

# [www.Twelve.tv](http://www.Twelve.tv) - Streaming Video Help

If you are having trouble viewing video on the Twelve.tv website, please report the problem to us at 763-533-8196 Ext. 284. We may have a problem with a piece of video or our website that we may or may not know about.

If the video plays but periodically pauses, see the information below.

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## Network Performance

- If you are using a dial-up internet connection, your connection may not have enough bandwidth and you will get audio, but no video. If you have DSL or a cable modem (Broadband), you should be OK. If not, see further instructions below.
- If your DSL or Cable Modem Internet Service Provider (ISP) or other ISPs between your ISP and the streaming video server are having issues with their network performance, you may have to try again at another time or see further instructions below.

## Windows PCs using Internet Explorer browser

- Embedded within the Internet Explorer browser page, an Adobe Flash-based player uses the Windows Media Player network transport settings. A possible remedy for poor streaming video performance is to change your Windows Media Player Network Protocol settings to **HTTP** only.

Start Windows Media Player:

Click on **Tools** -> **Options** -> **Network** tab

1. Uncheck **RTSP/UDP**
2. Uncheck **RTSP/TCP**
3. Check **HTTP**
4. Click the **OK** button

- In order to view the streaming video, you must have Windows Media Player version 9 or higher. To find out which version of Windows Media Player is installed on your PC, start Windows Media Player and click on **Help** -> **About**.
- Make sure you have the latest version of Adobe Flash Player installed. See <http://get.adobe.com/flashplayer/>

## Windows PCs using Firefox browser

- The video stream works best using Internet Explorer. Firefox users may have to try Internet Explorer to view the video.
- An alternative way to play the video using Firefox:  
Open Firefox.  
Browse to <http://www.Twelve.tv/>  
Click on Play Video and it will load the player with a black screen.  
Now right-click on the black screen.  
Select view page info.  
In the newly opened window, select the Media tab.

Scroll down in the Address box until you find a URL similar to this:

[http://nwtv12.dayport.com/viewer/content/special.php?Art\\_ID=3169&Format\\_ID=2&BitRate\\_ID=8&Contract\\_ID=-1&Obj\\_ID=4](http://nwtv12.dayport.com/viewer/content/special.php?Art_ID=3169&Format_ID=2&BitRate_ID=8&Contract_ID=-1&Obj_ID=4)

Copy the URL and paste it into the Firefox address textbox.

This will play the video in your Windows Media Player.

## Apple Macintosh

- If you are using a Macintosh, please refer to the information below. Viewers have had the best luck with Microsoft Silverlight.
- The Microsoft Silverlight add-on for Windows Media Player allows users of Mac OS X version 10.4.8 on any browser to have the same experience as all Windows Media Player users currently enjoy. There is no difference between a user on Internet Explorer 6 and a Macintosh OS 10 user on a Firefox browser. Not all content will stream using Silverlight. Silverlight can be downloaded from [www.silverlight.net](http://www.silverlight.net).
- To troubleshoot issues from Apple Mac users, first determine which processor is used by performing the following steps:
  1. Click the Apple icon in the top left corner of your screen and select **About this Mac**.
  2. The **Processor** line will tell you the speed and the processor name.
  3. If the processor name includes the word "Intel," then follow the instructions for Intel Macs below. If the name includes "PowerPC" or "PPC", then follow the instructions for PowerPC Macs below.

### Macintosh with Intel processors

- Microsoft has not released a Windows Media browser plug-in for Intel Mac computers. As an alternative, Microsoft is promoting the Flip4Mac program. Tested in May, 2007, Flip4Mac's WMV Player plays videos, though with some issues. Flip4Mac currently does not support some advanced features, in addition to other minor playback problems.

### Macintosh with PowerPC (PPC) processors

- You need at least a G3 with Mac OS X installed. You can find this information, as above, from the **About this Mac** item under the Apple menu.
- In addition, you should have at least Windows Media Player 9 and a recent version of your preferred browser.
- Recently, Microsoft announced that it will no longer support Windows Media Player for the Macintosh. Windows Media Player 9 for Macintosh users is still available for download. This version has been tested with our media on several browsers available for the Mac, including Safari and Firefox.
- Microsoft will not provide future updates or product support for Windows Media Player for the Macintosh. Alternatively, you may choose to use the Flip4Mac program as recommended above for Intel Macintosh, but with the same limitations.