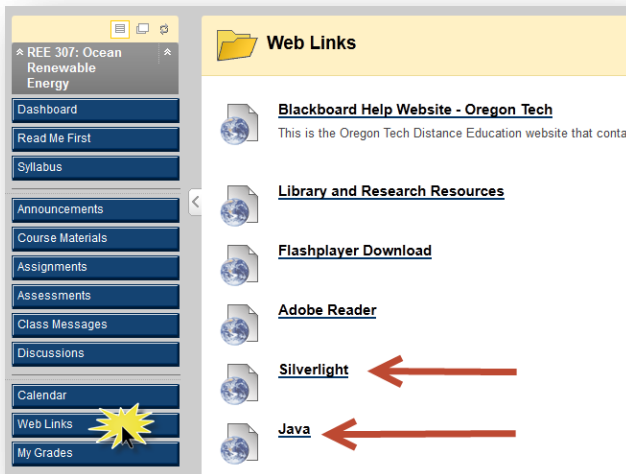


Student Audio and Video Suggestions

Here are a few troubleshooting tips if you are having trouble accessing the audio and video lectures:

1. **What browser are you using?** Have you tried using a different browser? Remember to avoid Internet Explorer when using Blackboard in general, but especially when trying to watch videos in your Blackboard classes. Firefox, Google Chrome, and Safari (Mac users) are the recommended browsers.

2. **Have you downloaded or updated Java and Silverlight?** There are links to do so in the Web Links content area of every online course. You might have to restart your computer in order for it to take effect. Also, be sure that after you download either of these, you also locate the download and double click it in order for the application to "Run." If you are using a Mac, be sure to drag the download into your Applications folder.



3. **Try not to use a wireless connection**--especially a shared wireless connection. Video and audio lectures always work best when the Internet is connected to a computer via a internet cable. Even if a wireless connection is normally very reliable and fast, as soon as it is being shared with one or more other people, videos will start to have trouble streaming.

4. **Are you in a location that might have firewall settings enabled?** Often times, hospitals and doctors' offices set up firewalls to prevent video content from streaming in and out of their facilities.

5. **Have you tried using a different computer in a different location?** If not, do so, and if you are still having problems, please contact the Distance Education office.