

HELP VIEWING THIS WEBSITE AND THE VIDEOS

I'M A DIAL-UP INTERNET USER. CAN I WATCH VIDEO CONTENT?

Unfortunately, the short answer is NO. DOCUTAH is using the latest video technology for streaming media and will be showcasing work at the highest standards possible. Dial-up speeds do not live up to those standards and rather than create a frustrating experience for viewers, we decided to support video content for high-speed connections only. We hope you'll understand and take the opportunity to check it out on a higher speed connection.

HOW DO I GET STARTED?

Install or Upgrade Your Media Players To get started enjoying video content, you will need the latest Macromedia Flash Player plug-in. Click on the following links to download these media players for free: [Flash 10](#)

WHAT SYSTEM REQUIREMENTS WILL I NEED?

Make sure you have the required video players outlined above in the "How Do I Get Started" section. If you are an AOL user, make sure that JavaScript is enabled AND your cookies are turned on. AOL 5.0 or later with Internet Explorer 5.0 or later is required for Macintosh computers.

PC/Windows Users

- Windows 98, NT, XP, Vista or later, Pentium Pro 150MHz or faster processor with 256MB RAM or more available
- Internet Explorer 5.0 or later
- Netscape 4 or later
- America Online 4 (with JavaScript enabled and cookies turned on)
- Flash 8 or later

Check your display settings. We recommend a display resolution of 1024x768 or larger and 16-bit color depth. You can change your display settings by right-clicking on the desktop and choosing "Properties" from the pop-up menu. Click the "Settings" tab in the "Display Properties" dialog box. If the setting indicated under "Screen Area" is less than 1024x768 pixels, move the slider toward "More" until the resolution meets the minimum requirements. Colors should be set to "High Color" (16 bit). To implement and save these settings, click "OK".

Macintosh Users

- Macintosh PowerPC with Mac OS 8.1 or later, 233MHz or faster processor with 32 MB RAM or more available
- Internet Explorer 5.0 or later
- Netscape 5 or later
- America Online 4 with Internet Explorer 5.0
- Flash 8 or later

First, check your display settings. Choose "Control Panels" then "Monitors" from the Apple menu. Set "Resolution" to at least 1024x768. Set "Color Depth" to "Thousands" (Macintosh G4 users should use "Millions"). NOTE: Some computers do not support large screen sizes with higher color settings. In this case, try reducing your "Color" setting to 256. This will give you larger screen size options. Allocate at least 25 MB of RAM to your Web browser (America Online, Microsoft Internet Explorer, or Netscape Navigator) by locating your Web browser on your hard disk and clicking once on the icon.

NOTE: You must locate the application itself, not an alias. Choose "Get Info" then "Memory" from the File menu. In the "Info Dialog" box, indicate 25,000 for Preferred Size. Click "OK."

Change your color settings video content plays in the color resolution your system is set to support. To improve the video image quality, try setting your monitor to 16-bit (thousands) or 24-bit (millions) color.

If you still experience problems viewing the website or playing videos, try closing other unnecessary applications that may be open on your computer. Update your computer's video driver regularly. Make sure you are choosing the appropriate speed to play the clip based on your bandwidth (See "How Do I Determine My Connection Speed").

Increase Your Video Screen Size to Full Screen if you have a high performance computer by clicking on the full screen icon in the video player. Hit the Esc key to leave full screen mode.

Try Again When Internet traffic is high. Streaming video can buffer, pause, or skip when the connection becomes too slow to support the video stream bandwidth. These degradations in quality depend on a number of factors, including Internet traffic congestion and your own bandwidth. Try playing the video again (or at another time of day), or try selecting a lower connection speed. If you have questions about the Flash format or software, please visit their website directly at [Adobe](#).