

In order to view the videos, your computer have Apple QuickTime (version 6 or later) installed -- for a free player, go to <http://www.apple.com/quicktime/download/>

If you do not have QuickTime installed:

You may get a popup box saying “You will need QuickTime to view this page. Would you like to install it now?” Click on the “Yes” button.

You will be taken to the Apple download website. Download and install the latest version of QuickTime available for your operating system.

* Note that if you do NOT want iTunes (a digital music management program that works on both Windows machines and Macs, as well as with Apple’s iPod players) you can choose “QuickTime 6.5 for Win 98/ME” (which does not have iTunes included) even if you have Windows 2000 or Windows XP.

If you have Quick Time installed, but the videos do not play:

Verify that you have version 6 of Quicktime (Windows users select ABOUT from the HELP menu, Mac users select ABOUT QUICKTIME PLAYER from the QUICKTIME PLAYER menu.) If you do not have version 6 or later download and install the latest version of QuickTime (<http://www.apple.com/quicktime/download/>).

If the videos still do not work:

1. Check QuickTime settings, and make sure that you have your connection speed set to match the speed of your connection to the internet.
2. Verify that the “Streaming Transport” is set to AUTOMATIC in the QuickTime preferences. Unless you changed it previously it should set to automatic.
3. You may have a “firewall” that blocks certain kinds of information from reaching your computer. In particular home network routers or WIFI wireless routers may have a firewall blocking the streaming video. Consult your technical staff, or see the instructions that came with your hardware or software firewall program. In order for these streaming videos to work, you must allow (or “unblock”) the following ports:
 - TCP Port 80: Used for HTTP, and occasionally for signaling and streaming RTSP/HTTP (if enabled on server)
 - TCP Port 554: Used for RTSP
 - UDP Ports 6970 - 6999: Used for UDP streaming