

Requirements to view live broadcast

BROADBAND INTERNET CONNECTION:

A broadband connection preferably with 700+ Kbps for continuous playback. Chances are that a dialup connection will be choppy and rebuffer quite frequently, or may not work at all.

FIREWALL

If you are behind a firewall, please make sure that you can get to popular sites on the internet like [Google](http://www.google.com). If there is no problem getting to the sites like Google, then you may have certain ports locked down on your firewall. If you cannot connect to other popular websites, please verify that your firewall settings are configured correctly. If this does not solve the problem, there may be a problem with your connection to the internet. We recommend that you contact your service provider.

HARDWARE/SOFTWARE:

- Adobe Flash Player 8 or higher. If you do not have it, you can download it from the Adobe website here: <http://www.adobe.com/go/getflashplayer>.
- Microsoft Windows 2000 or higher including the latest updates, or Mac OS X

Windows hardware requirements:

- Intel® Pentium® II 450MHz or faster processor (or equivalent)
- 128MB of RAM

Macintosh hardware requirements:

- PowerPC® G3 500MHz or faster processor
- Intel Core™ Duo 1.83GHz or faster processor
- 128MB of RAM

QuickTime and RealPlayer are not supported. You must use Flash Media Player 8 or higher.

Typical Questions:

Why am I being asked to download the Flash Player?

Websites that contain Flash content require the Flash Player. A message asking you to download Flash Player comes either from the website you are viewing or from your browser.

Most browsers come with a version of the Flash Player installed, so you may already have an older version of Flash Player on your computer. You may need to update your version of the Flash Player to the latest if the website contains features that require the newer version. For best results, download and install the latest version from the [Flash Player Download Center](#).

If there is a Flash Movie object on the page, Microsoft Internet Explorer users will see a window requesting a download of the Adobe Flash Player. This message is a default feature of the Windows version of Microsoft Internet Explorer called "Install on Demand". If you wish not to see the window in the future, you have two options:

- When prompted, choose Yes and install the Flash Player.
- Disable the Microsoft Install On Demand feature in your browser.

Even though I have all the system requirements, why can I not see or hear any videos?

If you launch Media Suite on Windows 98 while other audio applications -- including, but not limited to mp3 players -- are running, you may have trouble hearing a video's sound. If this is the case, please close your browser and all running audio applications. Restart your browser and return to the video.

Can I use dial-up Internet access?

The quality of the video clip you are watching mainly depends on two factors: (a) the speed of your Internet connection and (b) the bit rate (speed) of the video clip. The faster the bit rate of the video clip, the better the quality. However, the speed of your Internet connection will limit which video clip bit rate that you can watch. For example, if you only have a 56kbs (dial-up) connection to the Internet, the highest video clip bit rate that you will be able to watch will be 56kbs or less (most likely less, as the majority of dial-up connections only get speeds of 28kbs or less due to phone line issues). If you try to watch a video clip with a bit rate of 300kbs over a dial up connection, the video will not play. That is why we offer multiple bit rates for each video clip. Each bit rate is optimized for the different types of Internet connections available (Dial-up/DSL/Cable Modem/T1). As you can see, it is very important that you select the proper video clip bit rate for your Internet connection. For the best viewing experience, we recommend a high speed Internet connection such as DSL or Cable Modem.

It is important to note that even if you have a high-speed (DSL/ Cable Modem/ T1), Internet traffic congestion affects your connection speed and/or video performance. You will get slower or faster speeds at different times depending on peak or off-peak use hours. You may also get slower speeds during the morning and afternoon, but faster speeds late at night when fewer people are online. Also, streaming quality decreases when multiple people share the same Internet connection (e.g. at work or on a home network).

Troubleshooting

Why does my video choppy and have to rebuffer frequently?

Your internet connection is probably not fast enough to keep up with the bit rate of video you are watching. You can select a lower bit rate from the player's menu section. If you are already on the lowest possible bit rate, please close all other running applications.

Why isn't any video showing up?

This usually means that you do not have the needed version of the Flash player installed on your computer. Please [download the latest version](#), install it, restart your web browser and try it again.

Why can I hear the audio but not see the video?

This occurs when the speed of your Internet connection is slower than the bit rate of the video clip you are watching and can be caused by either (a) your selecting of a bit rate for the video clip that is too high for your Internet connection or (b) Internet traffic congestion reduces the speed of your connection below what it should be (for example, you have a high speed DSL or cable modem connection to the Internet, but due to Internet congestion or shared usage, the effective speed of your Internet connection is actually closer to a 56kbs dial up connection).