



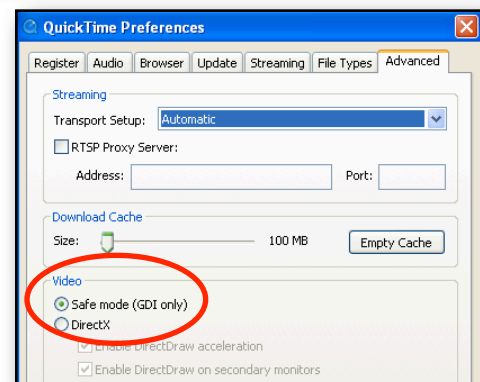
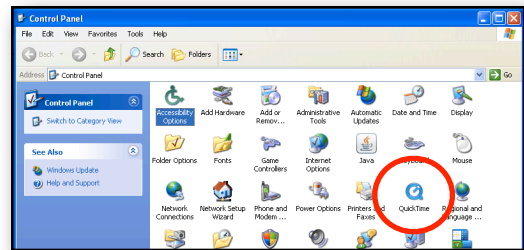
Troubleshooting Common QuickTime Streaming Problems

For Windows Users Who Get Audio But No Video:

1. From the **Start** menu, choose **Control Panel**.
2. Double-click the blue **QuickTime** icon.
3. In the **QuickTime Preferences** window that appears, click the **Advanced** tab.

Under the section titled **Video**, select **Safe Mode**, then click **Apply** at the bottom of the window.

You should now be able to hear *and* view your video.



For Macintosh Users Who Get a *Not Found* Message Rather than a Username/Password Box:

Users who have Mac OS X 10.6 on their computers have installed, by default, QuickTime 10. There is a bug in this version of QuickTime that prevents the proper use of password-protected videos. The solution is to use the previous version of QuickTime.

1. Download QuickTime 7 from this link: <http://support.apple.com/kb/dl1923>.
2. Run the installer and locate **QuickTime Player 7** in the **/Applications/Utilities** folder.
3. Launch the program, select **Open URL** from the **File** menu, and enter the address of the video and click **OK**. You will be prompted for a username and password.