

How is the video message played on my computer?

We store video messages in the WMV format (Windows Media Video Format). This format can be played using the Windows Media Player. You can view messages from our website by using one of two methods: Downloading or Streaming.

While *Downloading*, a message file needs to be downloaded completely to the user's computer, and then played. The advantage of downloading is that the video file is available even after the connectivity to the Internet is closed. Downloaded files can be transferred to a CD, played on a VCD player, etc. From a user standpoint, however, downloading can be frustrating because you must wait for the entire file to download before you can play it.

While *Streaming*, the Windows Media Player allows WMV files to be played immediately as the file is streamed to your computer. How the video file can be downloaded/streamed depends on the browser being used.

What version of Windows Media Player is supported?

We have tested the video content with Windows Media Player 11. If you are using an earlier version, please consider upgrading. You can find the version of the player from the *Help...About Windows Media Player* menu option.

You can download the latest Windows Media Player at <http://windowsmedia.com/download>.

If you are having problems opening or playing the video, use the following instructions:

- 1) Start Windows Media Player
- 2) Click on Tools menu
- 3) Click on Options
- 4) Click on File Types tab
- 5) Click on Select all button
- 6) Click on Ok button

What browsers are supported to play the video messages?

Our video content works with **Internet Explorer 7, Mozilla Firefox 3.0**. If your browser is of an older version and you have problems playing our video, please consider upgrading. You can find the version of the browser from the *Help...About* menu option.

How do I play video in the Internet Explorer browser?

- For the Internet Explorer browser, clicking the 'Link' directly launches the Windows Media Player in the streaming mode.

- To download the video, right-click on the 'Link' and choose the 'Save Target As.' option to download the video to the file system.

How do I play video in the Mozilla Firefox browser?

In the Mozilla Firefox browser, clicking on the 'Play' button pops up a Dialog on 'What should Firefox do with this file? To download the video, choose the 'Save to Disk' option. If you choose the 'Open with WMVFile (default)' option, it opens a 'Download' dialog box that seems to take forever. This is because the browser is downloading the file before playing it, instead of streaming the file. To configure Firefox to play the video in the streaming mode, do the following.

Works for Firefox 3.0 browser

- You will need to install a Firefox extension called [MediaPlayerConnectivity](#). For a version that works with Firefox 3.0 install [this extension](#). For a version that works with Firefox 2.0 install [this extension](#).
- To install, click on the Install Now button on the Software Installation popup, and then on the Restart Firefox button.
- On restarting the browser, a MediaPlayerConnectivity Wizard pops up. Click on the Next button, and review the player selected for Windows Media. This should default to Windows Media Player.
- On clicking the Next button, make sure that only the SmartPlay check box is clicked (default). Clicking on Finish will now install the Add on. After the browser starts, notice that under the Tools menu item, there is a new MediaPlayerConnectivity icon. This has another popup menu with a 'List All Media Links of Page' option.
- To play video in streaming mode, go to the media page for a particular message. Now click on the Tools menu item, MediaPlayer connectivity, List All Media Links of Page. This brings up a MediaPlayerConnectivity tab in the browser with links to the different resolution video formats and audio format. Click on any of these links to play it in streaming mode in the MediaPlayer.

What if I don't want to use Windows Media Player? Is there an alternative?

The Windows Media Player is not supported on some Operating Systems like Unix. Alternatively you can use other Media players that support the WMV format. An example is RealPlayer, which can be downloaded at <http://www.real.com> (Choose the free version rather than trial version which is valid only for 14 days). In this case the browser needs to be configured to open WMV file extensions with the RealPlayer.