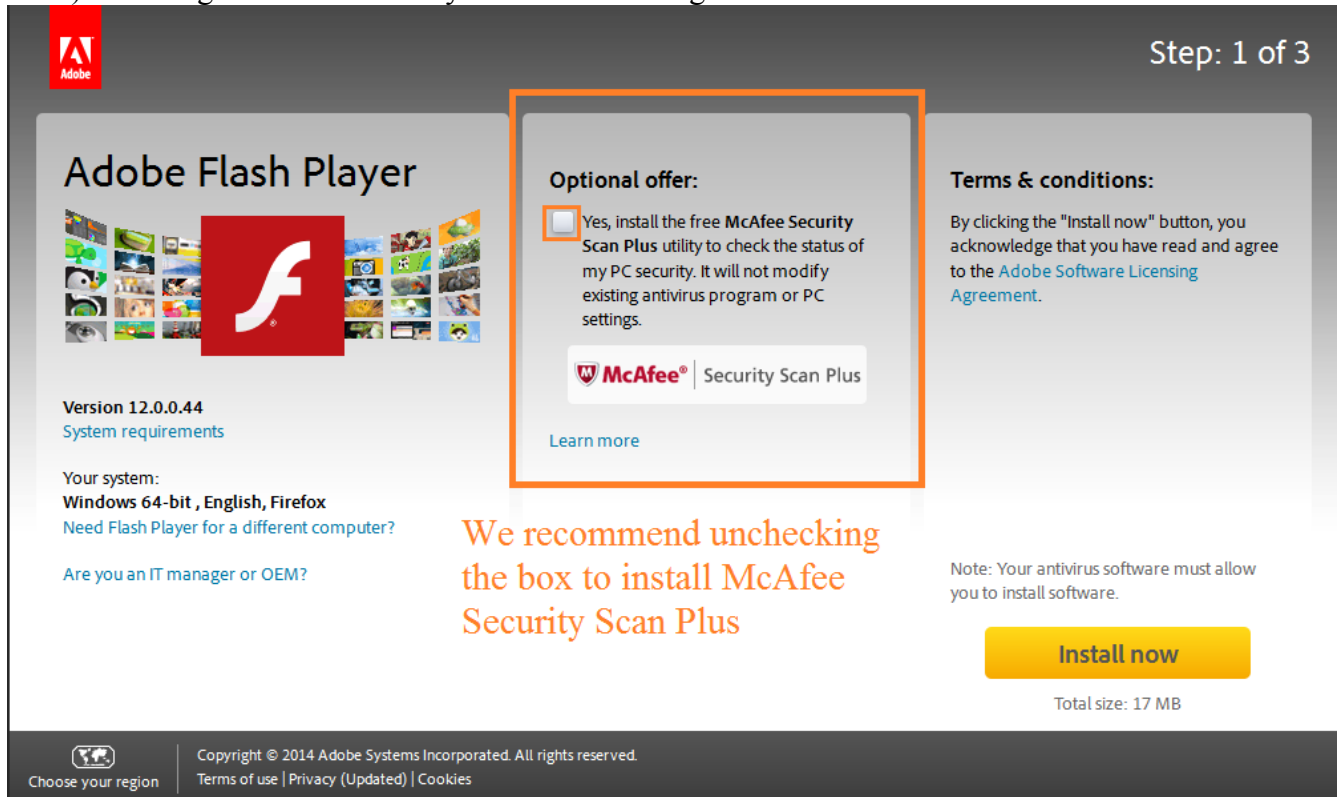


Fuse5 University Video Troubleshooting

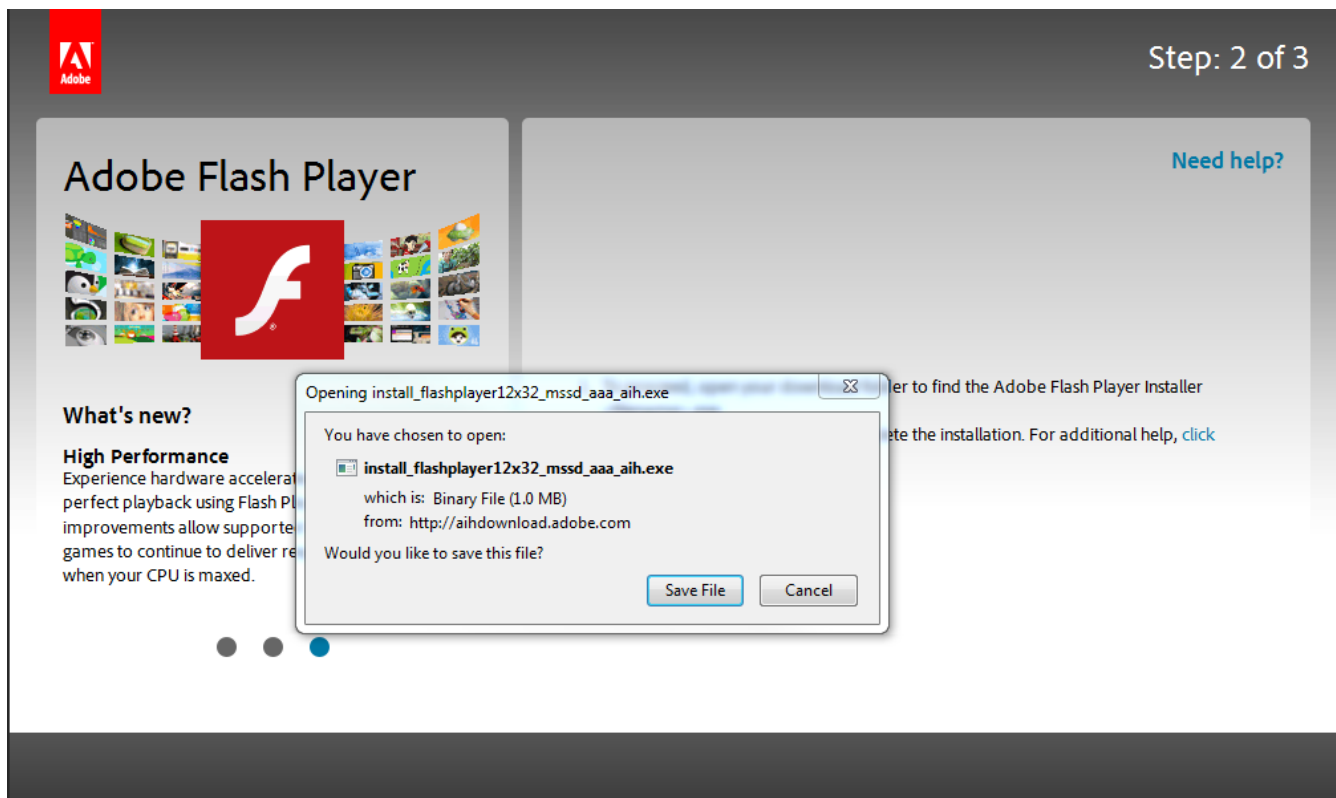
Are you having trouble viewing any of our videos? Here are some steps to help resolve the problem and get you started on your path to becoming a Fuse5 expert.

The Fuse5 University videos play on Adobe Flash Player.

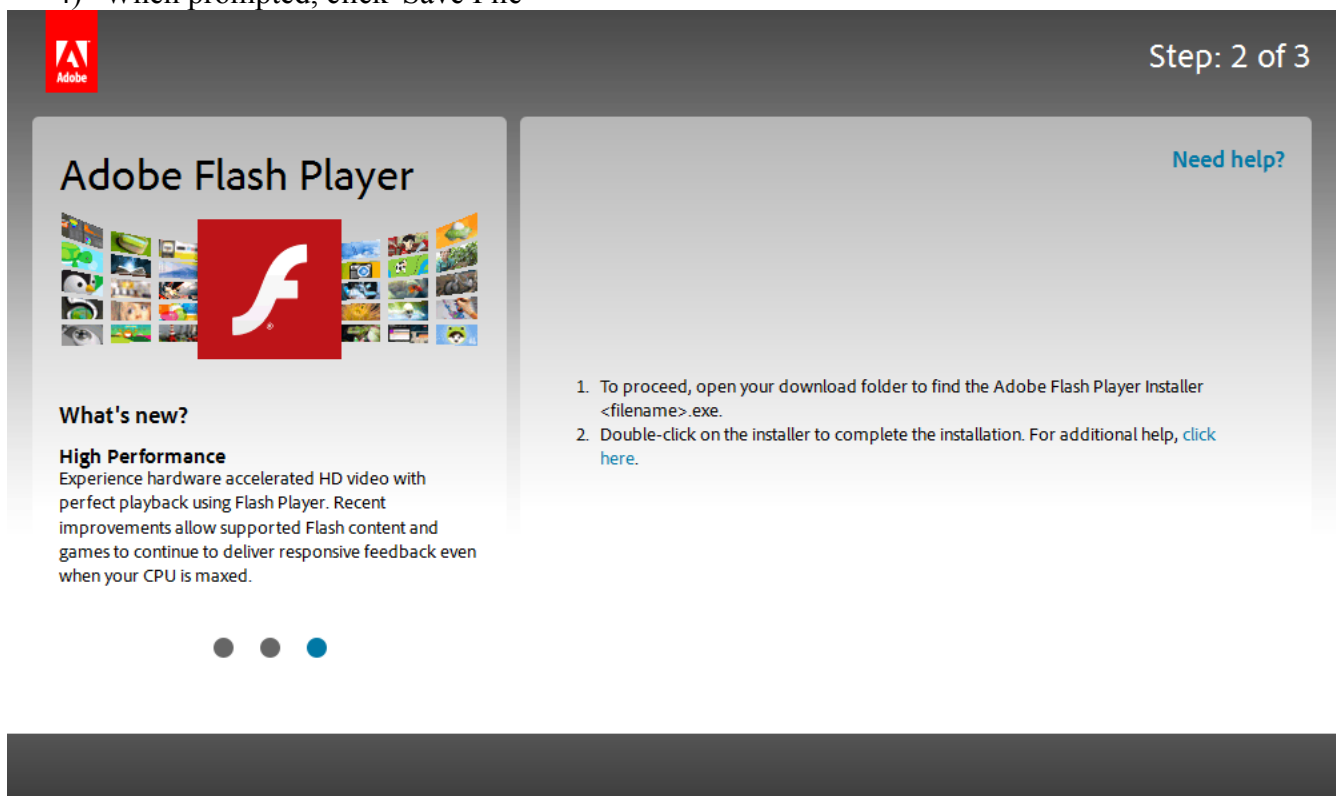
- 1) First let's ensure you have the most up to date version of Adobe Flash Player. Click the following link: <http://get.adobe.com/flashplayer/>
- 2) Clicking the link will take you to the following screen:



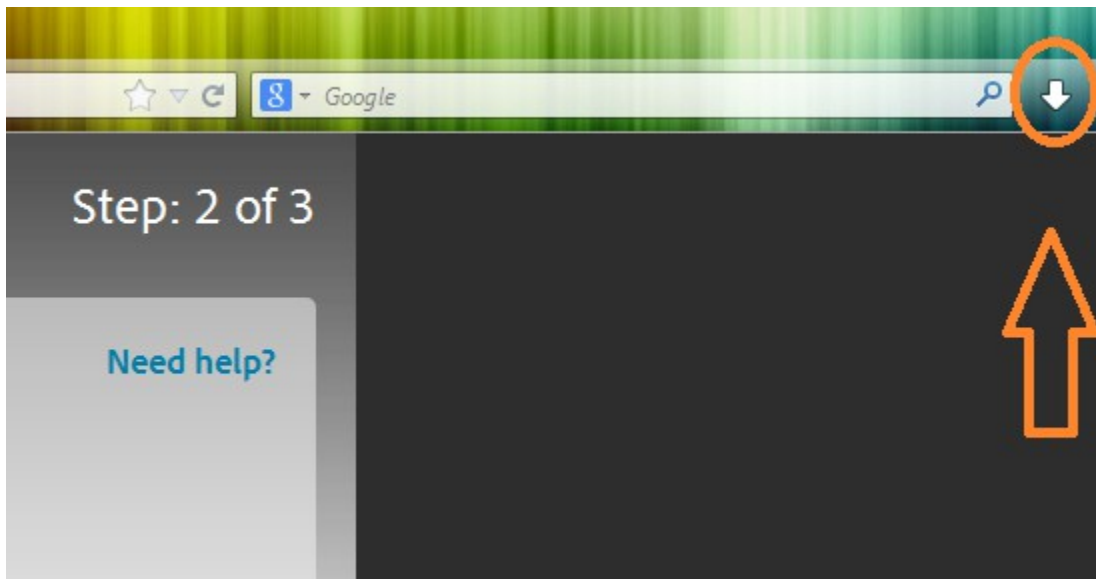
- 3) Click the Install Now button (we recommend unchecking the box to install McAfee Security Scan Plus)



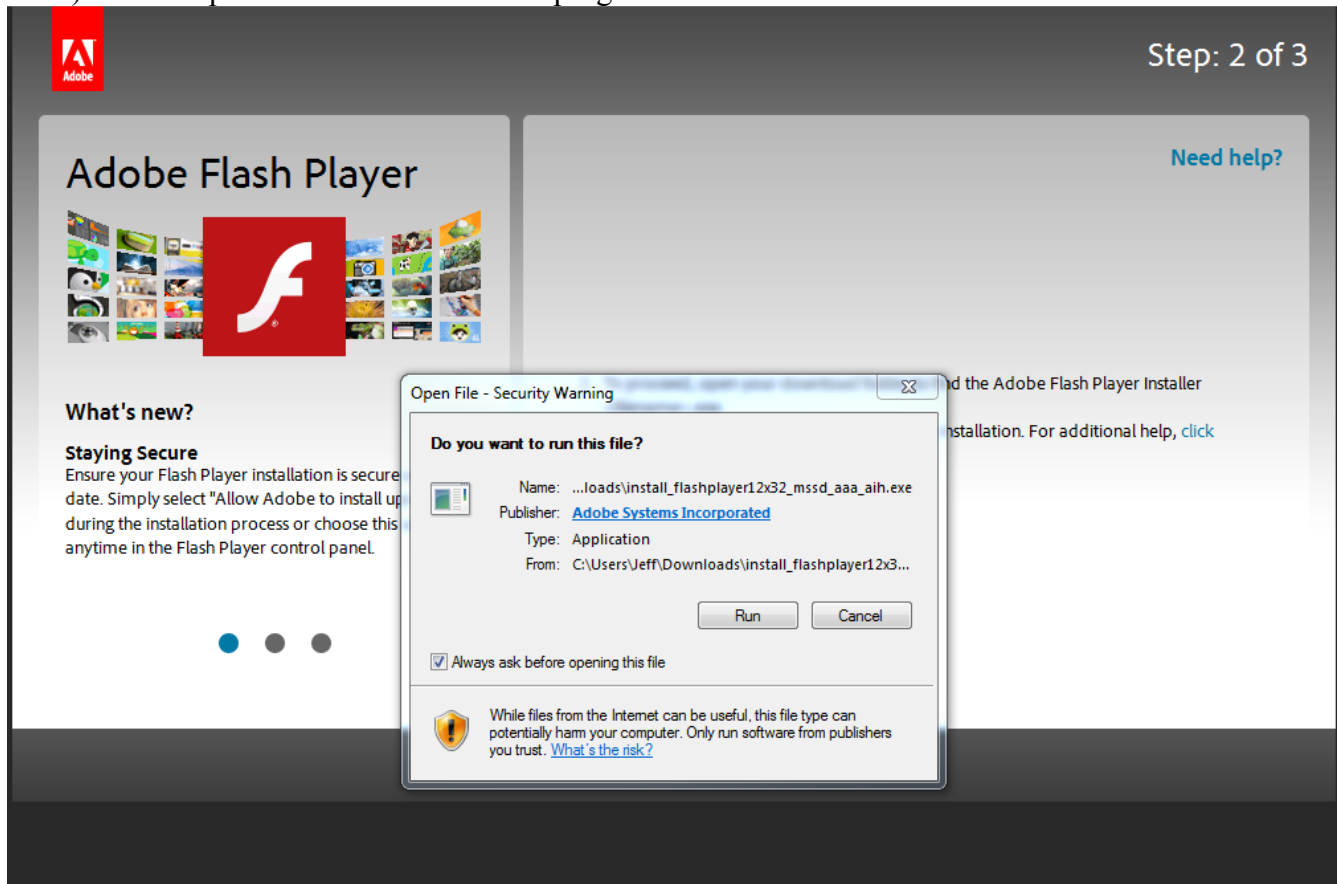
4) When prompted, click 'Save File'



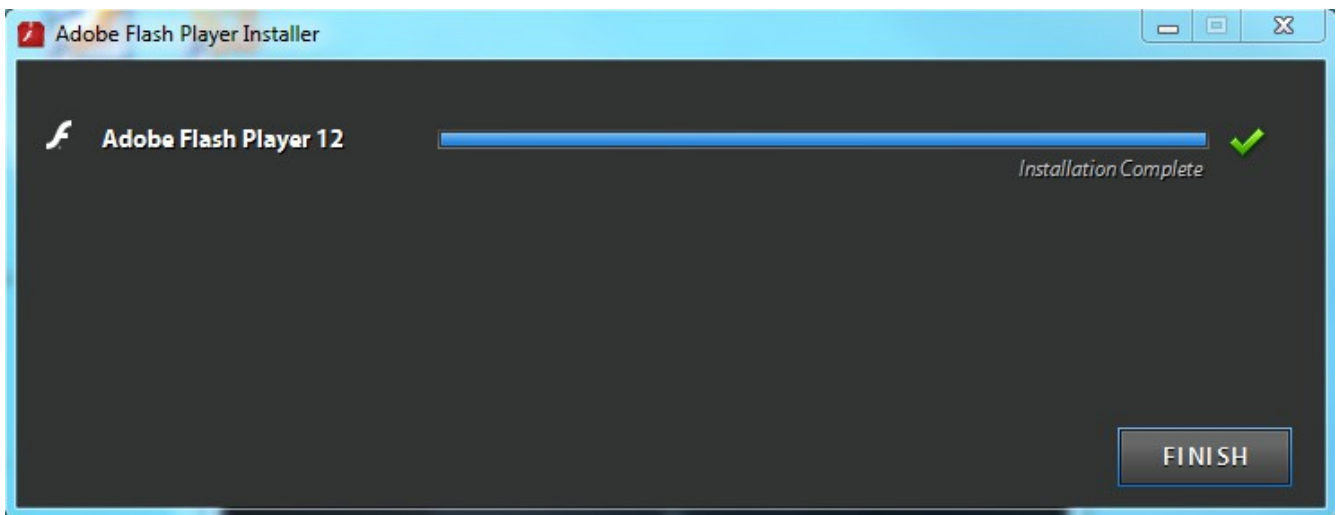
5) To proceed, open your download folder to find the Adobe Flash Player Installer <filename>.exe and then double-click on the installer to complete the installation. In Firefox, your downloads can be found by clicking the downward facing arrow to the left of your search bar.



6) Next step is to Run the installation program. Click the Run button.



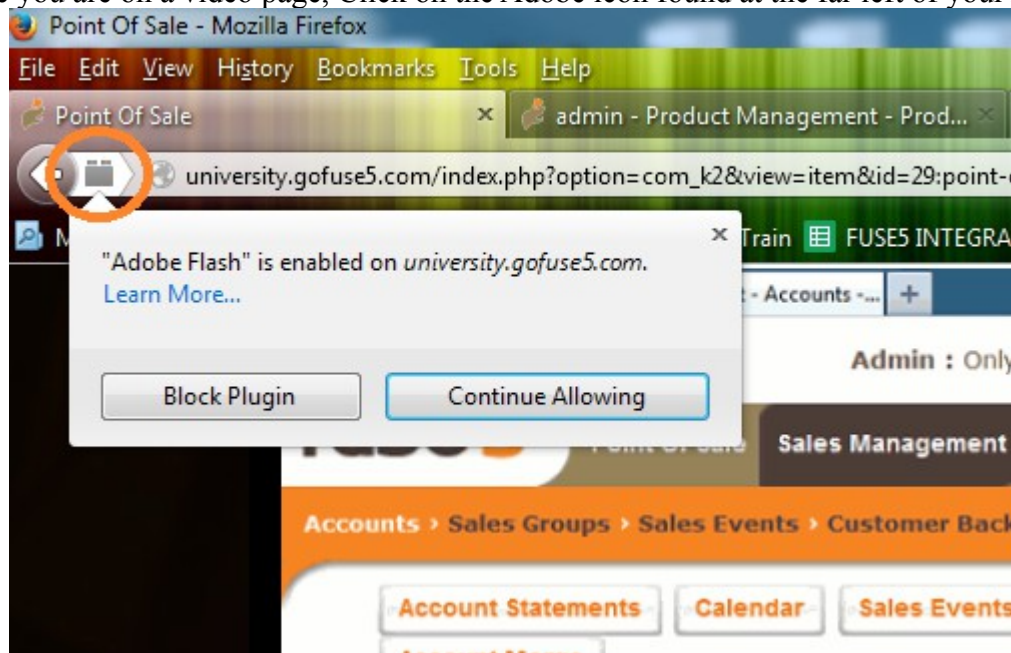
- 7) You may get a pop up asking you to close certain programs in order to complete the installation, if you get the message, simply close out of any programs as needed.
- 8) When prompted click the Finish button.



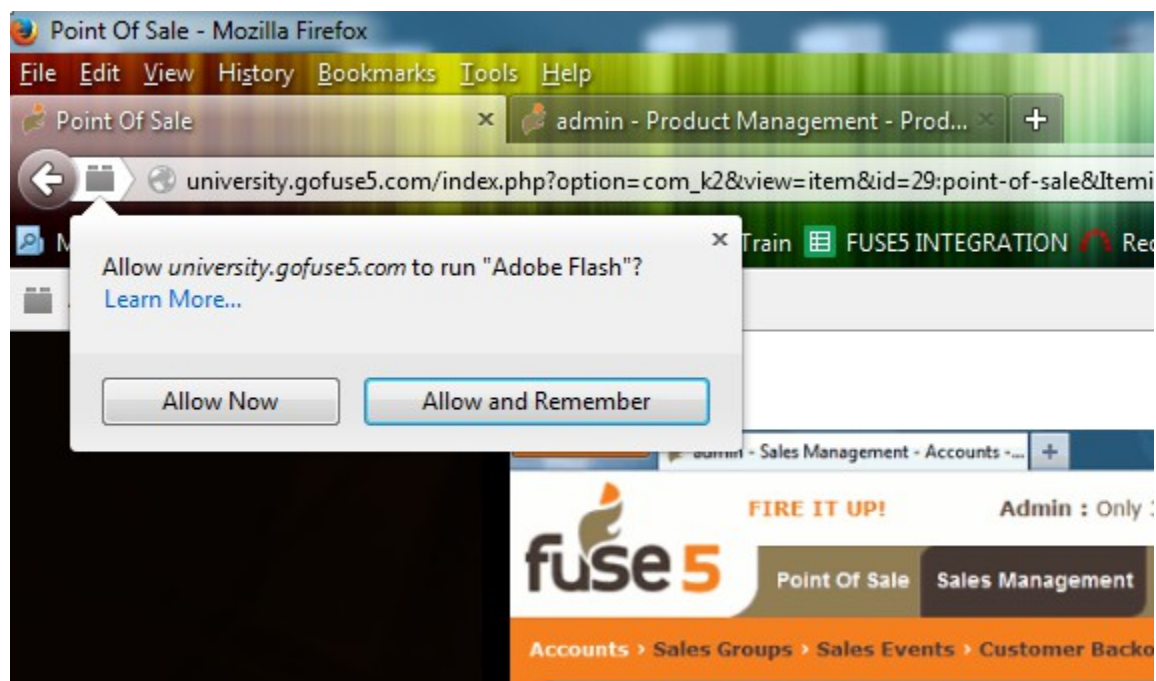
- 9) Your install should now be complete. Try to watch the training video again.

Now that Adobe Flash Player is installed we need to ensure that it is enabled.

- 1) Once you are on a video page, Click on the Adobe icon found at the far left of your Address bar.



- 2) If the plugin is blocked, then click the Allow and Remember button.



Depending on your current internet speed, the Fuse5 Training videos may take a short while to upload. The video will completely buffer prior to starting, that means you should not experience 'choppy' video and audio.

If the video is not completely visible on your screen, then you simply need to hold down the Ctrl key on your keyboard and roll the ball on your mouse until the video fits correctly in your screen.