

## FREQUENTLY ASKED QUESTIONS WITH ANSWERS FROM POWERMEDIAPLUS PROBLEMS AT HOME? READ THIS.

### What are the recommended system requirements for PowerMediaPlus.com?

#### PC System Requirements (Minimum)

- Pentium III-based PC
- Windows 98 SE
- 128 MB of RAM
- 100 MB available hard disk space
- Windows Media Player 7.10

\* Internet Explorer 6.0.x, Netscape 7.2, FireFox 1.0



#### PC System Requirements (Recommended)

- Pentium IV-based PC
- Windows XP with SP2
- 512 MB of RAM or greater
- 10 GB available hard disk space or greater
- Windows Media Player 10.0 or later
- Internet Explorer 6.0, Netscape 7.2, FireFox 1.0 or later

#### Mac System Requirements (Minimum)

- 300 MHz PowerPC
- OS 10.0
- 128 MB of RAM
- 100 MB available hard disk space
- QuickTime 6.0.2
- Mozilla Firefox 1.0 or Safari 1.2.4

#### Mac System Requirements (Recommended)

- 1.8 GHz PowerPC or greater
- OS 10.3.8 or greater
- 512 MB of RAM or greater
- 10 GB available hard disk space or greater
- QuickTime 6.5.2 or later
- Mozilla Firefox 1.0 or Safari 1.2.4 or later

### What are the streaming limits for my Internet connection?

Connection Type	Maximum Speed	Maximum Speed	Likely 300k Streams
Satellite	1 mbps	10 users	7 users
DSL	1.5 mbps	15 users	11 users
T1 Line	1.5 mbps	15 users	11 users
Cable	3 mbps	30 users	22 users
T3 Line	44.7 mbps	447 users	379 users
OC-1 Line	51.84 mbps	518 users	440 users
OC-3 Line	155.52 mbps	1,555 users	1,321 users

Most SE Ohio Schools

### When I try to log in with a general passcode, the system says I entered an incorrect log in.

Make sure to enter upper and lowercase letters.

### When I try to log in, I am repeatedly returned to the log in screen.

You may be running a version of Norton Internet Security with Privacy Control activated. *\*This may also happen with other security suites. Currently this error has only been replicated with Norton Internet Security users. Browser Privacy can be disabled for all or specific Web sites. When this feature is disabled for specific Web sites, privacy*

information is sent only to the sites specified. When Browser Privacy is disabled through Custom Level in Privacy Control, private information is released to any Web site that requests it. Check with your technical advisor on what is best for your system.

**As I navigate the site, some pages are turning blue and not uploading all page information.**

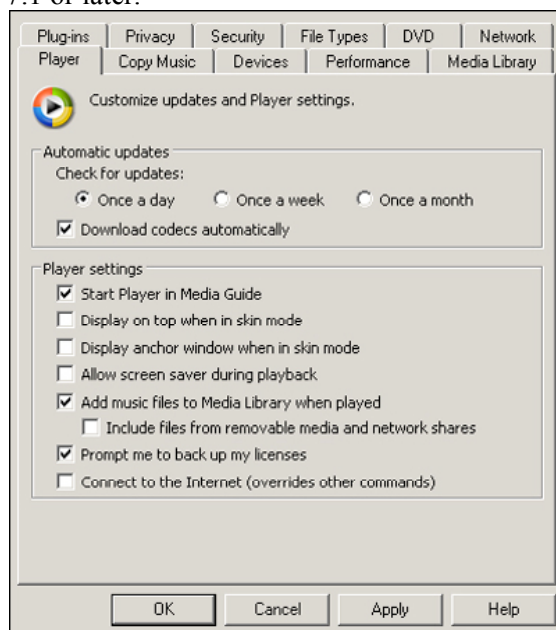
You may need to check your version of Internet Explorer. With your browser open, go to Help » About Internet Explorer. If you have version 5.0 or 5.5, you need to upgrade. Go to <http://www.microsoft.com/downloads> and use their link to download Internet Explorer 7.

**I don't see a media player when I click on "Play" to watch a video.**

You may need to install a media player. Consult with your administrator or technical advisor to download the necessary software for Windows Media Player or QuickTime.

**I can't see the videos on the media player page.**

1. Make sure your Internet browser is set so that "cookies" are enabled.
2. Check the version of your media player.
  - a. If you are a Windows user, you may have to upgrade to the most recent version compatible with your operating system; for example, the most recent version of Windows Media Player compatible with Windows 98 is Windows Media Player 9. You can upgrade at <http://www.microsoft.com/downloads>.
  - b. If you are a Macintosh user, make sure your QuickTime settings for Connection > Transport Setup are automatically determining the best protocol and port ID.
3. Check with your administrator to see if you are running a network packet-filtering device that is blocking Windows (.WMV) or QuickTime (.MOV) files.
4. Windows PCs. If it still doesn't work, Windows Media Player may not be automatically updating the "codecs." To check this, open Windows Media Player, go to Tools, and choose "Options." Make sure that your player is marked to check for updates "Once a day" and to "Download codecs automatically." Then click on "Apply" and "OK." You can also go to <http://www.microsoft.com/downloads> and select "Windows Media." From here you can choose to download the "Codec Installation Package for Windows Media Player 7.1 or later."



5. If you are using Mozilla Firefox instead of Internet Explorer, go to the following site to download Microsoft's plug-in to use Windows Media Player 9:  
<http://www.microsoft.com/windows/windowsmedia/download/plugin.aspx>

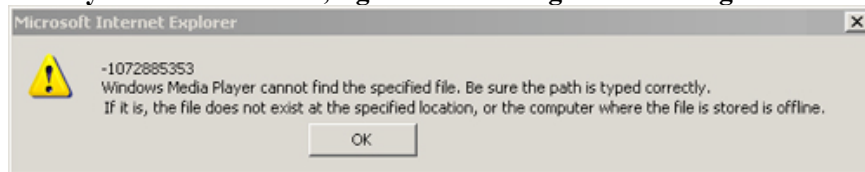
**Windows PCs. When using Internet Explorer and Windows Media Player, I cannot see closed captioning when in full-screen mode.**

Make sure that that Windows Media Player 10 is installed and captions are turned on. Full-screen captions will not play in Windows Media Player 9.

Make sure that captions are turned on in Windows Media Player.

1. Start Windows media player outside of the browser in order to change global player settings.
2. On the play menu, point to Captions and Subtitles, and then click on "If available."

**Windows PCs. When I try to stream a video, I get the following error message:**



You may be behind a firewall or proxy server that is blocking HTTP requests on port 80. The calls made from PowerMediaPlus.com to the actual videos require this port to be open for video streaming to function. Check with your technical advisor on how to ensure that port 80 is open.

**When I'm streaming a video, the video is blurry, choppy, and just poor quality.**

1. Check with your administrator to see what size files your system is using, 100K or 300K. If you are using 300K files, contact TechSupport@clearvue.com for further help.
2. Test streaming during non-peak hours to rule out internal network congestion.
3. Download the media to your computer.

**I'm using QuickTime. Why can't I see the video in full-screen view?**

When clicking on the link to open the video in a QuickTime window, you have to wait until the window adjusts to the set playing size before you can resize the window to full-screen view. QuickTime has not seen fit to allow users of their free QuickTime Player software to view in completely full screen. You will be able to see a fairly large image. One must buy QuickTimePro to see movies that fill the entire screen.

**I can't download videos. I can only stream them.**

This is a function assigned by your local administrator. Check with him or her to see what the policy is for your building. If streaming is not possible due to bandwidth problems, downloading segments is the answer. Students should not be given permission to download video files.