

Video not Displaying:

If you are experiencing problems viewing our videos, there are a number of things that can be looked at in order to help resolve this problem. Below is a list of things depending on Browser that you can attempt in order to resolve the issue.

Determine what browser and version you are using by clicking on this link
<http://Livingtruthmedia.com/WhatIsMyBrowser.php>

Internet Explorer:

With the introduction of Internet Explorer 11, there have been some backwards compatible issues with previous versions when websites are written to accommodate this new browser. If after clicking the link above you discover that you are using a version of Internet Explorer older than 11, do the following.

- 1) Upgrade your Internet Explorer.
- 2) Install and use a different browser (such as Firefox or Chrome)
here are the links to some browsers that are available for download.

Google Chrome (Windows or Mac): <https://www.google.com/chrome/browser/>

FireFox (Windows or Mac): <http://www.mozilla.org/en-US/firefox/new/>

Safari for Windows: <http://support.apple.com/kb/dl1531>

Opera (Windows or Mac): <http://www.opera.com/>

Google Chrome:

Regardless of the version, we have discovered that the Hardware accelerator within the browser can prevent the video from playing. To disable this please follow the instructions below.

Click on the Customize and Control Icon

Click on Settings

Click on Show Advanced Settings

Scroll down to settings

Remove check beside the Use hardware acceleration when available.

Reboot Chrome, retest.