

# Media Support

Thank you for purchasing media from your experience day. This a short guide to help you get the best from the photography and videos we captured.

## Photography

All our pictures are in JPEG format and can be printed to 12x8 size. JPEG is a very common format and both windows computers and Mac OS will be able to read this format.

We send your pictures via a link in your email for Digital download or add them to your Video USB if you purchased a video USB on the day.

If you have received the email from digital download, please download these pictures to your own computer/device as soon as possible as **the link will expire within 1 month**.

If you have received the pictures along with your Videos on the USB theses are in a folder on the stick, its recommended you make a safe copy of the stick, so you have a backup.

## Video USB sticks

Our Incar Video is recorded in AVI format, the footage is combined at the time of recording producing just one output, an AVI file. After passing your USB stick to the instructor at the start of each drive, your experience is then recorded onto the cars video box before being transferred to the stick at the end of each drive.

Each recording is in a folder called Drive\_ (followed by the drive number)

The best media player to watch our videos is VLC Media Player, it's a free download for both Windows and Mac OS.

[Windows OS VLC Media Player Download](#)

[Mac OS VLC Media Player Download](#)

If you are still having any problems viewing your videos or pictures, please fill in the form below so our team have all the information they need to help you further.

In many cases we will have a backup of both the still pictures and the video recordings. If your Video USB has a Drive\_ folder but no AVI video, please supply us with the Drive\_ number in the form below so we can locate the original video on our backups. Click the Media support form download link to fill in and submit your enquiry.

[>>> Media Support Form Download Link <<<](#)