

## Basic Requirements

- Live and archived videos can be accessed on a Mac or PC through your web browser using Adobe Flash Player. The videos should play back in your computer's web browser without requiring the download of large files or installation of video player software.
- Videos are typically streamed between 500 Kbps and 1.5 Mbps. Minimum recommended connection speed is 900 Kbits/sec for most video content, although higher speeds may be necessary.
- **Computer Requirements:**
  - PCs: Intel Pentium 4 2.33GHz processor or equivalent.
  - Macs: Intel Core Duo 1.33 GHz or faster.
  - Internal or external speakers or headphones.
- **Browser Requirements:**
  - Internet Explorer 7.0 or above, Firefox 3.0 or above, or Safari 5.0 or above, Google Chrome 16 or above (excluding beta versions of browsers).
- **Browser Plug-ins**
  - Flash Player version 11.0 or higher (recommend latest version from <http://get2.adobe.com/flashplayer/>)
- **Operating Systems**
  - Windows XP SP2 or Newer, Mac OS X 10.4 or Newer (excluding beta versions of Operating Systems).
- **Mobile Requirements**
  - iPhone or iPod Touch running iOS version 3.1.3 or newer
  - iPad running iOS version 5.1.1 or newer
  - Android 4.0 (Ice Cream Sandwich) or newer
    - Android default media player, **vmplayer**, or **MX Player** are recommended

## Common Problems and Solutions

- *I don't see a video player at all.*
  - You may not have the proper Adobe Flash Player or browser plugin installed. [Click here](#) to find out.
  - You may be on a secure network that has blocked the use of Flash Player or streaming media. Contact your local network administrator for details.

- *The video player keeps stopping and pausing.*
  - This is usually caused by insufficient bandwidth available on your local Internet connection. You can run a speed test at [SpeedTest.net](https://www.speedtest.net) to test your connection speed.
- *I can hear audio, but the video window is black.*
  - This is also usually caused by insufficient bandwidth available on your local Internet connection. Check your connection speed.
- *I can see video, but cannot hear audio.*
  - Make sure you have speakers or headphones connected to your computer or mobile device.
  - Make sure your audio is not muted for your computer or device.
  - If your speakers are powered by batteries or electricity, make sure they are turned on and getting power.
- *I have an Android with the minimum requirements, but cannot connect to a live video stream.*
  - Not all Android devices are created equally. Unfortunately, due to the wide number of manufacturers and limited standardization from one manufacturer to the next, some devices may not be able to play live video streams.