

Please be sure that you have the latest version of Windows Media Player, RealPlayer, and/or QuickTime Player. One or all of them might be necessary for the videos to play properly on your computer. Please check the site carefully to determine which media player is required.

Also, be sure that the privacy setting (found in the "Internet Options" toolbar) for your browser is set to "medium" or "low." You might need to delete your temporary Internet files, history, and cookies to be able to view the Web page correctly.

Certain Web sites also require extra media plug-ins in order for the videos to play properly. These sites will always provide you with a link to download and install the necessary software to view the site.

If you have any Internet security programs such as a firewall, pop-up blocker, or anti-virus software, please disable these programs and try accessing the content while they are not running. If you have any parental controls installed on your computer, be sure to disable these as well.

If you are accessing the Internet over a wireless network or any computer connected through a Local Area Network (LAN), check your router settings and see if the router has a firewall already pre-configured into the device. An easy way to check this is to do the following:

- 1) Click on the icon labeled "My Network Places" on your desktop.
- 2) Then click on the link in the left-hand margin labeled "View Network Connections."
- 3) Find the wireless or LAN connection and it will say one of the following:

A: Connected

B: Connected, Firewalled

If your router is "firewalled," you might need to disable it to gain access. We also advise that you reset the router manually by disconnecting it from the power supply and then reconnecting it.

Finally, be sure that you are accessing the site through Internet Explorer and that it is the latest version. All Web sites are setup to work with Internet Explorer browser, but might encounter errors when opened in other Web browsers. These errors might be preventing access to the videos on the Web site.

## Windows Media FAQ

Q 01: My Windows Media Player screen is green with pink wavy lines. Why?

A This is most often caused by pop-up blockers. You need to turn off all pop-up blockers or add our site to your exceptions list.

Q 02: My Windows Media Player buffers in the middle of a video and/or the video seems really choppy. Why?

A The buffer is related to the amount of video you download before it actually begins to play. Increasing the buffer might enhance streaming performance, especially if you have a 56K modem. Change the Windows Media Player buffer for better performance.

Here's how to change the buffer:

In the Windows Media Player, right-click on the video. Select "Properties." Choose the "Advanced" tab. Highlight "Windows Media Source Filter." Click the "Properties" button. Increase the "Buffer" to 30 seconds. Select the correct bandwidth option for your connection.

Note: To ensure that videos stream as smoothly as possible, be sure that you have selected the correct bandwidth option for your connection. Use the "Modify" button in the menu bar on any page to change your bandwidth connection speed at any time.

Q 03: How do I set the Windows Media Player to function behind a proxy or firewall? (not for people with modems or other kinds of direct connections to the Internet.)

A Some schools and offices have firewalls or proxy servers which stand between your computer and the Internet. If this is your case, you need to make sure that your player is setup to pass through the firewall. In the Windows Media Player, right-click on the video. Select "Properties." Choose the "Advanced" tab. Highlight "Windows Media Source Filter." Click on the "Properties" button. Click on "Configure Proxy Settings," then enter the name (or IP address) of your proxy.

Q 04: Whenever I try to view a video, it tries to connect to the server...then it says "closed." How come?

A To find out more information on what the error is, right-click in the viewing window of your Windows Media player after it says "closed." Select "Error Details" from the menu. This should give you more information on what the problem is so you can find the correct "Help Topic" here.

Q 05: I downloaded the Windows Media player, but every time I try to play a video it says, "The specified stream type is not recognized." Why?

A Are you running Windows NT? We've determined that NT users who do not have permission to install software will see the Media Player installation run and appear to work, but in reality the codecs don't get updated. This causes problems. See your network administrator for proper installation.

Q 06: I received a "connection to the server failed," "could not connect to the server," or some other similar message. Why?

A Chances are the Web site is experiencing heavy Web traffic at the moment, which is tying up our streaming server. Try to watch the video again later and it should be fine.

Q 07: I have a T1 or cable connection, but whenever I try to watch a video it is choppy or the frame rate is much slower than the audio rate. Why is this?

A If you have tried increasing your buffer size and made sure you have the proper bandwidth selected then most likely this is caused by your having either outdated hardware (a Pentium or lower), an outdated operating system (Win 3.1), an outdated browser (Netscape 3, IE3), or not enough memory, video memory, etc. The Windows media codecs are optimized for Pentium III and run fine on Pentium II, but on a Pentium or lower they might not work properly. You also need a decent amount of system resources, RAM, virtual memory, etc. to get good results.

Q 08: Every time I go to play the video, I get a GPF Error. How come?

A This kind of error usually pops up due to a software conflict or improper install of system level software. Try the latest update for Windows and Internet Explorer.

Q 09: My Internet security settings do not allow the new decompressor to be installed. How can I fix this?

A This is caused by the Windows Media player's attempt to automatically install a newer version of the codec needed to play the video. Before you click to watch the video, set your browser's security in the preferences (or Internet options) to low. Then click to watch the video and you should not get this error. After you have watched the video you can reset your browser security back to medium or high and watch all the videos you want since Windows Media player will have properly installed the newer version of the codec.

Q 10: In Windows Media player, every time I try to play a video it says, "the specified stream type is not recognized," the colors appear strange, or I see the video fine but I don't hear anything. Help!

A You might need the newest Windows codec (the compression algorithm for the media file). When you first attempted to install Windows Media Player, you might not have had the necessary permission to install software, or your Internet security might have been set to medium or high. This will prevent the codecs from being properly installed. Change your Internet security to low during the installation process, or see your network administrator for proper installation.

Q 11: In Windows Media Player, I clicked on a video and it asked if I wanted to download and install a new codec. What should I do?

A If you try to view a video and your computer asks you if you want to install a new codec, check your security settings before selecting "yes." Here's how:

In Internet Explorer, in either the "View" or the "Tools" menu, find the "Internet Options" dialog box and open it. Click on the "Security" tab in this window. Make sure that your security setting for the Internet zone is set to "Low" before installing the new codecs. If you select "Yes" to add a new codec, you must restart your system for the new codec to function properly. If you installed a new codec, but did not follow these instructions, you might now be having problems.

Q 12: I installed a new codec and now I'm having problems watching or hearing the videos. Why is this happening?

A You must restart your system for the new codec to function properly.

Q 13: Every time I try to open a video it says the file path is incorrect. Why?

A This can be caused by a number of problems. If every video you try to watch on our site returns this error, it is a temporary problem caused by excess stress on our streaming server. During regular business hours, this should only take a few minutes to fix once we are aware of the problem, so check back soon and everything should work. On the other hand, if you only receive this error for one particular video, then it is possible that the video file has been corrupted. We would appreciate your feedback so we can fix it. Please include the Title of the Video and the scene number when corresponding.

Q 14: Why doesn't the video look as good as TV screen resolution?

A Huge amounts of bandwidth are required to transmit TV-quality video over the Internet. As prevailing modem speeds increase, Internet video will increase and look better. In the meantime, we just have to be patient.