Glitches

Online Video Problems

First and foremost you MUST have Quicktime Player installed on your computer to view a video. Quicktime Player is a free download from http://www.apple.com/quicktime Install it if you don't already have it on your computer.

Loading time depends on the speed the size of the video (our videos vary in size for 10 MB to over 50 MB), the speed of your internet connection, your computer's internal processing speed, the amount of Random Access Memory (RAM) your computer has, and the number of total users online while you are online. Give each video enough time to load. If you are unlucky this may mean taking a five plus minute break between presentations. If the video has not fully loaded, you may be able to advance slide by slide but not use the hyperlinks. If this happens, give it more loading time. IF the video doesn't load within five minutes, you, unfortunately, have a glitch. Sorry. Read on and we'll try and help you solve it.

Most web related problems originate in one of the following places, typically in the order listed below:

1. your internet connection
2. your browser
3. your computer
4. your modem
5. your internet service provider (ISP)
6. the ISP who hosts our DLP web site or the Test.com web site

Your Internet Connection

You need a reliable high-speed—at least 1200 kbps download speed—to ensure reliable downloading and streaming; more is better, less will noticebly slow the loading speed of all large videos. To check your current internet speed go to: http://www.america.new-speedtest.com/ NOTE: there are other speed test sites; a Google search will reveal numerous others.

There are a number of things that affect your download speed. The internet streams data along a "pipe" if there is a constriction anywhere along the "pipe" the data stream slows; it can only go as fast as the slowest point. Data streams typically slow during high use times: as more people go online the "pipe" fills...and slows.

Contact your ISP if your download is slower than what you have contracted for. Also consider logging in at other, lower use, times.

Your Browser

Some browsers work better than others depending on a lot of factors. If your internet download speed is good try (in order):

1. Refreshing the page.
2. Clearing the cache and downloads history in your browser. Each browser has a different location for clearing their cache. Click on the "Help" tab for directions.
3. Change browsers. In order of preference consider:

1. Moxilla FireFox www.mozilla.org/firefox/
2. Apple Safari www.apple.com/safari/
3. Google Chrome www.google.com/chrome/

Your Modum & Computer

1. Shut down you computer and unplug it. If you are using a lap top, remove the battery as well. This will reset the scripts that run your computer. Leave your computer unplugged and move to step 2.
2. Unplug your modem. This resets it to its default scripts.
3. Leave both the computer and your modem unplugged for 2-3 minutes.
4. Restart your modem and then your computer.

In the overwhelming majority of cases, this will solve your problems. Yea! If not, move to the next step.

Your ISP

Call your ISP and ask if there are any outages in your area. They should be able to tell you immediately if their system is responsible for your problem...and if so how long it will take to fix. Internet service can be interrupted for numerous reasons; most of which will take a little (and sometimes a lot of) time to fix. Sometimes your ISP tech can give you further advice.

Our ISP or Test.com

On very rare occasions the our ISP or test.com is responsible for the problem. In most cases (remember this is very, very rare) our office will already know if there is a server glitch with either of our servers...and how long it will take to fix. On even rarer cases, your email or phone call will be the one that notifies us that there is a problem. So...if all else FAILS, please call or email us at office@wildmedcenter.com. If the email bounces back, please call 509-996-2502; leave a message if no one is immediately available to take your call.

Last Resort

If nothing works—or you get frustrated—download the video to your personal computer by clicking on the download link on the topic's page. Downloaded videos are smaller than the online videos. A new page may open and your browser may attempt to stream the video. No worries. If this happens, go to your file menu and save the video to your computer. Once saved, double click on the icon to play. Videos opening in iTunes will automatically start to play using prearranged timing. Use the space bar to stop and start the video. Drag the circle or triangle to Fast Forward or Fast Reverse to rapidly scan the video for a specific section.