

A Quick Guide to Optimal online video viewing

For K-State Faculty, Staff, and Students

Each year at the start of the semester, we see an increase in the use of video in courses, the number of videos imported into K-State Online, and the number of students experiencing technical issues. The issues seen are multifaceted and can involve the following and more:

- Resolution, bit rate, and size of video file
- Your internet service provider
- Updates to applications
- Bandwidth and connectivity
- The computer used to view videos

SUGGESTIONS TO IMPROVE ONLINE VIDEO VIEWING

Run the K-State Online readiness test

Make sure your computer has the appropriate specifications: public.online.ksu.edu/support/readiness

Test the speed of your Internet connection

The minimum download speed needed for quality viewing of video online is 500 kB/s. Viewing quality is impaired at lower speeds.

Go to <http://speedof.me> to run a free HTML5-based speedtest that works directly in your browser and iOS, Android, Windows 8 smartphones without third party plug-ins.

Be aware that your Internet connection can dynamically change to provide the best service and that a speedtest is a check at a point in time and not an overall evaluation of your connection. It is also not always accurate depending on locations of test sites and conditions.

Review your Internet Service Provider (ISP) plan

If you tend to use a lot of bandwidth in the course of a month, your ISP may reduce your bandwidth speed thus slowing downloads. This is total usage and includes utilization for your computer, TIVO, Xbox, etc.

If you have chosen the least expensive plan with the lowest downstream speed, you will have difficulty viewing videos. Also if you are sharing wireless connectivity with others in an apartment/housing complex where wireless is shared among tenants, viewing quality will be poor. Consider connecting to a wired port.

Make sure your Flash player is up to date

Go to <http://get.adobe.com/flashplayer/> to download and install the latest version. Adobe updates Flash often and it is important to install all updates.

The type of hardware and video card matter. Minimum specifications provided by campus are available from k-state.edu/its/buying/minimumrequirements.html.

Change the browser you are using

Sometimes what was not viewable in one browser might be viewable in another.

Update the Java client on your computer

For help updating Java on a PC visit: k-state.edu/its/helpdesk and then click the Updating Java link.

New Macs do not have Java installed. To install it, go to java.com/en/download/mac_download.jsp?locale=en
Also note that Apple can disable Java on a computer without notice if it's believed it's vulnerable to an attack.

View our test video

A video with the appropriate quality, bit rate, etc. has been posted in a K-State Online course to help determine what is causing your issues. To view the test video, email servicedesk@ksu.edu and ask for access.

IT Help Desk

214 Hale Library
785-532-7722 or 800-865-6143
helpdesk@k-state.edu
k-state.edu/its/helpdesk

The first point of contact for campus IT needs.

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