



Streaming Video Optimization Tips

This document provides tips for individual users to optimize their experience utilizing our streaming video service. It contains suggestions to combat some of the most common hardware-related performance issues that can help to improve streaming video to the desktop.

Choppy Video Playback

There are a few steps that can be taken to improve computer performance and stop choppy playback:

1. Disable Hardware Acceleration

Hardware acceleration has been known to cause choppy PC playback, application crashes and slow streaming video problems. Media applications utilize different components of your computer's hardware. Turning off hardware acceleration allows applications to set hardware resource requirements instead of using your computer's universal settings.

Steps to Disable Hardware Acceleration in Windows XP:

1. Click **Start**
2. Click **Control Panel** and then select **Display**
3. Navigate to the **Settings** tab and then click **Advanced**
4. Choose the **Troubleshoot** tab
5. Disable hardware acceleration by dragging the slider to the extreme left

Steps to Disable Hardware Acceleration in Windows Vista:

1. Click **Start**
2. Click **Control Panel** and then select **Appearances and Personalization**
3. Choose **Personalization** and then click **Display Settings**
4. Select **Advanced Settings**
5. Navigate to the **Troubleshoot** tab and then click **Change Settings**

2. Disable Video Acceleration

Turning off video acceleration frees up resources in your media player.

Steps to Disable Video Acceleration in Windows Media Player:

1. Open Windows Media Player
2. Click the **Tools** menu
3. Choose **Options** and select the **Performance** tab
4. Move the Video Acceleration slider to "None"

3. Adjust Windows Desktop Visual Effects

Editing your desktop visual effects will free up resources for both the media player and for your PC.

Steps to Adjust Windows Desktop Visual Effects:

1. Click **Start** and then **Control Panel**
2. Select **System**
3. Navigate to the **Advanced** tab
4. Under **Performance** click **Settings**
5. Under the **Visual Effects** tab choose “adjust for best performance”

Note for Mac Users: Mac does not have automatic settings for streaming video. Choppy playback on Apple computers can be improved through updating your software and Flash Version.

Steps to Update your Software:

1. Click the **Apple** in your upper left corner
2. Select **Software Update**
3. If updates are available, click **Continue** to download and install them (note: you may be prompted to restart your computer after the update)

Steps to Update your Flash Player:

1. Visit <http://www.adobe.com/products/flashplayer/>
2. Download the latest version of the Adobe Flash Player

Slow Streaming Video Play

There are a few steps that can be taken to improve the speed of your video playback:

1. Adjust Buffering Settings

Slow video playback and constant buffering are indicative of two factors: your connection speed and the media player that you are using to access streaming video. You can adjust your buffering settings – which will increase the time before you see or hear a file. However, there should be fewer interruptions once the file begins to play.

Steps to Adjust Buffering Settings in Windows Media Player:

1. Open Windows Media Player
2. Click the **View** menu
3. Choose **Options** and select **Performance**
4. Under “Network buffering” select the Buffer ___ seconds of content option
5. Increase the seconds of content to buffer

2. Clear Temporary Internet Files

Clearing your cache can also lead to increase in performance. Steps taken to clear your temporary Internet files vary by browser. Consult your browser’s help file for the best instructions to clear cookies, temporary Internet files, etc.

If you have any questions about how to improve the performance of streaming video on your computer, please contact the Films On Demand Product Support team at support@films.com or call 1-888-744-6398 to learn more.