

## **TriniTV FAQ** **(last updated 2/21/08)**

***Don't see your question answered here? E-mail us  
([TriniTV@trinity.edu](mailto:TriniTV@trinity.edu)) with your question or problem.***

*General requirements for TriniTV:*

- *PC running Windows 98, 2000, XP (SP2) or Vista; or Macintosh running OS X Tiger or Leopard. NOTE: Leopard must be version 10.5.2 or later in order to be compatible with TriniTV.*
- *TriniTV must be viewed using Internet Explorer (on the PC) or Safari (on the Mac). Firefox and other browsers are not supported. Please be sure that your browser software is up to date.*

**Q: When I go to TriniTV and click on “Watch Live Broadcasts” or “Video Library”, I see the content listing but no channels play when I click on them.**

A: You must be logged onto your computer with an account that has administrator privileges the first time you use TriniTV. The TriniTV site needs these permissions in order to download the player components to your computer. Once you have performed the component install, you do not need to be logged on as an administrator to use TriniTV, but you may have to install additional components when you log in with your regular user account. For more information and complete installation instructions, please go to [http://www.trinity.edu/clt/tech\\_resources/HowtoViewTV.doc](http://www.trinity.edu/clt/tech_resources/HowtoViewTV.doc).

**Q: I logged in as an administrator on my computer and went through the install procedure as described in the instruction sheet. The videos still won't play when I click on them. I get either garbled jerky video or no image at all.**

A: Are you connected to the network via a wireless connection? TriniTV will not work wirelessly. It requires a wired campus Ethernet connection.

**Q: I went through the install procedure as described in the instruction sheet, and I'm accessing the network via a wired campus Ethernet connection. At least some of the videos still will not play.**

A: Do you have an active wireless card in your computer? Even if you are connected to the network via a wire, an active wireless card can interfere with TriniTV's operation. Disable your wireless card, close and re-open Internet Explorer, and try again. (On most Dell laptops, the wireless card can be disabled by pressing the Function (Fn) and F2 keys simultaneously. For other computer brands, please see your computer's documentation.)

**Q: I think I've done everything right but some or all of the Live or Library videos still won't play for me.**

A: Are you accessing Trinity's network by going through the portal server (Tiger's Lair)? In some cases accessing TriniTV through Tiger's Lair does not work. We are working on determining what the problem is and fixing it. In the meantime, try accessing TriniTV by going directly to CLT's web site at <http://www.trinity.edu/clt/index.htm> and clicking "View TriniTV now!" in the lower left-hand corner of the page.