

## Video Guidelines

Hello Students!

This Blackboard course contains multimedia. If you are connected using VPN, please disconnect before attempting to view multimedia events. You can still log in to Blackboard by going to:

<http://blackboard.truman.edu>

To ensure a positive experience with this multimedia, please address the following tips:

1. Connect via a wired connection rather than wireless when accessing multimedia content.
2. Make sure that you have the latest Silverlight, Flash and Quicktime Plug-Ins. You may download these plug-ins here:
  - a. Silverlight: <http://www.microsoft.com/getsilverlight/>
  - b. Flash: <http://get.adobe.com/flashplayer/>
  - c. Quicktime: <http://www.apple.com/quicktime/download/>
3. Try an alternate browser in case there is a plug-in incompatibility.
4. Close any unnecessary applications. Sometimes having multiple applications open can slow down your system enough to interfere with playback.
5. If the problem is with audio playback, be sure to check system sound levels to ensure that it is not muted or turned too low. Also check other media that you know should work to check audio playback (your favorite CD, a YouTube video or similar.)
6. You can test your computer/web browser for Blackboard compatibility by visiting our Blackboard "checker" page  
[http://learningtechnologies.truman.edu/blackboard/blackboard\\_browser\\_setup.asp](http://learningtechnologies.truman.edu/blackboard/blackboard_browser_setup.asp)
7. If the above steps do not help, run a thorough check of your system to remove any spyware or malware. One possible tool for this is available online at: <http://housecall.trendmicro.com/>  
NOTE: Truman is not staffed to provide virus/malware removal or repair on personally owned systems.
8. If you are still unable to play the videos from an off-campus connection, it is possible that your Internet Service Provider blocks, throttles or otherwise does not fully support multi-media content. You could try contacting them to answer that question.

A final option is to check with a local public library or school in your area, including any academic lab on Truman's campus, which has high-speed Internet access via which you could access your course long enough to watch any required video content.