

Web Cast Help

Here are some questions and answers for anyone who may need some help viewing the CMS seminar for employers.



- **What is Windows Media Player?**
 - **Where can I download Windows Media Player?**
 - **Can I test my Windows Media Player installation?**
 - **Do I need a connection to the internet to view the webcast?**
- **What speed internet connection do I need**
 - **I clicked the link but I don't get the webcast.**
 - **I can hear audio, but don't see any video.**
 - **My media player shows video but there isn't any sound.**
 - **No one in the building can receive the webcast/How do I open a firewall to allow the webcasts?**

What is Windows Media Player?

Windows Media player enables users to use a full range of digital media activities, including playback of CD audio, streaming and downloaded audio and video, jukebox capabilities for CD recording, media management, Internet radio, and innovative integration to support the next generation of portable music devices.

Where can I download Windows Media Player?

Go to [Welcome to Windows Media Player](#) and choose the link that says "Download Windows Media Player 7.1"

Can I test my Windows Media Player installation?

Yes. If you wish to test your installation before the webcast, you can try to view [this short clip](#).

Do I need a connection to the internet to view the webcast?

Yes. A minimum connection of 56k is recommended for a satisfactory viewing experience.

What speed Internet connection do I need?

Any speed greater than 28.8 Kbps will stream the media. However, a minimum connection speed of 56.6 kbps is highly recommended. Naturally, the closer your connection speed is to the speed we stream at, the better your viewing experience.

I clicked the link but I don't get the webcast?

Have you restarted your computer after installing the Windows Media Player?

I am hearing audio, but no video

Newer programs require that Windows Media Player install some additional software on your computer in order for you to see the video portion of a program. In order to do that, someone with Administrator access to the computer (probably one of your system administrators) must attempt to watch one of the newer webcasts.

My media play shows video but there isn't any sound

Possible problems are:

- Your speakers are turned off.
- Your speakers are not plugged into the speaker jack on the back of your computer.
- You don't have speakers.
- Your sound properties are turned down or muted.

No one in the building can receive the webcast/How do I open a firewall to allow the webcasts?

If you are behind a firewall, Windows Media Player requires that you be allowed port 80 (Web) and port 1755 (Windows Media Technologies) TCP, and port 1755 UDP.

These ports **MUST** be open on your firewall for you to view the webcast