Massachusetts Continuing Legal Education
MCLE Webcasts
Troubleshooting Tips

If you are having technical issues viewing a webcast program, there are a number of simple solutions that you can try:

– Make sure you are connected to the Internet.
– Try connecting from another computer, if available.
– Close other programs or websites open on your computer.
- Try using a different internet browser.
- Exit the webcast (close the window) and re-enter through the same link.
- Make sure your Silverlight plugin is up to date and unblocked (see page for more details).
- Restart your computer.

If none of these solutions work, please consider the following:

1. System Requirements

Your computer or device will need to meet at least these specifications to view the program.

- Microsoft® Windows
    - Windows 8, Windows 2008, Windows 7, Windows Vista, Windows XP, Windows 2003
    - Internet Explorer® 8.0 or later, Firefox® 3.6 or later, or Google Chrome™
    - Windows Media® Player 9.0 or later
    - Microsoft Silverlight® 5
    - Broadband Internet connection
- Mac®
    - Mac OS® X 10.5.7 or later
    - Safari® 4 or later or Firefox 3.6 or later
    - Microsoft Silverlight 5
    - Broadband Internet connection
- Linux®
    - Requirements vary based on Linux OS and browser. Please contact a Sonic Foundry representative for details.
    - On-demand playback only

Phone and Tablet Technical Requirements

- iPad® (any model)
    - iOS 4.3 or later
    - Mobile Safari

    - Wi-Fi or cellular data connection (3G or higher)

- iPhone® and iPod®
    - iPhone 4 or later
    - iPod Touch 4th generation or later
    - iOS 4.3 or later
    - Mobile Safari
    - Mediasite Mobile app (free download available from the Apple® App Store)
- Microsoft Surface™ and Windows RT tablets
    - Internet Explorer 10.0
    - Wi-Fi connection
    - On-demand playback only
- Android™
    - Android 4.0 or later
    - Wi-Fi or cellular data connection (3G or higher)
    - On-demand playback only

- Blackberry®
    - BlackBerry running OS 7.0 or later
    - BlackBerry Playbook running QNX
    - BlackBerry browser
    - Wi-Fi or cellular data connection (3G or higher)
    - On-demand playback only

In addition to these requirements, your computer also needs a soundcard and speakers to be able to play audio.

Internet Connection: We recommend using a broadband connection for viewing our webcasts.

Registration
Have you registered for the webcast? If you registered for the webcast before the day of the program, you should have received a reminder email with a personalized sign-in link to the webcast page, which you can access any time prior to the webcast so that you can download the materials.

If you did not receive the email or the link you receive does not work, please call MCLE Customer Service at 1-800-966-6253 extension 7.

Extensive Buffering/Delays Causing Slow Connection or Freezing
During the program, MCLE's audio/visual technician will be monitoring the webcast to ensure quality video and audio. Often, any buffering or disconnection from the webcast is a result of the registrant's connection or their computer's capabilities. Buffering or delays in the streaming of the webcast can be caused by many factors.

a. ***Time online:*** Occasionally, the time you spend online may impact the quality of the connection. After you have been connected to your Internet Service Provider for a substantial amount of time (more than an hour), your priority is lowered. This means that your requests get answered by the Internet Service Provider after requests by others users who logged on after you did. By logging out and back in again you can raise your priority.

b. ***Peak usage:*** Accessing the webcast during peak bandwidth times for your Internet Service Provider may also cause a weak connection.

c. ***Office Internet usage:*** Too many connections from the same office may consume all available bandwidth and degrade streaming video capability. Recommended maximums for video webcasts: for DSL or Cable, 2-3 users; for T-1, 4-5 users; for T-3, up to 18 users. If you encounter technical difficulties, you may want to ask others in your office to log off the Internet when they are not using it.

d. ***Wireless Internet connections:*** If you are connected to the Internet via network or cable and also have wireless capabilities, close all wireless connections.

e. ***Use of computer memory:*** Webcasts will sometimes have trouble playing if your computer's memory is being used up running other programs. Closing applications and browser windows that you are not using can give the webcast more memory and help it run faster.

Silverlight Plugin
The video player requires the browser plugin Silverlight 5.0 or higher to run. If you do not have Silverlight you can download it and find directions for installation here. If you have Silverlight installed and are seeing a blue screen where the video should be, than the Silverlight is being blocked by your browser. You can un-block the plugin by right-clicking on the icon that looks like a puzzle piece being crossed out by a red 'X' on the right side of your browser's address bar and selecting 'unblock plugin'. For more detailed instructions click here. You can also sometimes bypass this problem all together by using a different browser.

If you are having problems with a specific aspect of the webcast aside from the video, please see the following:

1. Accessing Written Materials
Program materials are available to webcast registrants electronically and are posted the day before the program. They can be accessed through the "Resources" tab in the lower right hand box of the program player. Any Powerpoint presentations and Word Documents will download automatically when clicked. Pdfs and other files will open in a new browser window when clicked and will then have to be saved.

You will not receive a hard copy of the written materials from MCLE. We recommend that you download and, if you wish, print the program materials prior to the start of the webcast

Any materials added on the day of the program (*e.g.*, presentation slides) will be posted in the same "Resources" tab and can be downloaded at any point during the presentation. If you do not have an opportunity to download all of the materials before or during the program, you will be emailed a link to an archive of the webcast within 48 hours of the live program, which includes all program materials.

2. Sound Quality: If you are having difficulty hearing the webcast, please confirm that your computer has a sound card and speakers. MCLE's A/V technicians try to maintain a consistent volume throughout the program, but occasionally differences between faculty members may result in varying sound levels.

3. Questions to the Faculty
Registrants of live webcasts are invited to ask the faculty questions that are pertinent to the program. You may direct your question to a specific presenter or the entire faculty.

To ask the faculty a question, type into the "Ask A Question" box in the bottom left of the program player (directly under where the video is playing) and hit the blue "Send Question" button. Please restrict your questions to those of a substantive nature. Please do not send Technical questions to the faculty. Instead, submit technical questions via the green "Technical Support" tab in the bottom right of the player.

Different faculty members have different strategies for answering questions (some answer them as they are asked and some wait until question and answer segments) and the faculty may not have time for all questions. All questions are mediated by MCLE staff

Additional Resources
If you are unable to solve any problems with your audio video playback or are have any other issues with the webcast, you can use the technical support chat to the right of the video to submit questions to the moderator running the live webcast. Keep in mind that these questions will be visible to all webcast attendees. There is unfortunately no live technical support for archive or re-broadcast programs.

You can get also additional technical troubleshooting tips for our supporting software, Mediasite, by clicking once on the video window and then hitting the “alt” and “F1” keys simultaneously. This will open the Mediasite help. Check the “Troubleshooting playback issues” tab on the left to find links to perform a system check to make sure your computer, browser and internet connection meet the requirements for running the webcast. Here, you will also find a link to a number of articles useful for troubleshooting playback problems. Also check the “Player shortcut keys” tab as you may have inadvertently stoped, rearranged or muted the player using a keyboard shortcut.

If you continue to experience technical difficulties and require help during the webcast, please call Pam Chapin, Customer Service Manager, at (617) 896-1590 or MCLE’s Customer Service at 1-800-966-6253 extension 7.