

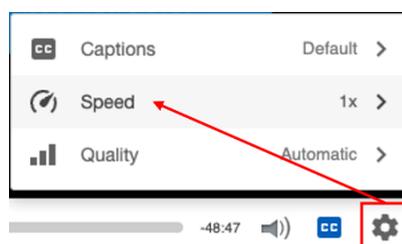
## TIPS FOR WATCHING VIDEOS

### Loading delay

Depending on the size of the Unit video and your internet connection speed, some videos may take a little longer than others to load for the first time. Once a video has initially loaded, next time you view it there is not likely to be the same loading delay.

### Video playback speed

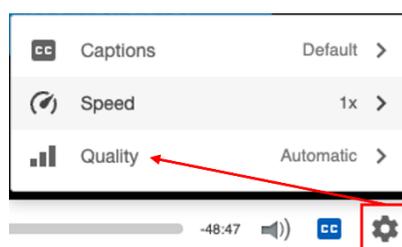
You can adjust the playback speed by clicking the **settings button** at the bottom right of the video, choosing the **Speed menu** and selecting your preferred speed.



### Video playback quality

If you experience playback issues due to internet speed (for example during the evening when internet traffic is at its busiest) you may try changing the quality of the video playback. By lowering the playback quality, the size of the video that you are streaming is lowered, therefore making it quicker to load and run.

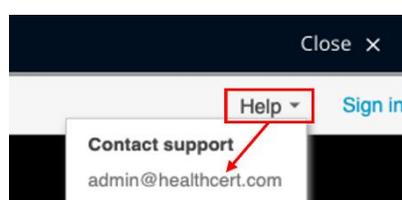
Note that the default setting is 'Automatic' meaning the video will run at the highest possible quality. To adjust the playback quality, click the **settings button** at the bottom right of the video and choose the **Quality menu**.



### Video Help - Contact Support

For any other help or support relating to the video, you can email our Student Services team by choosing **Help** at the top of the video and clicking on the **Contact Support** email address.

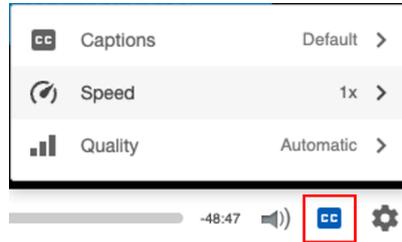
Please note: Our Student Services team will reply as soon as possible, which may be the next business day if you log your support query outside of standard Australian business hours.



## Audio Captions

Captions are displayed on all videos by default.

- You can turn caption display on/off by clicking the CC button at the bottom right of the video.



- You can download the audio captions as a text file by clicking the **Download button** on the top right of the Caption text pane.

