

## ANSWERS TO FREQUENTLY ASKED QUESTIONS

### SYSTEM REQUIREMENTS

#### **Do I need a high speed Internet connection to access these courses?**

Yes, you will need to have a high speed connection (DSL or cable) to view the video streamed courses that we offer. If you attempt to access a course over a dial-up connection the video may not play at all or may buffer excessively. We do not support access over a dial-up connection.

#### **Can the courses be viewed on a MAC as well as a PC?**

Yes, courses can be viewed on both types of computers, although some features may not work properly on a MAC. If you are trying to view on a MAC, please make certain software is installed that will let you run Windows Media Player. Some MAC users have reported problems printing course completion certificates. If you encounter this problem, please access from a PC to print certificates.

#### **Do I need any special hardware?**

The computer that you use to access HCIN courses must be equipped with a sound card and speakers or headphones.

#### **What software do I need to view the HCIN courses?**

If you are accessing courses from a PC you will need to have up-to-date copies of the following:

- Web Browser (for example, Internet Explorer 6 SP1, Firefox version 2 or higher)
- Windows Media Player Version 9 or higher
- Windows 2000, XP, 2003 or Vista
- MAC users will need OS X

#### **How can I tell if I have current versions of required software?**

If your computer has been purchased in the last 4-5 years, it is likely that you already have needed software installed. To check software version numbers for Microsoft products, open the application and click on "help" then on "about." This will open a screen that will display the software version number.

#### **What do I do if I do not have a current version of Windows Media Player or a browser?**

You can download current versions of these applications for no cost:

To download the most recent version of Windows Media Player (11) go to:

[www.microsoft.com/windows/windowsmedia/download/](http://www.microsoft.com/windows/windowsmedia/download/)

To download the most recent version of Internet Explorer (7) go to:

[www.microsoft.com/windows/downloads/ie/getitnow.mspx](http://www.microsoft.com/windows/downloads/ie/getitnow.mspx)

To download the most recent version of Firefox (2) go to:

<http://www.mozilla.com/en-US/firefox/>

#### **What are the symptoms indicating that a current version of Windows Media Player is not installed?**

If you are using an old version of Windows Media Player the video stream will try to start but will not run smoothly. The sound will break up and the video will stop and start. Download and install a newer version of WMP and attempt to start the video stream again.