

Read through this tutorial carefully as this will be the exact steps I would walk you through over the phone. You may need a systems administrator to update some of your software if you do not have sufficient rights to install software on your computer. I will not be able to assist you until you work through these steps and install the required updates.

There are 2 delivery methods for the online training: (1) streaming Windows Media and (2) downloaded QuickTime movies. The instructions below assume you are running Internet Explorer or Firefox as your browser. There is a section at the very end for using Firefox with the QuickTime delivery method. Mac users should use Firefox with the QuickTime delivery method.

1. Streaming Windows Media (same for Firefox & Internet Explorer)

This is what you should see if you have Windows Media Player 9 (or greater) installed on your computer. This picture is from Module 4:



[Above video won't play? Click Here \(QuickTime required\)](#)

If you don't see the above image in your browser, you should update your Windows Media Player (<http://www.microsoft.com/windows/windowsmedia/default.mspx>); update your version of Internet Explorer to either 6 or 7 (<http://www.microsoft.com/windows/ie/default.mspx>) reboot your computer; try the training again. If you are using Firefox, update to the most recent version (<http://www.getfirefox.com>) and reboot.

If after doing this you still don't see the video window skip below to the QuickTime section.

(go to next page)

If you do see it now, great. Click the play button the left side of the video tool bar and you should see this:



[Above video won't play? Click Here \(QuickTime required\)](#)

Notice how it says, "Playing: 227K bits/second." Currently the screen in the video was black but you should still see that the text denotes it is playing. The time code on the right will also show it is playing.

If it sticks on the word "Buffering..." for more than a minute or two then you: (1) are behind a firewall blocking streaming media or (2) lack sufficient speed to access the training (minimum of 384kbs download required) or (3) there is another network error between you and Washington University.

If you know you are behind a firewall then skip down to the QuickTime section.

If you lack sufficient speed to support streaming skip to the QuickTime section.

For the possibility of another network problem, like bad internet network segment, try again later.

2. QuickTime Movie Section

The second method of delivery we offer is to download a QuickTime version of the video to your cache. This method bypasses a firewall as you are physically downloading the video over the same port you access the web (port 80).

First make sure you have the most recent version of Apple's QuickTime player at <http://www.apple.com/quicktime>

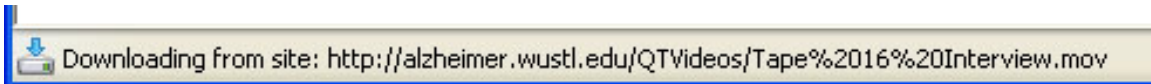
There is an option to download QuickTime without iTunes. Also, make sure you have Internet Explorer 6 or greater by visiting <http://www.microsoft.com/windows/ie/default.mspx> or the most

recent version of Firefox (<http://www.getfirefox.com>). Install any updates and reboot your computer.



[Above video won't play? Click Here \(QuickTime required\)](#)

To access the QuickTime video, click the link immediately below each video window (see above). A new page will open and the QuickTime video will begin to download. The page may appear completely blank; however, if you look at the bottom of that page's window you will see that it says:



This will stay present while the video is downloading. You may also notice the progress bar at the bottom right of that screen will move to the right while it downloads.

(go to next page)

Depending upon your connection speed this may take 5 or more minutes. The video will not begin to play until it stops displaying that it is downloading. Once the video is done, the screen will refresh after several seconds and your computer will load the embedded QuickTime module. In the middle of the page you will see:



Then the screen will go blank and after a few seconds (depending upon your computer's processor speed) the video will appear and begin to play.

3. Using Firefox as a browser

Update to the most recent version and restart your computer (<http://www.getfirefox.com>). You will also see a new page when you click on the "Above video won't play?" link.



[Above video won't play? Click Here \(QuickTime required\)](#)

When the new page appears you will notice some differences from Internet Explorer concerning what happens next.

Firstly, rather than seeing the "Downloading from site...." in the lower left of the browser window, you will see:

Transferring data from alzheimer.wustl.edu...

In the middle of the web page you typically see the video window actually appear right away like this:



Notice how there is a dark gray progress bar that will slowly fill the white area as the video downloads into your cache. Once enough has downloaded, the video will begin to play.

If you still have problems contact me via email at hawleyr@abraxas.wustl.edu and tell me:

- 1) What browser (and version) you are using.
- 2) What operating system you use.
- 3) What versions of Windows Media Player & QuickTime are you currently running?
- 4) What is your connection speed to the Internet (DSL, Cable, T1).
- 5) What do you actually see in the video window? For example is it stuck on "Buffering"?
- 6) Are you behind a firewall that blocks streaming media?

You may need your systems manager or tech support guru to help you with these questions; however, I cannot help you unless each question is answered.