

# FAQs

**1. What kind of file am I downloading?**

You will be downloading a Windows Media video file with DRM. Generally, the files are approximately 225 MB in size. ALL CAP downloads and purchased videos are for personal, team use and non-commercial use only.

**2. Why is a license used for my downloaded video?**

All CAP downloads are encrypted with Microsoft Digital Rights Management technology. DRM security requires a valid license before viewing the material. You must have Windows Media Player (version 10.0 or higher) downloaded on your machine to view downloaded video. Version 10.0 is recommend because it allows you to backup the video in case of computer failure.

**3. What is DRM?**

Digital Rights Management is a technology that allows for the secure management of digital media. This security protects the content provider from unauthorized distribution, viewing and use of the material.

**4. Can I copy this downloaded file to another machine and play it?**

No. At this time, the license given to you for a digital download allows for the viewing of the download on one machine.

**5. I downloaded this file and then disconnected from the Internet, but now I am getting a license error.**

When viewing the downloaded video for the first time, you need to be connected to the Internet in order to obtain a license to view the material. If this problem persists please contact Customer Service at 303.386.4515 or e-mail.

**6. How do I obtain a license on my Mac for this downloaded file?**

Currently the version of DRM in use is not supported by the Macintosh Windows Media Player. Therefore, you cannot view downloaded videos on a Mac unless you have an Intel based Mac running parallels.

**7. Do I have to obtain a license every time I want to watch the downloaded video?**

No. When you first try to play the video, a license will be distributed to you and stored by the player. Unless manually deleted, the license will exist forever (unless manually removed or your hard drive is reformatted) and will be used when you try to watch the downloaded video on that machine. If you watch the video on a different machine, another license will be required.

**8. I have a Windows PC and I am using Windows Media Player, but I cannot get a license.**

The current Digital Rights Management technology is only available on Windows Media Players that are version 10.0 or higher. If this problem persists please contact Customer Service at 303.386.4515 or e-mail.

**9. What is a downloaded video?**

1. Downloaded video does not start playing when you first click on a link. You must first purchase the file then have the entire file "downloaded" to your computer (by streaming the bits to you over the Internet). Once the download is complete, you can begin playing the file off of your computer's hard drive.
2. How soon you can start watching the video footage will depend on the speed of your connection.
3. Once you start playing the downloaded file, the video quality will be very high and there will be no interruptions based on a poor Internet connection because you are playing it off your hard drive. In fact, you can play the video on your computer without being connected to the Internet at all, because the actual video file is stored locally on your hard drive or device.
4. To store a complete file, you will need enough hard drive space to store a roughly 225 MB file. If you do not have enough drive space, you will not be able to watch the video.

**10. My CAP Video keeps stopping and screen shows it's "buffering" - what's wrong?**

You are using the video as a progressive download off a web link instead of downloading the video file right to your computer. Right click on the movie download icon and choose "save target as" to download the video to your computer.