

Support Center

Minimum System Requirements

Minimum Requirements

If you are experiencing issues with videos, please make sure you meet all minimum requirements:

Windows

- Processor: 2.33GHz or faster x86-compatible processor or x64 1.6-gigahertz (GHz) or higher processor
- Operating System: Windows 7, Windows 8
- RAM: 2-4GB recommended
- Video Card: 128 MB minimum
- Browser: Internet Explorer 10 (or newer), Firefox, Safari 8 (or newer), Google Chrome.
- Screen Resolution: 800 x 600 minimum (1280 x 1024 recommended)
- 16-bit sound card
- Speakers/headphones
- Javascript and cookies need to be enabled
- Broadband Internet Connection

Mac

- Processor: Intel Core™ Duo 1.83GHz or faster processor
- Operating System: Mac OSX v 10.6 or higher
- RAM: 512 MB minimum (2-4GB recommended)
- Video Card: 128 MB minimum
- Browser: Firefox, Safari 8 (or newer), Google Chrome.
- Screen Resolution: 800 x 600 minimum (1280 x 1024 recommended)
- 16-bit sound card
- Speakers/headphones
- Javascript and cookies need to be enabled
- Broadband Internet Connection

If you meet all the minimum requirements and videos still are not working, try one of these tips:

- If the video doesn't begin playing: Restart the web browser, select the video and click on the arrow to play.
- If you can see the video but can't hear sound: Make sure the speakers or headphones are properly connected, turned on, and not muted.
- If the video is choppy or stalling: Streaming video or video playback require a large amount of processor speed (CPU). To decrease the amount of CPU being used, close other programs and background services that may be running at the same time as your web browser.

To check CPU usage for Windows users:

1. Press **Ctrl+Alt+Del**.
2. Click **Task Manager**.
3. Click the **Preferences** tab.

To check CPU usage for Mac users:

- Open the **Activity Monitor Application**.

1. Open a new **Finder** window by clicking on the icon in the Dock.
2. Navigate to the **Applications** section of your Mac hard drive.
3. Open the **Utilities** folder within the **Applications** section.
4. Double-click on the **Activity Monitor** icon to launch the utility program.

live help

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 Helpful

 Not helpful

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