

- **Do I have to use Windows Media Player to access Audio/Video on tv3.co.nz?**

Yes. Windows Media Player is the only player option available for the video or audio content sourced on tv3.co.nz. The tv3.co.nz audio and video players are optimized for Windows Media Player version 9 and above.

Windows users may watch video using versions 7 or 8, but may be prompted to install Microsoft Windows Media 9 codec. With this, the overall user experience might be less satisfactory.

Mac users may watch video using version 9 for Mac OS X.

For optimal performance we recommend that you download the latest player. The latest Windows Media Player can be obtained from the [Microsoft Download Centre](#).

You can also upgrade to the most recent version of Windows Media Player at any time. Open the Windows Media Player application and select "Check for Players Updates..." from the Help menu (Mac users: select "Check for Player Upgrade" from the Help menu.)

- **Do I need a specific version of Windows Media Player?**

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- **How does streaming work?**

We store files on our servers, which are streamed to the player when you click on an audio or video link. The player plugs in to your browser and will automatically establish a connection between your computer and our servers when a link is activated. The file will then play as it downloads.

- **Nothing happens when I try to play a video:**

A browser error may have occurred. Try closing the player, then reopen it via a video link on tv3.co.nz.

Your Internet Service Provider may be experiencing problems with their servers. If you cannot view other pages, and if the problem persists, you should contact your Internet Service Provider.

If you can access the player on another machine or other people can view it, it may be a problem with your browser cache.

...To clear your browser cache on a Microsoft Windows PC:

In Microsoft Internet Explorer:

- Click on Tools, then choose Internet Options.
- Click the General tab.
- Click the Delete Files button.
- On the Delete Files dialogue box click the OK button. Selecting "Delete all offline content" is optional.
- To close the Internet Options box, click OK (it may take a minute or more to clear the cache.)

In Netscape Navigator:

- Click on Tools, then chose Internet Options.
- Click the General tab.
- Click the Delete Files button.
- On the Delete Files dialogue box click the OK button. Selecting "Delete all offline content" is optional.
- To close the Internet Options box, click OK (it may take a minute or more to clear the cache.)

In Netscape Navigator 7:

- Choose Preferences from the Edit menu.
- Double click on the category Advanced, then select Cache.
- Click the Clear Cache button, then select OK to close.

In Firefox/Netscape Navigator 8:

- Choose Options from the Tools menu.
- Click the Privacy icon, then select Cache.
- To close the Options window click OK.

To clear your browser cache on a Mac:

In Safari:

- Choose Empty Cache from the Safari menu, then click Empty.

In Firefox:

- Choose Preferences from the Firefox menu, then select the privacy icon.
- Click the Clear button within the Cache section.
- Click OK to exit.

...Alternatively, it could be a proxy server issue. You may find bypassing the proxy server allows video to stream.

Open Your Windows Media Player:

- Go to Tools
- Select Options
- Click on the Network tab
- Select HTTP Protocol
- Click on Configure
- and select 'Do not use a proxy server'.

...It could also be that during periods of very high traffic on the Internet or local area network the stream struggles to make (but continues to attempt) a connection. These periods may only last for a short time - try accessing the files again later on.

- **Video/Audio plays, but occasionally drops out:**

A DNS error or deterioration in the quality of the sound or picture can happen when the Player doesn't receive enough data to maintain a connection to the server. This is generally caused

during periods of very high traffic on the Internet or local area network. These periods may only last for a short time - try accessing the files again later on.

If on dial-up, another reason for the drop-outs could be that you have chosen the wrong selection when determining your connection speed.

Some problems also occur when trying to connect to our higher quality streams using an old version of Windows Media Player. We advise that you [download the latest version](#).

- **I can here the audio, but can't see the video:**

We recommend that you download the latest player. The latest Windows Media Player can be obtained from the [Microsoft Download Centre](#).

You can also upgrade to the most recent version of Windows Media Player at any time. Open the Windows Media Player application and select "Check for Players Updates..." from the Help menu (Mac users: select "Check for Player Upgrade" from the Help menu.)

- **Saving Video and Audio files:**

Because of the way audio and video files are streamed you cannot save them to your computer, unless specifically stated otherwise.

- **Can I make the video full-screen?**

Yes. If using Internet Explorer, you may need to click once to activate and use the control – otherwise/once done and once the video has begun streaming, simply double-click the playing video image.