

From: Lilly Ann Sanchez <[REDACTED]>
To: 'Scott Denett' <[REDACTED]>
Cc: Lesley Groff <[REDACTED]>, Scott Denett <[REDACTED]>
Subject: RE: DVD that was burned...need help
Date: Tue, 26 Jul 2011 18:50:00 +0000

thanks

-----Original Message-----

From: Scott Denett [mailto:[REDACTED]]
Sent: Tuesday, July 26, 2011 2:45 PM
To: Lilly Ann Sanchez
Cc: Lesley Groff; Scott Denett
Subject: Re: DVD that was burned...need help

I did not watch the video but I believe that is about the length give or take

Sent from my iPhone

On Jul 26, 2011, at 2:45 PM, Lilly Ann Sanchez <[REDACTED]> wrote:

> How long is the dvd-
> 15minutes is what i have seen-
>
>

> -----Original Message-----

> From: Lesley Groff [mailto:[REDACTED]]
> Sent: Tuesday, July 26, 2011 1:53 PM
> To: Scott Denett
> Cc: Lilly Ann Sanchez
> Subject: Re: DVD that was burned...need help
>

> Thanks Scott...hopefully that will help Lily and/or her IT dept can help her as well.
thanks On Jul 26, 2011, at 1:48 PM, Scott Denett wrote:

>
>> Lily and Lesley,
>>
>> please try this free software to read the file
>>
>> <http://www.videolan.org/vlc/>
>>
>> note the file is not playable as a DVD
>>
>> the file itself is encoded as a mpeg 2 file and the DVD is an exact
>> clone from the client
>>
>> If the above is still not a solution, the file can be converted to
>> another format but that will take 3-4 hours to complete
>>
>> let me know if that is needed and if JE wants and or needs that done
>>
>> thank you
>>
>> Scott Denett
>>
>> [REDACTED]
>>
>> On Jul 26, 2011, at 1:40 PM, Lesley Groff wrote:

>>
>>> Hi Scott. Lily is having problems viewing the DVD we sent
>>> her...could you help? below is a message from Lily and I have CC'd
>>> her here. Thanks, Lesley
>>>
>>> Hi-
>>> The cd/dvd is not readable --
>>> Do you know what program i need to view?
>>> I am also going to check with my IT department.
>>

>
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