

Requirements for Medfilms Online

Medfilms training relies upon high quality video. We have taken care to ensure that our servers are reliable and that our video streams are easy to access. Medfilms Online does not require anything beyond what is normally required to watch video on common web sites such as FirstGov.gov at www.us.gov.

Medfilms “Check Your Computer” Test

The “Check Your Computer” button on www.medfilmsonline.com will tell you if your computer and network can deliver Medfilms content. It is a two part test; 1) a configuration and 2) an “Audio/Video Test”.

The configuration test checks some IE settings and estimates your available bandwidth. The “Connection Speed” test may over or under estimate actual performance if your intranet/network speed varies. If your result is close to the lower limit (300 kbps), you may want to re-test it.

Some intranets restrict the length of videos that can be downloaded by any one PC. The short “Audio/Visual Test” video might play fine, but longer course videos may be cut off prematurely. This can usually be easily remedied by changing an intranet setting. You will have to contact your network administrator.

If the PC has an older version of Windows media player, an update will be automatically triggered by our test video. The update occurs very quickly, usually 10 seconds or less. If you are not logged on with administrative rights, the update may be blocked.

If any part of the test fails, continue reading below.

Requirements for PCs

Medfilms Online can be accessed by almost all Windows computers less than seven years old having broadband access to the internet. The requirements are:

1. Broadband Internet access (at least 300 kbps).
2. Microsoft Internet Explorer (Version 5 or higher).
3. Microsoft Media Player 9 or higher.
4. Sound with speakers or headphones.
5. Screen resolution (size) at least 800X600.

PCs in Large Organizations

Computers in organizations sometimes have more problems accessing video than home computers. All of the common issues can be easily resolved by your IT department. Potential issues in approximate order of prevalence:

1. **Issue:** Firewalls may filter or block access.
Solution: IT personnel can usually correct this by adjusting a setting on their intranet/firewall control panels.
2. **Issue:** Computers may not have Media Player. Organizations sometimes remove Media Player, even though it is part of the standard configuration of home computers.
Solution: Anyone logged on to the PC with administrative rights can download and install Microsoft’s free Media Player.
3. **Issue:** Computers or firewalls may be configured so that Media Player and Internet Explorer can not be automatically updated to the newer, required versions.
4. **Solution:** A user with administrative rights can run Medfilms “Audio/Visual Test”. The update will be automatically triggered. If Internet Explorer is out of date, a free version of an update is available from Microsoft.

We are always ready to talk with your IT department 800.535.5593