

ILS.imgondemand.com Video Streaming Player Guide

SYSTEM REQUIREMENTS

What type of browser do I need to view the videos posted on ILS.imgondemand.com?

Any modern Web browser will support the videos posted on ILS.imgondemand.com. This includes Internet Explorer 7 or higher, Firefox 3.0 or higher, and Safari 4. It is recommended that you update your browser to the latest version for the best results. For Mac OS X users, Safari is the browser of choice for viewing the videos.

Also, you must enable cookies and JavaScript on your chosen web browser, as well as turn off any pop-up blocker.

Browser	Operating System	Download Location
Internet Explorer 8	Windows	http://www.microsoft.com/windows/internet-explorer/worldwide-sites.aspx
Internet Explorer 7	Windows	http://www.microsoft.com/downloads/details.aspx?FamilyId=9AE91EBE-3385-447C-8A30-081805B2F90B&displaylang=en
Firefox 3.6	Windows, Mac OS	http://www.firefox.com
Safari 4	Mac OS	http://www.apple.com/safari

What operating system do I need to view the videos?

Windows 98 SE or later (including Windows XP, Vista, and Windows 7) or Mac OS X 10.3.9 or later.

Do I need special software to view the videos?

You will need to have installed the latest version of Windows Media Player (for Windows) or Flash (For Windows and Mac) or Flip4Mac Windows Media Components and Quicktime (for Mac OS X). These are free downloads. The table below lists links for current versions and download locations.

Operating Systems	Media Player Recommended Version	Download Location
Windows Vista and Windows 7	Windows Media Player 11	http://www.microsoft.com/windows/products/winfamily/mediaplayer/default.aspx
Windows XP Service Pack 2 (SP2)	Windows Media Player 11	http://www.microsoft.com/windows/windowsmedia/player/11/default.aspx
Windows XP, Windows XP SP1	Windows Media Player 10	http://www.microsoft.com/windows/windowsmedia/mp10/default.aspx

Operating Systems	Media Player Recommended Version	Download Location
Windows Me, Windows 98 SE	Windows Media Player 9	http://www.microsoft.com/windows/windowsmedia/player/9Series/default.aspx
Mac OS X 10.3.9 or later	Flip4Mac Windows Media Components <i>and</i> QuickTime 7.0 or later	http://www.microsoft.com/windows/windowsmedia/player/flip4mac.msp http://www.apple.com/quicktime
Mac OS X 10.4 or later	Flash 10	http://www.adobe.com/software/flash/about/
Windows XP, Vista, Windows 7	Flash 10	http://www.adobe.com/software/flash/about/

I can't download the required software to my computer. What do I do?

Ask your network administrator or IT support staff for assistance in downloading and installing the necessary software.

What type of Internet connection do I need?

At least a DSL or Cable Internet connection is recommended for the best experience. The High Quality Windows Media and Flash video streams require an internet connection of at least 400 kbps to play the video back smoothly. You may experience problems with slower, dial-up connections if you attempt to view the Windows Media High or Flash stream. If your video is buffering a lot or stuttering please use the Windows Media Low link to view the webcast.

Are Caption Files Available?

ILS currently does not provide captioning services but is in the process of examining the need for our viewers. If you would like the option to view captions for future webcasts, please contact e.keene@ilslaunch.com.

Will the video be archived?

Yes, the live event will be archived and available shortly after the live event concludes. The archive will be available until the next live event takes place.

TROUBLESHOOTING ISSUES

Why aren't the videos playing in my browser?

Make sure your operating system, web browser, and version of Windows Media Player (for Windows) or Flash (Mac OSX and Windows) or Flip4Mac/Quicktime (for Mac OS X) meet the requirements listed above. If you've just installed new software, you may need to restart your computer before accessing the video content.

I can see the videos, but I don't have any sound.

If you meet the system requirements listed above, make sure your computer's volume is turned up and not muted:

- In Windows, you can adjust the system volume in the Sound control panel, found by selecting Control Panel from the Start menu.
- In Mac OS X, choose System Preferences from the Apple menu, and click Sound.
- Your computer and speakers may also have physical volume adjustment buttons or a knob. If so, be sure they are not turned down or muted.
- If you are using headphones or external speakers, make sure they are plugged in, powered on, and connected to the correct headphone or audio-out jack on your computer.
- Finally, see if other applications on your computer are able to make sound, for instance, by playing a music file. If no programs are able to output sound, you may have a problem with your audio hardware or software.

I can hear the videos, but I can't see a picture.

Your Windows Media Player or Flash installation may be out-of-date or damaged. Visit the appropriate download location listed above to download and re-install Windows Media Player (for Windows), Flash (for Windows or Mac OS X) or Flip4Mac/QuickTime (for Mac OS X).

The video is choppy and keeps buffering, or the videos are taking too long to load.

Your connection to the internet may not be fast enough. The video stream requires an internet connection of at least 400 kbps to play the Windows Media High or Flash video back smoothly. It is recommended that you have at least a DSL or Cable Modem connection. You may experience problems with slower, dial-up connections if you attempt to view the Windows Media High or Flash stream. If your video is buffering a lot or stuttering please use the Windows Media Low link to view the webcast.

If you or someone else on your network is uploading or downloading large files, performance may suffer as well. Try quitting any applications besides your web browser that are running on your system.

How do I view the video full Screen?

For the Flash Player click the full screen button on the player control bar.



For the Windows Player High stream click on the full screen button (only works in Internet Explorer).



Full screen mode is not available for the 56K WMV version.

To exit out of Full Screen mode press the escape key or use the button on the player.

When I try to view the videos in Firefox, I am prompted to download a plugin. Is this correct? If so, where can I find this plugin?

Because the Windows Media Plugin is not included in Windows Vista and certain versions of Windows XP, some Firefox users will need to download and install this plugin. The latest plugin is available at <http://port25.technet.com/pages/windows-media-player-firefox-plugin-download.aspx>.

When I play a video, I receive the following message: “The URL which you are attempting to use to access this media is invalid. Please contact your content provider to obtain a new link to this resource.”

There are two reasons why you may be receiving this message:

1. You are not accessing ILS.imgondemand.com videos through the ILS.imgondemand.com video page. You must access the videos from within this page.
2. You need to refresh the ILS.imgondemand.com video page.

How can I download a video from ILS.imgondemand.com?

Videos posted on ILS.imgondemand.com cannot be downloaded.

Why is there is a long delay before a video loads onto the page?

Mac OS X users will experience a delay when a video first loads onto the page when using the Flip4Mac plugin. Please make sure you have the latest version of Flip4Mac to decrease this delay or use the Flash Player.

To check if you have the latest version of Flip4Mac, go to your System Preferences in the Apple menu and choose the Flip4Mac setting. Go to the Update tab and click on Check Now. If prompted, download and install the latest version of Flip4Mac. You will need to restart your browser if it was open during the update.

Why can't I see the controls (e.g., play/pause button) for the video player?

Mac OS X users viewing the videos in Firefox 3.0 or higher will not be able to use the video player controls. It is recommended that you view the Flash stream or use Safari to view the videos instead.