Frequently Asked Questions on Webcasting

If you are experiencing difficulty playing the following presentation, please consult the list of Frequently Asked Questions below.

Q: Does my system meet the minimum requirements to view this webcast presentation?
A: You require the following to view a webcast presentation:

<u>PC Users:</u>
- OS: Windows 98/ME/2000/XP
- 233 megahertz (MHz) processor, such as an Intel Pentium II or Advanced Micro Devices (AMD) processor
- Internet connection: 28.8kb/s for audio; 56.6kb/s for low speed video; 100kbps for high speed video; 300kb/s for broadband video
- Web browser: Explorer 5 or higher or Firefox 1.2 or higher If you do not have one of these versions, download the latest version from the following links:

- Windows Media Player v 6.4 or higher or Real Player If you do not have one of these versions, download the latest version from the following links:

<u>Mac Users:</u>
  OS 8.6 to 9.x:
- Apple Mac OS 8.6 or later
- PowerPC 603e 180 MHz processor with 32 MB RAM, or higher
  OS X
- Any computer supported by Mac OS X with a 233 MHz processor with 128 MB or higher

- Internet connection: 28.8kb/s for audio; 56.6kb/s for low speed video; 100kbps for high speed video; 300kb/s for broadband video
- Web browser: Apple Safari 1.0, or Explorer 5 or higher or Firefox 1.2 or higher, or America Online for Macintosh 4.0 or 5.0 If you do not have one of these versions, download the latest version from the following links:

- Windows Media Player v 7.1 or higher or Real Player If you do not have one of these versions, download the latest version from the following links:

You also require a 16-bit sound and a 256-colour video card, as well as multimedia speakers. If you are unsure, we strongly suggest you <u>test your system</u> to verify that it meets with the minimum requirements.

Q: Do I need to download anything to view this presentation?
A: No, you need not download any additional software. You simply require a PC or Mac, with an active internet connection, and recent version of Internet Explorer (version 5 or higher) or Firefox (version 1.2 or higher) and Real Player or Windows Media Player (version 6.4 or higher). If you do not have one of these versions, download the latest version from the following links:

Q: My Presentation rebuffers a lot and when the video plays, it is choppy. What is the problem?
A: You may not have enough bandwidth to support the selected audio or video stream. Please select a slower stream speed by clicking "change speed" below the media player. Audio-only requires an Internet connection speed of approximately 20kpbs and broadband video requires up to 350kbps of available bandwidth. Click here to test your system (Bandwidth test is available for all browsers with the exception of Netscape Navigator 4).

Q: The video won't play at all. What do I do?
A: You may be experiencing difficulties with video for the following reasons:
- Unsupported media player or dated version of Real Player or Windows Media Player: We suggest you test your system and download the latest version of Real Player or Windows Media Player if required.
- Internet connection interrupted: Ensure that your connection to the internet is active.
- Accessing media file from behind a corporate firewall: Occasionally, corporate firewalls and/or proxy servers do not allow video to play through internal corporate networks. You will need to either connect to the broadcast site from outside of the firewall or ask your MIS department to open port 80 which supports audio & video streaming.

Q: I cannot hear the audio when the presentation is playing
A: Ensure that you have the correct version of Real Player or Windows Media Player installed on your computer. If you do not have one of these versions, download the latest version from the following links:

Also verify that your speakers are turned on and that the volume is set at an audible level.

Q: Why does the audio sound scratchy, or inconsistent?
A: Make sure you have the appropriate media player installed on your computer. Make sure your speakers are turned up, and connected, and your connection to the Internet is active.

Q: Why can't I see the web content?
A: Your browser may not be properly configured to view your chosen stream format (Real Player / Windows Media Player). If you are using Internet Explorer, check your "Internet Options", and if you are using Netscape, verify your "Preferences" to ensure the formats are supported.

Q: I cannot login to the presentation. Why not?
A: If you cannot login to the presentation, the author may have put in access control rules that apply to only a specific list of viewers. We suggest you contact the presenter directly.

Q: What do I do if I'm behind a corporate firewall?
A: Occasionally, our visitors have trouble viewing streaming media content because they are behind a corporate firewall. Please use the information below to eliminate this problem.

Media Player Firewall Information
You will need to either connect to the broadcast site from outside of the firewall or ask your MIS department to open port 80 which supports audio & video streaming. For more information on firewall settings click here.