

# Fitzwater Center Live Webcasts

Franklin Pierce University webcasts allow us to share our programming and resources with both internal and external computer audiences. To play a live webcast successfully, you will need to ensure that your computer is properly configured to view the online media.

Start by looking over the **Viewing Tips** below. Give yourself time for any necessary troubleshooting. Our webcast streams will go live two hours ahead of the official start of the webcast, and this is a just one opportunity to test your computer.

If, after going through the Viewing Tips below, you still have questions regarding the quality of your webcast reception, you can contact the Fitzwater Center at 603.899.1039.

## Viewing Tips

To help maximize the quality of your Fitzcast viewing experience, please review the following Viewing Tips prior to the scheduled webcast.

**Check your computer system to see that it is capable of receiving a webcast successfully.**

- **RemoteApps and VDI users should view the stream from another machine.** The sound and video will be choppy and likely not sync well.
- **Do you have enough computer processor and memory to view the Webcast?**  
We recommend that a PC have at least 1 GB RAM, and that an Apple computer be at least MacOS X or later with 1 GB RAM
- **Do you have audio capability?**  
Be sure you have a sound card installed with your CPU. And, you may need speakers or headphones.
- **Is your video/graphics adapter driver updated?**  
Update the drivers for your computer system's video/graphics adapter and Microsoft DirectX from Windows Update to ensure you can view the webcast (your IT staff or network administrator might be able to help with this).
- **What Internet Web browser are you using?**  
Make sure you are using Microsoft Internet Explorer 8.0 or higher (XP), Internet Explorer 9 or higher (Win. 7 Win. 8), Chrome, Firefox, or Safari.
- **Do you have a good media player installed?**  
If you do not have one, Windows Media Player is available free online for downloading. Mac users should download QuickTime by Flip4Mac. VLC ([videolan.org](http://videolan.org)) is also a well-known and reliable player that is freely downloadable cross platform player that we recommend.

- **Do you have broadband/cable Internet connectivity?**  
This is highly recommended.
- **Do you have Java or Java Plugin software installed?**  
This is highly recommended and available for free download at Java or Java Plugin.

### **Check your firewall.**

- Franklin Pierce University's server attempts to deliver the stream using HTTP over port 80; however, your firewall may drop the connection prior to HTTP delivery if it is configured to block live streams. Check with your network administrator.

### **Learn about buffering.**

- The media player needs a certain amount of video buffered into memory before it can play. What can keep your computer from buffering successfully?
  - You have a slow network connection such as dial-up or satellite;
  - You have too many programs running simultaneously on your own personal computer;
  - Too many people are using the local network; or
  - The computer might be too slow to play the stream.
- It can take 20 to 40 seconds of video buffering before a stream arrives, so please be patient.
- If you are still having difficulties, reboot the computer and connect only to the stream. Do not open any other programs.

### **Test your computer/network configuration and your Internet connection and do this well before showtime – ideally, you need to allow yourself time to troubleshoot any issues. And it doesn't hurt to do it again on the day of the webcast – just in case!**

- **Testing can be done with any online webstream...try YouTube or Ustream, but testing can also be done during our pre-show two-hour testing period.** Be aware that you might not have enough time to troubleshoot if you wait until the day of the webcast.
- **Before you start the test,** make sure you have done everything you can to ensure that you will have enough bandwidth to buffer what is needed to play the webcast. In addition to making sure you have an updated computer system and a fast network connection,

- Please close or reduce other computer applications, exit your email program, and in general do what you can to conserve memory for the webcast video and audio.
- If possible, minimize the number of people in your facility who are on the local network. Can they watch the webcast with you? Could they do some other non-computer-related task for the length of the testing or webcast?
- **If you do not have any video or audio...**double-check the timing of the webcast. It is possible that the program has not yet begun or has already ended; Franklin Pierce is in the Eastern Standard Time zone. If that is not the issue:
  - Check that you have the most recent version of Windows Media Player installed.
  - Check that you are connected to the Internet or to your local network.
- **If you can see the video but do not have audio...**
  - Check that your speakers or headphones are working and that the speakers' volume control is turned to a comfortable level.
  - Check your computer system volume setting. Go in to the computer's control panel and adjust the system volume. You can further adjust the volume by adjusting the volume slider.
  - Check that you have the most recent version of Windows Media Player installed.
  - Check that you do indeed have a sound card and that you have the correct and most up-to-date drivers for the sound card.
- **If you can hear the audio but do not have video...**you might not have enough bandwidth available to play both the audio and the video. Audio requires less bandwidth, so it is possible to receive the audio but not the video.
  - You can try to increase the buffer setting by starting the Windows Media Player (but this will increase the time it will take to fill the buffer before the player can playback):
    - In the Tools menu, select Options
    - In the Options dialog box, select the Performance tab
    - Under network buffering, choose the Buffer Option and enter 30 in the box (The maximum setting is 60)
    - Select Apply and Okay
- **If you started the webcast with both audio and video, but one or both suddenly stop:** try selecting the **Stop** button in the media player, and then select **Play**. This will attempt

to reconnect your computer to the stream. If this does not work, close the media player and reopen the link in the originating web page.

- **And if buffering continues to be a problem...**
  - Close the media player and clear the history and cache in your browser. Close the browser, re-open it, and then try reconnecting to the webcast;
  - Wait a few minutes until after the natural network congestion of the webcast's opening moments, and then try again; or
  - Try using a different computer.

### **Learn how to maximize the image quality of the webcasts.**

- The video image quality of a webcast differs from a television broadcast in that the video must be compressed in order to stream it over the Internet. Compression results in reduced image resolution and a smaller (less than full screen) frame size, so a webcast is best viewed within a smaller window on the computer screen.
- When launching Windows Media player software to view a webcast, the player will usually open automatically to the best size for viewing. Media player software does include a feature to enlarge the video image to full screen. However—and try it for yourself and see—the image will lose sharpness and clarity when enlarged. If the image is fuzzy, reduce its size to reach a comfortable viewing balance between size and image quality.

### **Group viewing encourages discussion and saves bandwidth, both of which can add to the quality of the webcast experience. Plan to view with a group.**

- Group viewing encourages discussion and requires less bandwidth, so arrange a central webcast viewing station; this could be a computer with the largest monitor available or a projector with a computer.
- Be sure you have speakers – headphones will not work with a group. And test ahead of time.
- Because laptop display modes can be challenging, test projector and laptops together. And test ahead of time.
- Open the webcast video in an external player and resize and test the webcast video for optimal playback.
- Have a spare computer nearby for audience questions or as a back-up, for testing or to reach Webcast support.

- Have a phone nearby for audience questions and for Webcast support calls.