



# FSU Webcast FAQ

<http://campus.fsu.edu/graduation>

## 1. What are the viewer requirements for this webcast?

- Site pop-ups must be allowed (disable pop-up blocker).
- **Windows requirements**
  - Firefox and Chrome users will need to have Silverlight (a free download) installed prior to the webcast.
  - Windows 2000, Windows XP, Windows 2003, or Windows Vista
  - Display resolution of 800x600 pixels or greater
  - Windows-compatible sound card
  - Microsoft Internet Explorer 6.0 SP1 or later, Firefox 2.0 or later, or Google Chrome 1.0
  - Windows Media Player 9.0 or later
  - Broadband Internet connection (256 Kbps & above) for live and on-demand presentations
- **Mac requirements**
  - Mac OS X 10.4.8 or later
  - Safari 2.0.4 or later or Firefox 2.0 or later
  - Silverlight 1.0 or later
  - If you do not have Silverlight 1.0, you will be prompted to install it when you view a presentation.
  - The following features are currently NOT available with the Silverlight Player: playback speed control, closed-captioning, and full-screen video.
- **Additional considerations**
  - To view Mediasite presentations using Firefox over Windows Vista or Windows XP, use the ActiveX Plug-in you are prompted to download when you first attempt to view a presentation.

## 2. How can I adjust the volume?

Click and slide the volume control under the video window. Also make sure your computer's system volume is turned up or un-muted.

## 3. Can I save the PowerPoint presentation?

You cannot save the PowerPoint as a PowerPoint, but you can right-click each slide and save the image.



#### 4. Why can't I Ask a Question with the ask a question button?

The Ask a Question feature has been deactivated for this webcast.

#### 5. Why can't I access the take a poll window?

The View Polls button has been deactivated for this webcast.

#### 6. How do I watch the presentation after the webcast has ended?

Use the same URL (link) that you used to watch the live webcast.

- **Additional Issue:**

- There are several quirks with Windows, Windows Media Player, and Internet Explorer that can cause the playback of Mediasite presentations to fail. Here are some things to look into when playback doesn't work.

- **Solution(s):**

- **Windows Media Player**

- Install / reinstall the latest version of Windows Media Player (version 11 at the time of writing)
- Go to the Tools ► Options ► Player menu. Check the "Connect to the Internet" option.
- Go to the Tools ► Options ► Performance menu. Choose a reasonable connection speed, taking into consideration your connectivity and the bitrate of the content you are attempting to view.
- Under "Streaming Proxy Settings" click Configure and verify the settings, if applicable.
- Go to the Tools ► Options ► Network menu. Verify that the RTSP/UDP, RTSP/TCP and HTTP check boxes are checked. If this step doesn't work then try the following settings, playing back the presentation after each step:
  - Uncheck RTSP/UDP and RTSP/TCP and leave the HTTP check box checked.
  - Uncheck HTTP and RTSP/TCP and leave the RTSP/UDP check box checked.
  - Uncheck HTTP and RTSP/UDP and leave the RTSP/TCP check box checked.

- **Internet Explorer**

- Go to the Tools ► Internet Options ► Connections menu
  1. Click Add
  2. Choose "Connect to the network via broadband"
  3. Enter a name then click finish
  4. Click Ok
  5. Select "Never dial a connection"
  6. Click Ok
- Check that File ► Work Offline is not checked
- Check firewall settings
- These ports need to be open to view a presentation (Windows Media Player 11 and Windows Media Server 2003)
  - 5005 UDP
  - 554 TCP
  - 554 UDP
  - 80 TCP

