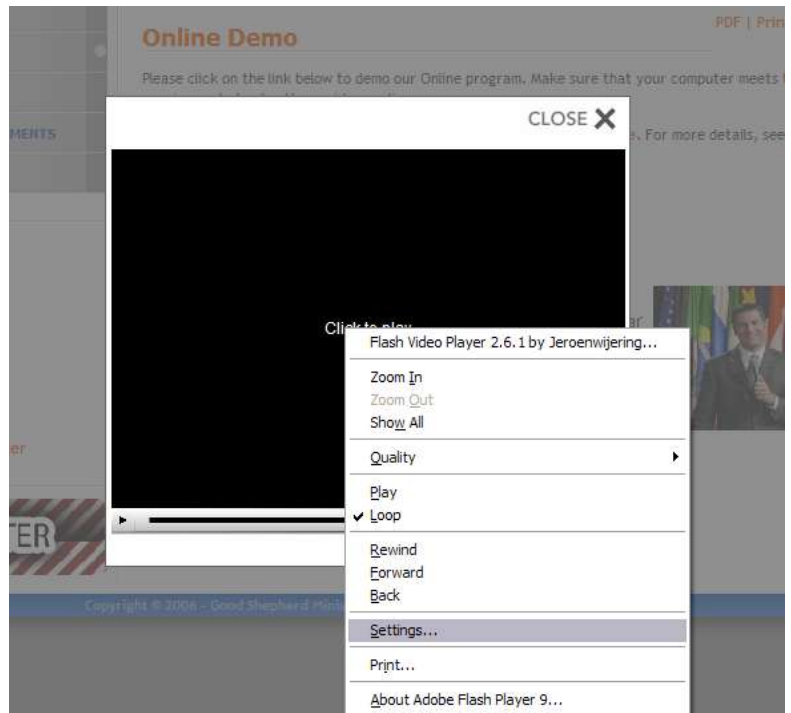


## Troubleshooting ISOM Online

Jumpy, intermittent pausing, or stopping video

1. Make sure you have a high-speed internet connection (greater than 256kb/s, usually DSL, Cable, FiOS, but NOT Dial-Up of ANY kind).
2. If you have a high-speed internet connection, please verify that your internet connection is working properly by going to a few other sites that would require a lot of internet connection (e.g. youthbytes.org, youtube.com, msn.com, etc.)
3. If your internet connection and speed is working fine, then go to <http://www.isom.org/online> and click the gray left button labeled “DEMO”. Then click on the “Fear of the Lord” session title to open the video player window.



4. Once the video player window is open, use your mouse, and RIGHT-CLICK on the black portion of the video player. The menu shown here will be seen.
5. Go to the 3<sup>rd</sup> choice from the bottom, labeled “Settings...”.
6. Adobe Flash Player Settings will show up. Click on the 2<sup>nd</sup> tab icon from the left, on the bottom, as seen here.
7. Slide the “Local Storage” slider all the way to the right. Once you do that, the right side will say “Unlimited” as seen in this screen capture.
8. Click “Close”, and try watching your video again. It should begin to play normally.

