

Project Volume

WEB VIDEO PLAYBACK CHECKLIST

If you are having problems with viewing web pages and loading content such as streaming video, you may be able to resolve the problem by performing the following checks.

- 1) Refresh the webpage
- 2) Close and re-open your browser application
- 3) If this does not work, go to the preferences for your browser, reset your browser and empty the browser cache. You could even try restarting your computer.
- 4) Try loading the page using a different browser. A browser is the application you use to view web pages on your computer. There are several browser types available: Safari, Firefox, Opera, Internet Explorer, for example.

Each browser has a different way of handling and presenting web page content. This is why it is sometimes useful to view web pages using different browsers.

The presence of necessary plug-ins on your computer can also influence the ability of your browser to load and display web page content

correctly. Plug-ins enable you to load certain types of media content into your web browser.

5) Check that your internet connection is fast enough to play streaming video. Most streaming video we use requires broadband (fast) internet connection. If you do not have broadband, or, if your broadband is not working properly, it will lead to problems with playback. For example, videos will not play, or will stall.

Below are links to different web browsers that are freely available to download via the internet.

Different versions of each browser type are available for different computers and operating systems.

Firefox

<http://www.mozilla.com>

Safari

<http://www.apple.com/uk/safari/>

Opera

<http://www.opera.com/>

Internet Explorer (PC only)

<http://www.microsoft.com/uk/windows/internet-explorer/default.aspx>

Note:

If you are using your own computer it is important to regularly check for and install software updates onto

your computer in order for it to run properly.

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