

Training Video Repair Instructions

If you have experienced problems viewing the training videos you may need to install an Audio Codec to resolve this issue. Anthology has placed the codec on our site for your convenience. The file name is “**AudioCodec.exe**” and is located on the *Customer Zone* → *Download Page* → *Other Downloads* section. The image below shows what the link looks like

[Download](#) **AudioCodec.exe**

- Click the download link
 - FireFox and Chrome users
 - The default download directory is called “Download”
 - IE users
 - You will have the option to choose where to download this file. You will need to know the location for step two
- Next, locate the AudioCodec.exe file you just downloaded and double-click to start the installation.
- In just a few seconds the installation completes and you are ready to go.

Other Codecs

Some videos were recorded live in GoToMeeting® and may require you to load a specific codec from GoToMeeting. This is located at the following link

<https://www1.gotomeeting.com/codec?Portal=www.gotomeeting.com>

This is self-installing directly from the website.

Install GoToMeeting Codec

The GoToMeeting codec allows you to watch recorded meetings using Windows Media Player 9 or higher without subscribing to GoToMeeting.

[Install GoToMeeting Codec](#)

»» Need to uninstall the GoToMeeting codec? [Click here](#)

»» If you are using a Mac, [download the Windows Media Components](#) to view recorded meetings.