

## Mediasite Live

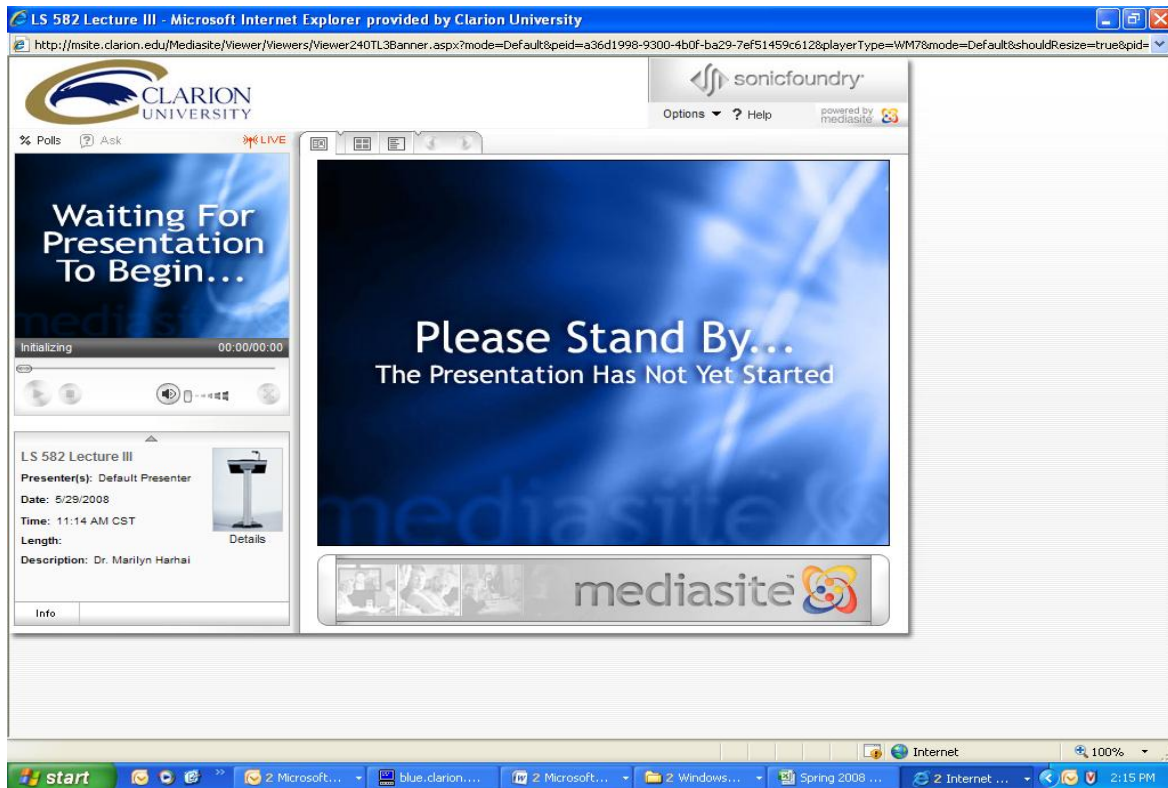
To access Media Site Live you must have Windows Media Player Installed on your computer.

Dial-up Internet connections are not supported.

If you obtain an error message or if the video will not play please follow these troubleshooting instructions:

1. Cut and paste or re-type the link provided into a new browser to see if this will rectify the issue.
2. If still unsuccessful, clean out any temporary files your computer has constructed. These are not your personal files! Your computer will create temporary files of images from internet sites you explore for easy access and need to be deleted regularly. Go to Internet Explorer, Tools, Delete Browsing History, and delete Temporary Internet Files and delete Cookies, click "yes" when prompted to delete files.

If you obtain an error message or if the video will not play please follow these additional troubleshooting instructions:



Troubleshooting Instructions [Click Here](#)

If you are still experiencing on-demand playback issues after May 2, 2009, please contact the Office of Extended Programs at 1-866-272-5612 option #2 or email [lfeisher@clarion.edu](mailto:lfeisher@clarion.edu) and we will work with you to rectify the problem.