

Webcast Troubleshooting Guide

If you are having problems viewing this webcast in either Real® Video or Flash Media® please consult the following guide for possible solutions.

Ensure that your players are up to date

To view this webcast you will need an up to date version of Real or Flash media player.

To check your Real Media player, open the Real Media player, then click the 'Help' menu and scroll down to 'About Real Player' or 'About RealOne Player.' The About window will tell you what version of Real® Player you own. To view this web cast you will need version 8 or later. To download a current free version click below:

[Get RealPlayer here:](http://www.real.com/realplayer/search) <http://www.real.com/realplayer/search>



To check what version of Flash media player you have , [click here](#). You will need version 10 or later to view this webcast. For a free Flash Player download click below :)

[Get FlashPlayer here:](http://get.adobe.com/flashplayer/) <http://get.adobe.com/flashplayer/>



Check your Internet Connection speed

If you are experiencing a buffering issue or a stutter in the video you may need to check your internet connection speed. Your internet connection speed will determine what stream is suitable for you. You can check your internet connection speed by going to the Advanced Troubleshooting for RealPlayer section of this document or go to: http://us.mcafee.com/root/speedometer/test_0600.asp If you connection speed is less 150kbps you should connect to the "RealMedia dial-up modem connections" link on the Real Media webcasting page.

Audio Issues

If you are experiencing low or muted audio you can increase the audio level on both the Flash and Real Media Player.

- The Flash volume control button is located in the lower right of the player window next to the FULL SCREEN button. If the speaker icon is highlighted in orange then the player is muted. Click on the icon to un-mute. A player that is not muted has blue boxes in the volume control window and can be adjusted by increasing the number of blue boxes.

- The Real media audio mute and volume buttons are located in lower right of the player window. If the speaker icon is highlighted in orange, then volume is muted. Click on the icon to un-mute. Volume control is located next to the speaker icon.

Firewalls

If your computer is protected by a network or stand-alone firewall and you are having trouble viewing the webcast, the firewall may not be configured to allow webcast viewing. To view a webcast, ask your system administrator to open the firewall to allow the webcast to stream through it.

- Real media uses ports 6970 - 7170 for incoming traffic

- The default port for Flash media is 1935; if a port is not specified, the client will attempt to connect to ports in the following order: 1935, 443, and then via RTMPT on port 80.

Advanced Troubleshooting for RealPlayer

- If your player stops in the middle of the meeting, please either refresh the Web page or select the **Start** button on your player.
 - If you are unable to connect to a webcast using RealPlayer, please follow these steps:
 - In your browser, select **View, Preferences**.
 - Select the **Connection** tab. Check to ensure that you have the correct connection speed set. If you are using a network, it will usually be the **LAN/T1** setting. If you are using a modem, it will usually be the 56k **Modem** setting.
 - Select the **Transport** tab. Select **Automatically Choose Best Transport** and then select **Auto Configure**. Follow the prompts and accept the defaults offered.
 - If you are still unable to connect, you may need to check with your system administrator to determine if you are behind a firewall.
 - Firewalled systems may be able to view some types of archived video files that use an HTTP protocol on a Web server. Live streaming files use RTSP (CapitolConnection) or PNM and use only TCP or UDP connections. Firewall ports must be opened.
 - If you experience difficulty (e.g., pulsing, flickering, or intermittent video or audio) when attempting to view live streaming video or archived content, we suggest the following:
 - **PC Users**
 - Click on the **Start** menu button on the Windows taskbar.
 - Go to **Programs**, then **Real**, followed by **RealPlayer**.
 - Once the player launches, click on **Tools**.
 - Select **Preferences**.
 - Select the **Content** category.
 - Under **Media Types**, click the **Advanced** button on the right.
 - Scroll down the list of media types until you reach the listing: **Real-Time Streaming Protocol (RTSP)**.
 - Click on the check box to enable the RTSP media type for your video player.
 - **Apple Users**
 - Open **Internet Explorer's** Web browser.
 - Go to the Web browser's **Properties** menu.
 - Select the **Protocol Helper** option.
 - Scroll down the list until you find **Real-Time Streaming Protocol (RTSP)**.
 - Change the application type to **RealOne Player** or **RealPlayer**, depending on which application you have downloaded.
 - Close the browser. Reopen the browser and test a video link.
 - If your connection is poor or you receive static and varying sound quality, try the following:
 - Reconfigure your RealOne settings by launching RealOne from your desktop.
 - Select **Tools** and then **Preferences**.
 - From the left-hand side of the next screen, click **Connection**.
 - Ensure that your maximum bandwidth is configured to match your minimum bandwidth connection.
 - Set your player to buffer every 30 seconds when needed.
 - From the left-hand side of the screen, **Click Network Transport**.
 - Click **Manually configure connections settings**.
 - From the left-hand side of the screen, Click **General**.
 - Uncheck **Enable a history list** in the **File** menu.
 - Click **Clear History**; then click **OK**.
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