

Windows 10 & Later

MP4 CD Installation Instructions

Important: After downloading VLC, you must [come back to this page](#) and complete the steps below to open and play the videos in VLC Player.

Step 1: Install All Available Updates

1. Open the Settings menu and go to Update & security > Windows Update.
2. Click **Check for Updates** to prompt your PC to scan for the latest updates. The update will be downloaded and installed automatically.
3. Click **Restart Now** to restart your PC and complete the installation process.
4. Try to play the CD again.

Step 2: Download the VLC Player from the [App Store](#)

If you already have VLC: Open it, select Help in the top menu, then Updates. Install updates, then continue to the next step.

Step 3 : How to open and Play a DIVE Video Lecture with VLC.

- Navigate to your CD Drive.
- Double-click the CD Drive to view all the videos on the CD.
- **Right click** the video lecture you want to watch, select **Open With**, then **VLC**.
 - **If you don't see VLC as an option, open VLC Player then go to File, Open File, and navigate to your CD/DVD drive and select the lesson you want to watch.**

Technical Issues

- **Audio Issues:** [Solutions for Audio Issues](#)
- **All Other Issues:**
 - Install computer software updates, if available, and restart computer.
 - Follow the steps under #2 (above) to play the lectures. If that doesn't work, continue to the next step.
 - Open VLC Player.
 - Select **Help**, then **Check for Updates**. Follow the onscreen instructions to download and install the update.
 - If available, install updates. Follow the steps under #2 above to open and play the video in VLC Player.
 - Uninstall and reinstall VLC Player
 - Uninstall [Instructions](#) (Windows)
 - Install [Instructions](#) (Windows)

Need Help? **If your purchased DIVE from a retailer, like Rainbow or CBD, please DO NOT contact the retailer for support.**

Contact DIVE Tech Support: [Email](#) or Call 936-372-6299

DIVE courses are simply videos compressed on a CD or DVD. Technical issues are quickly and easily solved by our technical team. If you purchased from a retailer like CBD, Rainbow, etc, please do not contact them for technical assistance.