

## GFMS Webcasts - Help Page

### Help Contents:

What are the minimum system requirements to view this presentation?	1
Do I have the correct player installed?	1
How do I configure Internet Explorer to view these presentations?	2
How do I configure Netscape Navigator?	3
Firewalls	3
FAQ's	4

### What are the minimum system requirements to view this presentation?

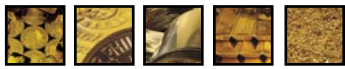
Operating System Win98SE, WinME, WinNT4, Win2000, WinXP  
Processor Intel Pentium II 266 MHz processor  
RAM 64 MB of RAM  
Modem (audio-only) 56Kpbs modem  
Sound card 16 bit sound card and speakers  
Video card 256-colour video card  
Windows Media Player Click here to download the free Windows Media Player now!

### Do I have the correct player installed?

In order to view video and audio content within this presentation you must have Windows Media player installed. Click on the image below to download the latest version of the player.



Note: For WinNT users, please select version 6.4 from the select version drop down menu. For more information about minimum and recommended system requirements, visit [Windows Media Player 9 Series System Requirements page](#).



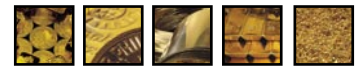
## How do I configure Internet Explorer to view these presentations?

### Windows:

- Click on Tools, which is located on the IE menu bar
- Select Internet Options
- Click the Security Tab
- Click on the Custom Level button
- Configure the categories by following these steps:
  - Active X Controls and Plug-ins
    - Enable Download signed ActiveX controls
    - Enable Run ActiveX controls and plug-ins
    - Enable Script ActiveX controls marked safe for scripting
  - Cookies - Enable both options
  - Downloads - Enable File Download
  - Miscellaneous - Set Software channel permissions to Medium safety
  - Scripting - Enable all options
  - User Authentication - Skip this category
  - Click OK
- Select the General Tab
  - Click the Settings button (located in the Temporary Internet Files category)
  - Click the option marked - Every visit to the page
  - Click OK
  - Click the Delete Files button (located in the Temporary Internet Files category)
  - Click OK
  - Click the Apply button located at the bottom
  - Click OK
- Click the Refresh icon on the toolbar and try the broadcast again

### Macintosh:

- Click on Edit, which is located on the IE 5 menu bar
- Click on Preferences
- Under the Web Browser, click on Web Content
  - Enable all options in the Active Content section
  - Next click on Cookies under the Receiving Files section
  - Make sure that the selection for When receiving Cookies: is Never Ask
  - Click OK
- Click the Refresh icon on the toolbar and try the broadcast again



## How do I configure Netscape Navigator?

### Windows:

- Click Edit, located on your Netscape toolbar
- Select Preferences
  - Click the word Advanced. Make sure Advanced is highlighted
  - Enable the following options in the Advanced category by checking the boxes next to them:
    - Automatically load images
    - Enable Java
    - Enable JavaScript
    - Java Script for Mail and News
    - Enable style sheets
  - In the Cookies category, select Accept all cookies
  - Click the + sign to the left of the Advanced category
  - Select Cache under Advanced:
    - Click the Clear Memory Cache and Clear Disk Cache buttons. (Click OK after each button)
    - Under the Document in cache is compared to document on network category, select Every time
  - Click OK
- Click the Reload icon on the toolbar and try the broadcast again

### Macintosh:

- Click Edit, located on your Netscape toolbar
- Select Preferences
  - Click the word Advanced. Make sure Advanced is highlighted
  - Enable the following options in the Advanced category by checking the boxes next to them:
    - Automatically load images and other data types
    - Enable Java
    - Enable JavaScript
    - Enable Java Script for Mail and News
    - Enable style sheets
  - In the Cookies category, select Accept all cookies
  - Activate the open arrow next to Advance to access additional functions
  - Select Cache under Advanced.
    - Click the Clear Disk Cache Now button
  - Under the Page in cache is compared to page on network, select Once per session
  - Click OK
- Click the Reload icon on the toolbar and try the broadcast again

## Firewalls

If you have problems delivering or receiving Windows Media streams, you may need to open additional ports in your firewall. Follow the link below for a brief explanation on firewalls, a description on how Windows Media interacts with firewalls, and suggested firewall settings:-

<http://www.microsoft.com/windows/windowsmedia/serve/firewall.aspx>



## FAQ's

**Q: The video plays but I can't hear any audio.**

A: Make sure that your computer has a sound card and speakers and that the volume is turned up. If you do have a sound card but you still cannot hear audio, the content that is being played probably uses a compression codec that is not installed or is incorrect on your system. To make sure that you have all of the currently supported codecs, re-install the Windows Media Player or download the Windows Media Codecs 8.0 Installation Package . To do so, visit the following link:- <http://www.microsoft.com/windows/mediaplayer/download/default.asp>

**Q: I can hear audio, but it hisses, pops, sounds scratchy, or sometimes drops in and out.**

A: Verify that you are using the proper and most up-to-date drivers for your sound card, poorly implemented or incorrect sound card drivers may cause problems with compressed audio. Uncompressed audio files will often play correctly even with bad or mismatched drivers so many users are unaware of badly performing drivers until they use streaming media.

**Q: The audio/video plays but it pauses sometimes and the player says "buffering".**

A: This is caused by network congestions, meaning there is not enough available bandwidth for the selected stream to play. Select a lower bandwidth stream or try again when the network is less congested.

**Q: The quality of the video is poor or has random flashes and spots**

A: Make sure you have the latest drivers installed for your video card. Close all other applications on your computer and set your monitor resolution to millions of colours.