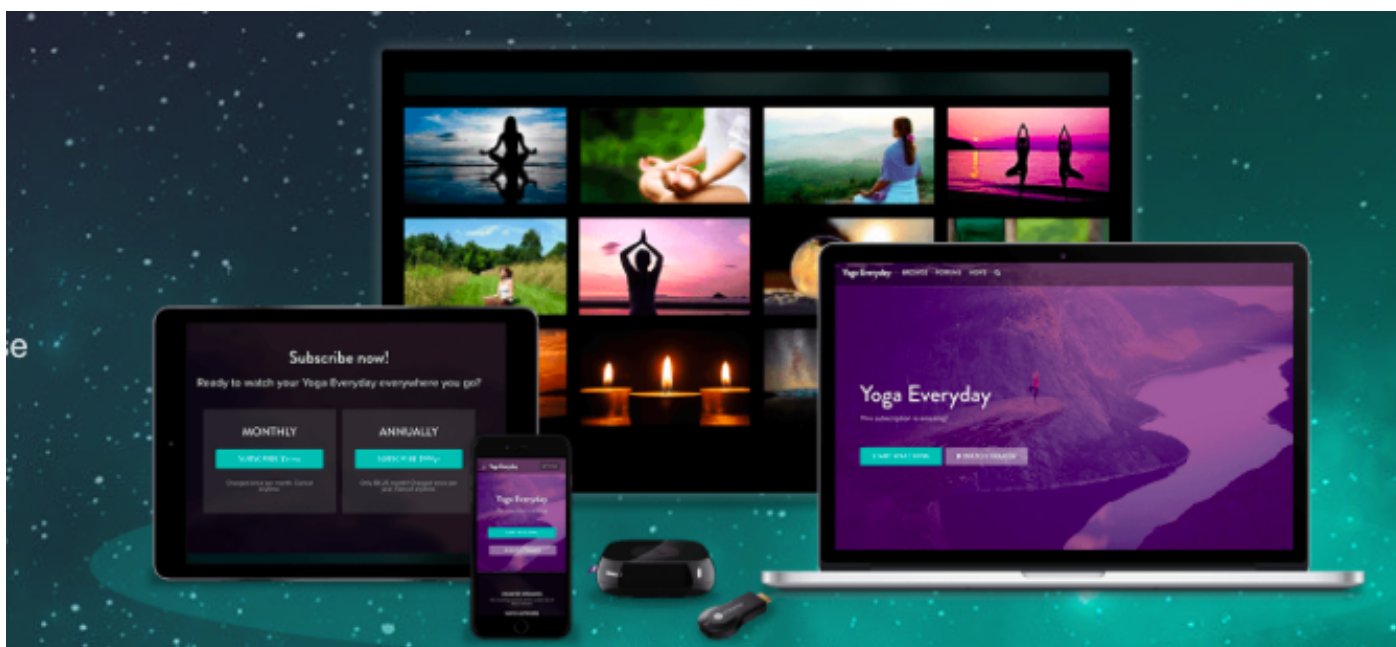


# DIVE Download & Stream Format

Windows   Macs   Tablets   Phones   Smart TVs



## *Expert Video Instruction*

**ANYTIME   ANYWHERE   ANY DEVICE**

ACCESS your DIVE lesson videos whenever you want and wherever you need them with our newest and preferred VHX format. VHX is fully supported on multiple devices such as mobile phones and tablets and compatible with TV streaming and computers. VHX video links are instantly delivered by email after purchase and can be synced or downloaded via wifi connection for convenient offline learning.

## CD-ROM or Download & Stream

CDs are easily lost and damaged. When computers and software are update, which happens quite frequently, CDs can lose compatibility and stop working. However, we can quickly update the digital files of the Download & Stream format. CDs cannot be played on devices and Smart TVs.

The Download & Stream format can be streamed (like Netflix) on multiple devices and computers for use by all the children in your immediate family. It can also be downloaded and saved to a USB drive, burned to a CD, or stored on your computer or a portable hard drive. If you lose the digital format or accidentally delete it, simply download it again. Basically, we store and keep the digital format safe and available for use with all your children

Internet access is only required for the initial download (you can even do it at McDonalds or the library) and for streaming. Streaming is the most convenient as it can be streamed anytime, anywhere on almost every device and TV.


Like the DIVE CD, the Download & Stream format cannot be sold, loaned, shared, or given away.

# System Requirements


### Computers

IE 10+    Safari 7+    Firefox 31+    Chrome 37+


### Tablets



iPhone  
iOS 7.0+  
iPhone 4 and up  
[App Store](#)



iPad  
iOS 7.0+  
iPad 3 and up  
[App Store](#)




android  
Android 4.2+  
[Google Play Store](#)


### Smart TVs

Use the TV's browser or one of the apps below.


#### Apps



Apple TV  
2nd Gen +  
Search on App Store  
[Learn More](#)



Roku  
2nd Gen +  
Roku 4+ (4K)  
[Roku Channel](#)



chromecast  
[Learn more](#)

## Frequently Asked Questions

However, the VHX format is much better than the CD because CDs are easily lost and/or damaged. Also, while we can quickly update the VHX files to maintain compatibility with ever changing technology, we cannot update the files on a CD. This means the CDs are at risk of becoming incompatible with future updates to computer operating systems.

All DIVE courses, include a non-transferable End User License Agreement that grants a license to the original purchaser and their children view the content. It is illegal to sell, loan, share, or give the CD or digital course away.

The VHX format can be streamed (like Netflix) and has unlimited downloads for viewing on almost every computer, device, and most Smart TVs. Internet access is only required for the initial download (you can even do it at McDonalds or the library). The CDs can only be viewed on Macs, Linux, and Windows XP and later.

The VHX format can be saved to a USB drive, burned to a CD or stored on your computer or a portable hard drive. If you lose the digital format or accidentally delete it, simply download it again. Basically, we store and keep the digital format safe for you to use with all the children in your household. Like the DIVE CD, the VHX format cannot be sold, loaned, shared, or given away.

If you still want to exchange the VHX for the CD, complete this form: [Exchange a Digital Product Request Form](#) and we will process your request within one business day.

Please let me know if you have any questions or if there is anything else I can do to help you.

- [How do I watch videos on my computer?](#)
- [How do I watch on my iPhone or iPad?](#)
- [How do I watch with my Apple TV?](#)
- [How do I watch on my Android?](#)
- [How do I watch on my Roku?](#)
- [How do I watch via Chromecast?](#)
- [I'm having trouble logging in to watch on my computer!](#)

- The video is skipping or lagging! What now?
- Video playback on my computer is slow, or choppy.
- How do I watch on my smart TV?

## DOWNLOADING

- How do I download videos to my computer?
- I downloaded the video file to my computer, but it won't open or play.
- The download never finishes! It only partially downloads and fails.
- How do I download the digital bonus content?
- How do I download videos to my iPhone or iPad (using the VHX app)?
- How do I download videos to my Android device (using the VHX app)?

Questions? [Contact Us](#)

**We would love to help you!**