



Technical Information and Troubleshooting

The *Irasshai* office may be able to help with some issues that arise, especially if they are issues with the GPB website or its servers. Other issues may have to do with individual computers and their settings, and in those cases, you may need to do some research into your own computer and internet access abilities and make adjustments accordingly.

Website Requirements

For optimal viewing of the *Irasshai* website, <http://www.gpb.org/irasshai>, the latest version of either **Mozilla Firefox** or **Internet Explorer** is recommended.

The latest version of **Adobe Reader** is required to access course-related documents and materials online.

i-irasshai requires current versions of both **Shockwave** and **QuickTime**; it also requires turning off any pop-up blockers for the duration of play.

Online Video Lesson Viewing - Troubleshooting

- 1) A. **Windows Media Player** used within Mozilla Firefox or Internet Explorer is recommended for optimal viewing. Please check your PC's Media Player settings.
 - Open the Media Player window. (Go to the Start tab, select Programs, and locate Windows Media Player on the list.)
 - Look for the Windows icon in the upper left-hand corner where it says "Windows Media Player." Right click on the icon to get a pop-up menu.
 - Select Tools, then select Options...
 - Find and select the tab called "File Types."
 - Make sure that all three Windows Media files (asf, wma, and wmv) are checked on the list.B. GPB has a webpage devoted to **Windows Media Player** related FAQs. For additional information, please visit <http://www.gpb.org/win-media-help>.
- 2) **Mac** users will also find information about Windows Media® Components for QuickTime by Flip4Mac™, which allows Macs to view Windows Media files (wma and wmv), at <http://www.gpb.org/win-media-help>. Similar information is available at <http://www.microsoft.com/windows/windowsmedia/player/default.aspx>.
- 3) A. The **download speed** for optimal viewing is 3.0 Mbps (1.5 Mbps should be sufficient but will still experience some buffering). Check with your ISP to verify your present download speed.
B. **DSL Cable** – You may want to request a speed check from your ISP as "bleeding" can be an issue in some systems, and you will want to ensure that you are getting the speed you are paying for.
- 4) A. If your computer is 3 or more years old, there may be insufficient **RAM** for optimal viewing.
B. If you have upgraded to **Windows Vista**, an additional RAM upgrade may also be necessary to match the functionality of your computer when it ran XP.
- 5) Background activity on **networked computers** can also affect online viewing.

Classroom Equipment Required for *Irasshai*

- EITHER a color television monitor and a DVD player
OR computers with high-speed Internet access to the GPB Digital Library (ie. DSL, cable modem, T1 or T3 connection)