

## **Streaming Video FAQ**

### **What is streaming video?**

It is a stream of compressed data that transmits moving images. True streaming video relies on a server to detect your computer's optimum connection speed and automatically delivers a file that matches this speed to allow for the best viewing experience.

### **How is it different from streaming media?**

When sound and video are combined in the data stream you have what's called "streaming media."

### **What do I need to view a Kiwanis streaming video?**

You will need a computer, an internet connection, and the Adobe Flash media player.

Most computers already have Flash Player pre-installed in their Web browser. If you don't have the correct media player, you will receive a pop-up message providing a link to the Web site where you can download it for free. Just begin by clicking the link for the video you wish to view and follow any prompts that appear. Otherwise, enjoy your video as it opens and plays automatically.

### **What do the various internet connection types have to do with viewing videos?**

There is still debate as to whether cable or DSL internet access is the better choice for speed and dependability of service, so shop and compare. If you have a choice, we recommend either cable or DSL as opposed to a dial-up internet connection. Dial-up connections have the slowest rate of data transmission and many users are frustrated that it can take a long time for a video or other data file types to download and play.

### **What is buffering?**

Buffering occurs when a streaming video is downloading your video to a temporary "holding pen" on your computer. Your screen may literally display the word "buffering" or "downloading" or you may see some type of countdown display (clock, progress bar, etc.) while this occurs. Once a small

quantity of the video has downloaded, it will begin to play while the rest loads at the same time.

### **Is there anything I can do to improve my viewing experience?**

There are a few easy actions you can take to insure your best possible video viewing experience.

- Update your media player so that you are using the most current version available.
- Close all unnecessary applications on your computer.
- Avoid downloading other applications or files while you are trying to watch your video.
- Try viewing your video at a time when there is less internet traffic (after school hours are usually the worst since so many people are trying to use online services at the same time).

### **The video I want to watch seems choppy and skips a lot. What should I do?**

If playback has skips or pauses, try pausing the video and allowing more to buffer. Hit play after 15-30 seconds and try again.

Also, is your Flash Player buffering speed at its maximum setting? Here's how to check:

- Click on the video link to start the Flash Player
- Pause the video (optional)
- Right click on the Flash Player
- Click "Settings"
- Click the small folder icon with the green arrow (Local Storage Setting)
- Move the slider as far to the right as possible (to "Unlimited" setting)
- Re-start your video

### **The video I want to see is playing but there is no sound.**

If you're not hearing the audio, check the volume controls on the player and/or the sound options on your computer.

## **Is there a difference between streaming video and downloaded video from Kiwanis Web sites?**

The streaming [2009 Convention videos](#) on the KiwanisOne.org Web site can be viewed with Adobe's Flash player. Videos in the KiwanisOne.org [downloads library](#) are provided in various formats and require one of the four media players listed below.

A media player is software that de-compresses the streaming data and sends the video data to your display screen and the audio data to your speakers. There are four main media players on the market today:

- [Flash Player](#) from Adobe
- [Windows Media Player](#) from Microsoft
- [QuickTime](#) from Apple
- [RealPlayer](#) from RealNetworks

Many people download all four players so that it's easy to open most any media file. Once you do so, simply click the link for the video you wish to view and the correct player automatically opens along with your video.

## **Can I save a streaming video?**

It is not considered practical to download and save a streaming video file. This makes it a popular data file format to protect proprietary information or to control a corporate brand.

## **Additional Resources:**

[Flash video blog](#) on KiwanisOne.org.

General information about [streaming versus progressive download video](#).

[Audio/Video FAQ](#) with general tips for using Kiwanis audio/video files.