

# Support Troubleshooting FAQs

## Site License

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### > 1. Launching Visible Body is not as fast as expected. What can I do?

The first time you launch the application, your browser will automatically download our highly detailed anatomical models. This download can take several minutes to complete, depending on the speed of your internet connection. The download size for each app is listed on the launch page for the app directly underneath the launch button.

**First, confirm your computer meets the minimum system requirements.**

#### System Requirements for WebGL Version:

##### For Windows

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- 2GB RAM
- 64-bit Windows 7/8/10
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Internet Explorer (v11)

##### For Mac

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- 2GB RAM
- Mac OS X 10.7 or newer
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Safari (v8 or higher)

#### System Requirements for Web Player Version:

##### For Windows

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- 2GB RAM
- Windows 7/8/10
- Dedicated video card with 64+ MB on-board RAM
- Internet Explorer
- Unity Web Player
- **Get the Unity Web Player plug-in:**  
[Download the installer for the Unity Web Player plug-in here.](#)

##### For Mac

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- 2GB RAM
- Mac OS X 10.7 - 10.11
- Dedicated video card with 64+ MB on-board RAM
- Safari (v7 or below)
- Unity Web Player
- **Get the Unity Web Player plug-in:**  
[Download the installer for the Unity Web Player plug-in here.](#)

## Second, confirm you have a reliable high-speed internet connection.

- A wired connection is best.
- Broadband Cable, DSL, or other wired connections: There are many websites from internet providers and third parties available to test internet speeds. A few popular ones are listed below.
- <http://www.speedtest.net>
- <http://www.cnet.com/internet-speed-test/>
- <http://testmy.net/>
- Wi-Fi: Network and signal strengths can be extremely variable depending on hardware configuration, interference, number of devices connected to the network, and activity. Reboot your modem and router and turn off other devices to ensure optimal performance.

## Lastly, check the size of your browser cache.

If your browser cache is large enough, you may not need to download the anatomy files when you return to the app. Here are instructions to increase the browser cache size. We recommend a browser cache size of at least 350 MB.

### Internet Explorer

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1. Click Tool icon (Gear icon upper right of the browser).
2. Click Internet options.
3. In General tab, under Browsing History, click Settings.
4. In Temporary Internet Files tab, select automatically, and enter the size of memory you want to allocate. We recommend at least 350MB.
5. Click OK, and save your changes, then click OK

### Safari

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- Safari does not have an option for increasing the cache size. It should handle the caching appropriately.

### Firefox (Windows)

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1. Click on Tools > Options > Advanced .
2. Click Network tab.
3. Under Cached Web Content select Override automatic cache management.
4. Enter the size of memory you want to allocate. We recommend at least 350MB.
5. Close the Options tab in the browser.

### Firefox (Mac)

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1. Click Firefox > Preferences > Advanced.
2. Click Network tab.
3. Under Cached Web Content select Override automatic cache management.
4. Enter the size of memory you want to allocate. We recommend at least 350MB.
5. Close the window.

## > 2. Performance while running Visible Body is not as fast as expected. What can I do?

**First, confirm your computer meets the minimum system requirements.**

### **System Requirements for WebGL Version:**

#### **For Windows**

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- 2GB RAM
- 64-bit Windows 7/8/10
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Internet Explorer (v11)

#### **For Mac**

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- 2GB RAM
- Mac OS X 10.7 or newer
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Safari (v8 or higher)

### **System Requirements for Web Player Version:**

#### **For Windows**

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- 2GB RAM
- Windows 7/8/10
- Dedicated video card with 64+ MB on-board RAM
- Internet Explorer
- Unity Web Player
- **Get the Unity Web Player plug-in:**  
[Download the installer for the Unity Web Player plug-in here.](#)

#### **For Mac**

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- 2GB RAM
- Mac OS X 10.7 - 10.11
- Dedicated video card with 64+ MB on-board RAM
- Safari (v7 or below)
- Unity Web Player
- **Get the Unity Web Player plug-in:**  
[Download the installer for the Unity Web Player plug-in here.](#)

### **Second, exit other applications.**

Visible Body apps are resource-intensive. To get the best possible performance, please exit/quit other applications/programs before you launch.

### **Third, try hiding structures you don't need.**

You can also try hiding body systems and objects that you don't need to view -- performance improves with fewer visible objects in the viewing area.

### > 3. I receive an out-of-memory error when I launch the WebGL version. What can I do?

**First, confirm your computer meets the minimum system requirements for the WebGL version.**

#### **For Windows**

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- 2GB RAM
- 64-bit Windows 7/8/10
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Internet Explorer (v11)

#### **For Mac**

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- 2GB RAM
- Mac OS X 10.7 or newer
- Dedicated video card with 64+ MB on-board RAM
- Firefox, Chrome, Safari (v8 or higher)

**Second, exit other applications.**

Visible Body apps are resource-intensive. To get the best possible performance, please exit/quit other applications/programs before you launch.

**Third, close your browser, including all open tabs and windows, and re-open it.**

**Lastly, restart your computer.**

### > 4. When I launch the WebGL version, I see the message, "You need a browser which supports WebGL to run this content."

**First, check that your browser supports WebGL.**

#### **For Windows**

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- Firefox, Chrome, Internet Explorer (v11)

#### **For Mac**

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- Firefox, Chrome, Safari (v8 or higher)

**Second, please visit [get.webgl.org](http://get.webgl.org)**

If [get.webgl.org](http://get.webgl.org) indicates that WebGL is not currently working in your browser, please follow the support links. For most browsers there will be details on updating your graphics card driver.

**Third, if you are using Firefox, check the Configuration Editor.**

- Type about:config into your address bar.
- Search for gfx.crash-guard.status.glcontext.
- If the value of gfx.crash-guard.status.glcontext is not 2, then set the value to 2.
- Restart your browser.

### > How do I activate my app?

**First, download the app from iTunes or Google Play.**

Please use the link provided. Visible Body apps available through Ovid are:

#### **Subscription Versions**

##### **iOS**

*For Organizations - Human Anatomy Atlas*

<https://itunes.apple.com/app/id1090528618?mt=8>

*For Organizations - Muscle Premium*

<https://itunes.apple.com/app/id798917453?mt=8>

*For Organizations - Anatomy & Physiology*

<https://itunes.apple.com/app/id908349439?mt=8>

*For Organizations - Skeleton Premium*

<https://itunes.apple.com/app/id907181583?mt=8>

*For Organizations - Physiology Animations*

<https://itunes.apple.com/app/id908361125?mt=8>

*For Organizations - 3D Heart & Circulatory Premium 2*

<https://itunes.apple.com/app/id908353865?mt=8>

*For Organizations - Anatomy & Function*

<https://itunes.apple.com/app/id907203446?mt=8>

##### **Android**

*Human Anatomy Atlas (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.vbandroid.reg>

*Muscle Premium (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.muscular.reg>

*Anatomy & Physiology (Org.)*

[https://play.google.com/store/apps/details?id=com.visiblebody.anatomy\\_and\\_physiology.reg](https://play.google.com/store/apps/details?id=com.visiblebody.anatomy_and_physiology.reg)

*Skeleton Premium (Org.)*

<https://play.google.com/store/apps/details?id=com.visiblebody.skeletal.reg>

*Physiology Animations (Org.)*

<https://play.google.com/store/apps/details?id=com.visiblebody.physiologyanimations.reg>

## **Perpetual Access Versions**

### **iOS**

*For Organizations – 2017 Human Anatomy Atlas*

<https://itunes.apple.com/app/id1156202749?mt=8>

*For Organizations - 2017 Muscle Premium*

<https://itunes.apple.com/app/id1156215600?mt=8>

*For Organizations – 2016 Human Anatomy Atlas*

<https://itunes.apple.com/app/id1094813659?mt=8>

*For Organizations - 2016 Muscle Premium*

<https://itunes.apple.com/app/id1094813672?mt=8>

*For Organizations - 2017 Anatomy & Physiology*

<https://itunes.apple.com/app/id1174996562?mt=8>

*For Organizations - 2016 Anatomy & Physiology*

<https://itunes.apple.com/app/id1094813655?mt=8>

*For Organizations - 2016 Skeleton Premium*

<https://itunes.apple.com/app/id1094812330?mt=8>

*For Organizations - 2016 Physiology Animations*

<https://itunes.apple.com/app/id1094812321?mt=8>

*For Organizations – 2016 3D Heart & Circulatory Premium 2*

<https://itunes.apple.com/app/id1094813664?mt=8>

*For Organizations - 2016 Anatomy & Function*

<https://itunes.apple.com/app/id1094812305?mt=8>

### **Android**

*Human Anatomy Atlas 17 (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.vbandroid.reg17>

*Muscle Premium 17 (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.muscular.reg17>

*Human Anatomy Atlas 16 (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.vbandroid.reg16>

*Muscle Premium 16 (Org.)*

<https://play.google.com/store/apps/details?id=com.argosy.muscular.reg16>

*Anatomy & Physiology 17 (Org.)*

[https://play.google.com/store/apps/details?id=com.visiblebody.anatomy\\_and\\_physiology.reg17](https://play.google.com/store/apps/details?id=com.visiblebody.anatomy_and_physiology.reg17)

**Anatomy & Physiology 16 (Org.)**

[https://play.google.com/store/apps/details?id=com.visiblebody.anatomy\\_and\\_physiology.reg16](https://play.google.com/store/apps/details?id=com.visiblebody.anatomy_and_physiology.reg16)

**Skeleton Premium 16 (Org.)**

<https://play.google.com/store/apps/details?id=com.visiblebody.skeletal.reg16>

**Physiology Animations 16 (Org.)**

<https://play.google.com/store/apps/details?id=com.visiblebody.physiologyanimations.reg16>

**Second, enter the username and password provided to you by Ovid to activate the app.**

**> Visible Body performance is not as fast as expected. What can I do?**

**First, confirm your device meets the minimum system requirements.**

**For iPad/iPhone:**

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- **For Organizations - Human Anatomy Atlas:**  
iOS 8.0 or higher. iPad Pro, iPad Air, iPad Mini 2 or newer, or iPhone 5s or newer.
- **For Organizations - 2017 Human Anatomy Atlas:**  
iOS 8.0 or higher. iPad Pro, iPad Air, iPad Mini 2 or newer, or iPhone 5s or newer.
- **For Organizations - 2016 Human Anatomy Atlas:**  
iOS 7.0 or higher. iPad 2 or newer, iPad mini or newer, iPhone 4S or newer, and iPod touch (5th generation).
- **For Organizations - Muscle Premium**  
iOS 7.0 or higher. iPad 2 or newer, iPad mini or newer, iPhone 4S or newer, and iPod touch (5th generation).
- **For Organizations - 2017 Muscle Premium:**  
iOS 7.0 or higher. iPad 2 or newer, iPad mini or newer, iPhone 4S or newer, and iPod touch (5th generation).
- **For Organizations - 2016 Muscle Premium:**  
iOS 6.0 or higher. iPad 2 or newer, iPad mini or newer, iPhone 4S or newer, and iPod touch (5th generation).
- **For Organizations - Anatomy & Physiology:**  
iOS 9.0 or higher. iPad 2 or newer, iPad mini 2 or newer, iPhone 5 or newer.
- **For Organizations - 2017 Anatomy & Physiology:**  
iOS 9.0 or higher. iPad 2 or newer, iPad mini 2 or newer, iPhone 5 or newer.

- **For Organizations - 2016 Anatomy & Physiology:**  
iOS 6.0 or higher. iPad 2 or newer, iPad mini or newer, iPhone 4S or newer, and iPod touch (5th generation).
- **For Organizations - Skeleton Premium:**  
iOS 6.0 or higher. iPad 2 or newer, iPhone 4 or newer, iPod touch (5th generation).
- **For Organizations - 2016 Skeleton Premium:**  
iOS 6.0 or higher. iPad 2 or newer, iPhone 4 or newer, iPod touch (5th generation).
- **For Organizations - Physiology Animations:**  
iOS 7.0 or higher. iPad 2 or newer, iPhone 4 or newer, iPod touch (5th generation).
- **For Organizations - 2016 Physiology Animations:**  
iOS 7.0 or higher. iPad 2 or newer, iPhone 4 or newer, iPod touch (5th generation).
- **For Organizations - 3D Heart & Circulatory Premium 2:**  
iOS 6.0 or higher. iPad 2 or newer.
- **For Organizations - 2016 3D Heart & Circulatory Premium 2:**  
iOS 6.0 or higher. iPad 2 or newer.
- **For Organizations - Anatomy & Function:**  
iOS 6.0 or higher. iPad 2 or newer.
- **For Organizations - 2016 Anatomy & Function:**  
iOS 6.0 or higher. iPad 2 or newer.

## **For Android:**

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- **Human Anatomy Atlas (Org.):**  
Android 2.3 or higher. 1 GB RAM or higher.
- **Human Anatomy Atlas 17 (Org.):**  
Android 2.3 or higher. 1 GB RAM or higher.
- **Human Anatomy Atlas 16 (Org.):**  
Android 4.0 or higher. 1 GB RAM or higher.
- **Muscle Premium (Org.):**  
Android 2.3 or higher. 1 GB RAM or higher.
- **Muscle Premium 17 (Org.):**  
Android 2.3 or higher. 1 GB RAM or higher.
- **Muscle Premium 16 (Org.):**  
Android 2.2 or higher. 1 GB RAM or higher.



- **Anatomy & Physiology (Org.):**  
Android 4.1 or higher. 1 GB RAM or higher.
- **Anatomy & Physiology 17 (Org.):**  
Android 4.1 or higher. 1 GB RAM or higher.
- **Anatomy & Physiology 16 (Org.):**  
Android 4.1 or higher. 1 GB RAM or higher.
- **Skeletom Premium (Org.):**  
Android 2.3 or higher. 512 MB RAM or higher.
- **Skeletom Premium 16 (Org.):**  
Android 2.3 or higher. 512 MB RAM or higher.
- **Physiology Animations (Org.):**  
Android 2.3 or higher. 512 MB RAM or higher.
- **Physiology Animations 16 (Org.):**  
Android 2.3 or higher. 512 MB RAM or higher.

### **Second, try hiding structures you don't need.**

You can try hiding body systems and objects that you don't need to view. Performance improves with fewer visible objects in the viewing area.

### **Finally, maximize your system's resources for best Visible Body performance.**

#### **iPad/iPhone:**

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To reset your device, press and hold the Sleep/Wake button and the Home button at the same time for at least ten seconds, until the Apple logo appears.

#### **Android:**

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- To quit other apps, hold down the Home button on the bottom of your device to reveal all running apps. Then, swipe your finger to the right over the running apps, or tap the X in the top right corner of the apps to end them. When you're done quitting all running apps, click the Home button again to go back to your home screen.
- To power-cycle your device, shut off your device. After waiting a few seconds, turn your device on again.