

Mediasite playback checklist

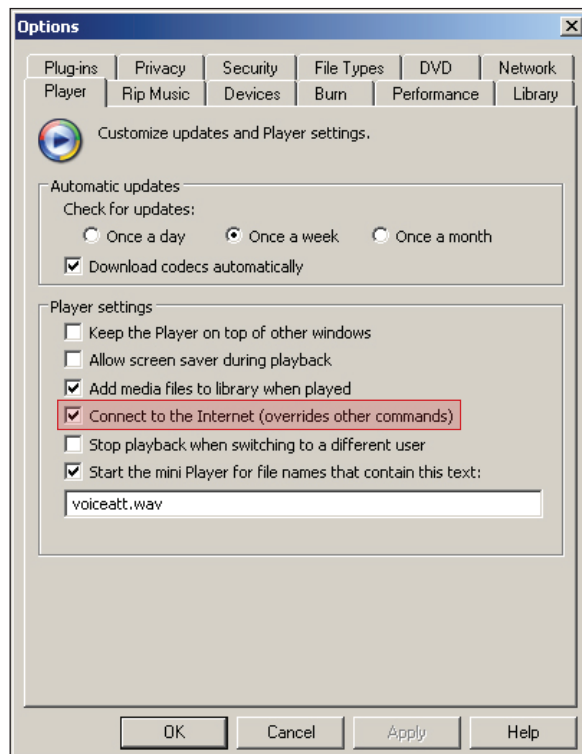
Troubleshooting Windows playback

☐ Verify your computer meets these playback requirements:

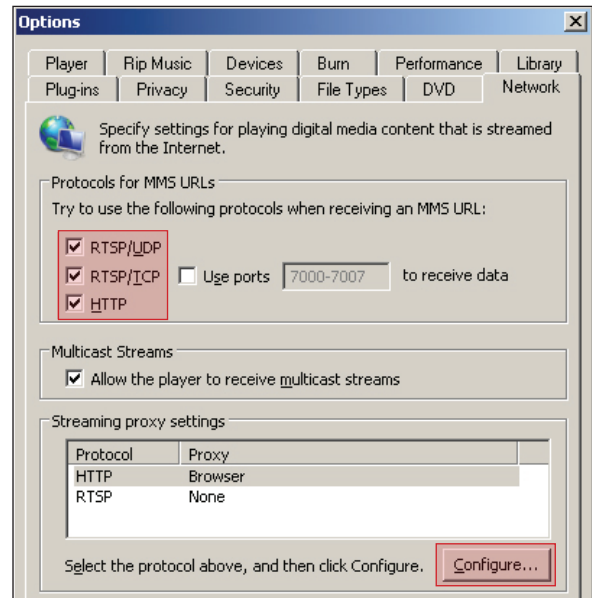
- Microsoft® Windows XP, Windows Server 2003, Windows Server 2008 (requires the Desktop Experience), Windows Vista®, or Windows 7
- Microsoft Internet Explorer® 6.0 SP1 or later, Firefox® 2.0 or later, or Google Chrome 1.0 or later.
- Windows Media® Player 9.0 or later (Classic Players only).
- Microsoft Silverlight® 3.0 or later (Silverlight-based Players only).
- Broadband Internet connection (256 Kbps and above).

☐ Windows Media Player: Verify your Tools > Options settings

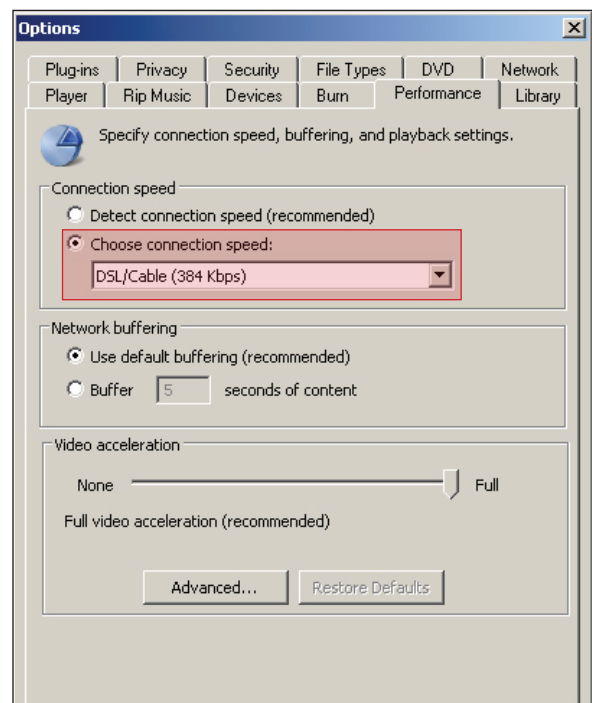
1. Player tab: Check Connect to the Internet.



2. Network tab: Check RTSP/UDP, RTSP/TCP and HTTP and configure the streaming proxy settings if applicable.

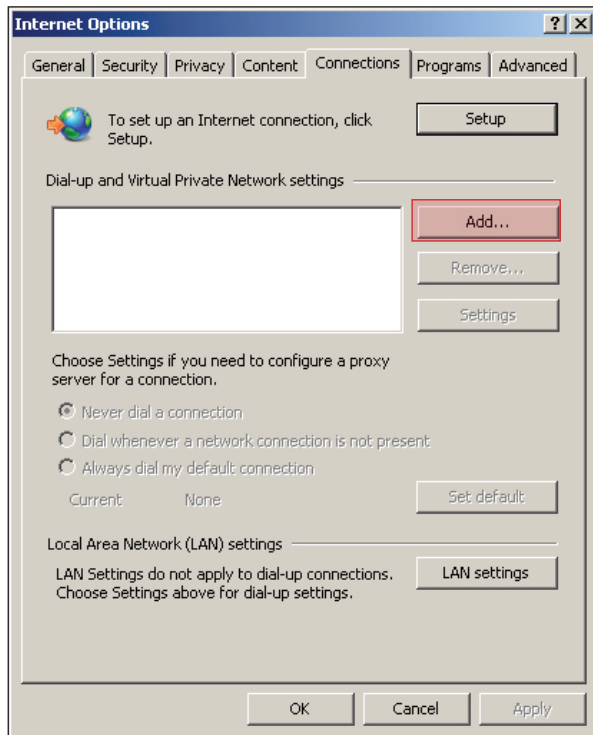


3. Performance tab: Select Choose connection speed and the appropriate connection speed.

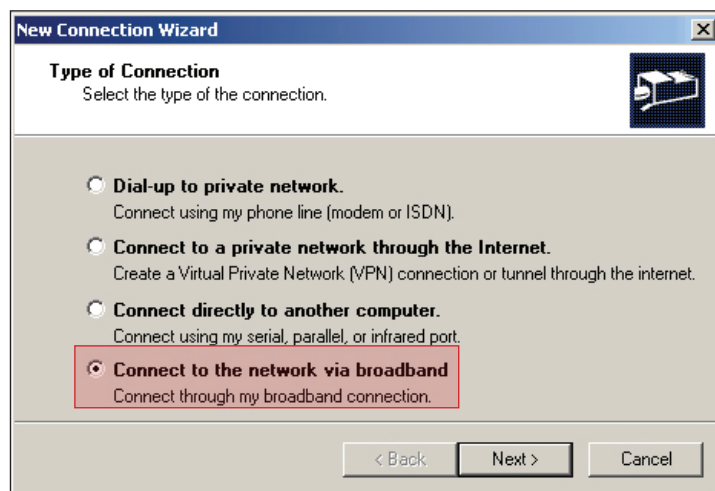


☐ Internet Explorer: Verify your Tools > Internet Options settings

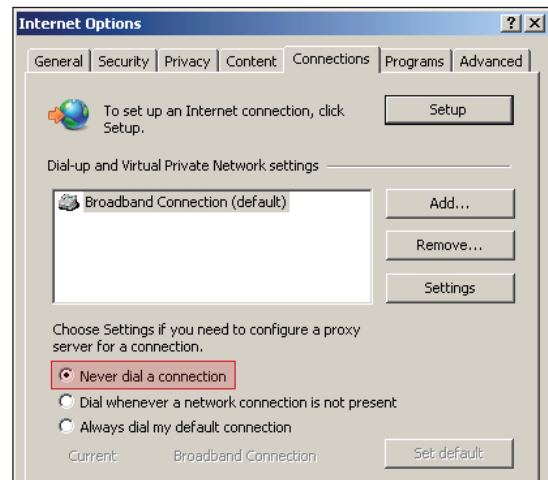
1. Connections tab: If the Dial-up and Virtual Private Networks settings box is empty, click Add.



2. In the New Connection Wizard, choose Connect to the network via broadband, enter a name for the connection, and click Finish.



3. Click OK on the Broadband Connection settings page.
4. Back on the Internet Options> Connections tab, choose Never dial a connection. Click OK.



Troubleshooting Mac playback

☐ Verify your Mac meets these playback requirements:

- Apple® Mac® OS X 10.4.8 or later.
- Apple Safari™ 2.0.4 or later or Firefox 2.0 or later.
- Microsoft Silverlight 3.0 or later (Silverlight-based Players only, Intel based Mac required).
- Microsoft Silverlight 1.0 or later (Classic Players).
- Broadband Internet connection (256 Kbps and above).

*If it is not detected on their Mac, viewers will be automatically prompted to install Silverlight when viewing a presentation. Silverlight only needs to be installed once and will then be available for watching any future Mediasite presentations.

Note that playback speed control is not available with the Mediasite Player on Macs.

For additional Mediasite playback technical assistance, please call Sonic Foundry Technical Services at (toll free) 877.783.7987 option 2 or at 608.443.1600 option 2.