

Tips - Try these first

The videos require a fair amount of system and video memory. If you are experiencing problems the best thing to try is to reboot your machine, close as many other tabs, browsers, and programs as possible then try the module again.

It may also help to hardwire your Internet connection, rather than using a wireless network connection.

Refresh your browser's page a few times. Oftentimes, the video will start to play after this.

Clear your browser's [cache and cookies](#). Then restart your browser and try accessing your video again.

Browser

We recommend using **Google Chrome**; it has Flash already installed and is fastest browser available.

Note that the Skill section will not work on iPhones or iPads.

There have been problems with AOL Desktop and other AOL services, please use another browser if you are an AOL customer.

Flash

The skill assessment required flash player 9 or above to run. Please visit this page to determine your Flash Player version.

<http://www.adobe.com/software/flash/about/>

Trouble Shooting

Funny colours or lines, video artefacts

This could be a hardware acceleration problem with flash. Please try updating your graphics card drivers alternatively (and more easily) turn off hardware acceleration in Flash by following these instructions

- Right click on the video
- Click settings
- If you do not see "enable hardware acceleration", click on the first tab, which is a monitor
- Un-tick "enable hardware acceleration"
- Click close
- Restart the module

Black Screen

If you have a slow connection, it may take a while for the application to initialise and download, please wait up to 60 seconds for the screen to show.

If after 60 seconds, you still see a black screen, and nothing else, this means that the videos are not getting to you. If you are at work, your works firewall may be stopping the videos. Try again at home.

Advanced Trouble Shooting

If you've enabled JavaScript, and upgraded to the most recent version of Adobe Flash, and are still having trouble playing videos on our site, please try the following:

Temporarily disable any ad-blocking software

If you have ad-blocking software installed on your computer, it's possible that you might need to adjust your settings to prevent the software from blocking DocDiagnostics. Most software will allow you specify which websites you'd like to block, and which websites you allow.

1. Check on your computer to see if you have any ad or pop-up blocking software (Norton anti-virus software, for example). You'll be able to locate this kind of software in these locations:
 - in your computer's "Start" menu then "All Programs" (if you're using a PC)
 - in "Preferences" (if you're using a Mac with Safari)
2. Try temporarily disabling the ad-blocking software, to see if this allows you to watch videos.

To learn more about how to disable your specific ad-blocking software, please visit the support page of the software's website and search for instructions on how to disable the software.

If disabling Ad-blocking software doesn't resolve the situation and allow you to watch videos, you may also need to adjust your computer's firewall software...

Adjust your Firewall

Computer firewalls are sometimes the cause for videos not to play. You'll need to make sure that your firewall isn't blocking any of the following sites.

- <http://www.docdiagnostics.com>
- <http://modules.a2om.com>

To do this, make sure that these sites are listed as a trusted site in your firewall software settings.

Additionally, please check that other applications (like Quicktime, Real Player, or Windows Media Player) aren't set as the default streaming application. This might also affect the video player. To change your defaults, use the Programs menu in your Control Panel in Windows.

Still having trouble?

We are dedicated to helping you; the next option is for us to diagnose the problem directly by offering you remote support.

Please email us at support@a2om.com with a description of your problem, with as much detail as possible, and we will endeavour to help you.

Minimum Requirements

We support the latest versions of all the major Web Browsers, including Google Chrome, Internet Explorer, Safari and Firefox.

Please make sure you are using one of the browsers listed above, and that it is up to date.

General System Requirements:

- Adobe Flash Player 10.0.22+ plug-in
- Firefox 5+, Internet Explorer 7.0+, Safari 5.0+, Google Chrome
- Broadband connection with 500+ Kbps

PC Specific Requirements:

- Platform: Windows XP or higher with latest updates installed
- Processor: 500MHz or faster
- RAM: 1GB or more
- Video Card: at least 64MB of video memory
- Sound Card: at least 16-bit

Optimal System Requirements:

- Flash Player: Adobe Flash Player 10.1+
- Browser: Firefox 8.0+, Internet Explorer 8.0+, Safari 5.0+, or Google Chrome 15.0+
- Operating System: Windows Vista+ or Mac OS X 10.6+
- Internet Connection: 1 Mbps or higher