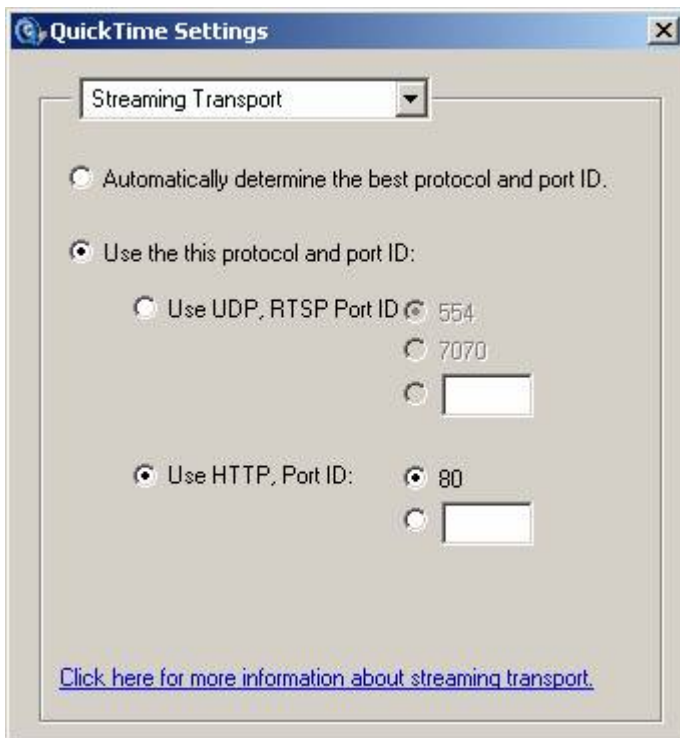


## PC Version

To fix the streaming problem.

Go to your QuickTime Player and go to Edit | Preferences | QuickTime Preferences.

Set the Streaming Transport as shown:



Or go here to read more.

[http://www.uh.edu/infotech/php/template.php?nonsvc\\_id=642](http://www.uh.edu/infotech/php/template.php?nonsvc_id=642)

### Troubleshooting

If the video you are trying to watch is not opening fully or the sound keeps going on and off, it may take only a few steps to fix the problem.

QuickTime Player for Windows Settings for Streaming Media

1. Open QuickTime.
2. Go to the Edit menu and select the Preferences and QuickTime Preferences commands.

3. Click the down arrow on the drop-down menu and select Streaming Transport.
4. Click the circle next to "Use this protocol and port ID".
5. Click the circle next to "Use HTTP, Port ID" and the circle next to "80."
6. Click the X in the top right corner of the QuickTime Settings window to close the window.
7. Try to play the video again.

## **Macintosh Version**

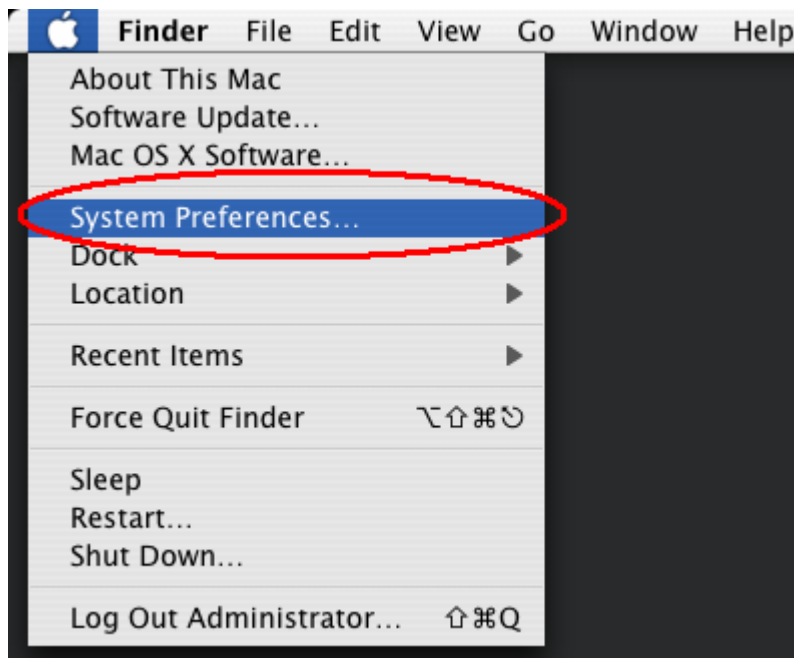
If you are having difficulty viewing a QuickTime stream using a Macintosh on or off campus, try these five (5) easy steps to change the streaming transport to HTTP Port 80. Oftentimes this is all you have to do in order to get up and viewing.

### **Symptom**

The QuickTime Player comes up after you click on the streaming link. After that, the player waits while issuing a "Switching Transports" and then a "Disconnected" message.

### **Solution**

1. In the Apple's Finder Menu, click on the blue apple in the upper left-hand corner of your screen.



Select "System Preferences".

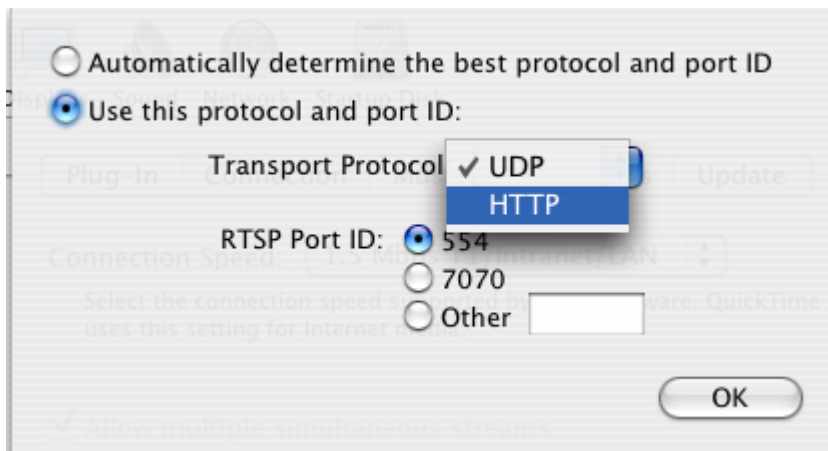
2. From the System Preference Menu, under the "Internet & Network" section, select the "QuickTime" icon.



3. Third, select the "Connection" tab and click on "Transport Setup".



4. Next, bubble in the “Use this protocol and port ID” radio button. Under “Transport Protocol”, click the down arrow and change the selection setting from “UDP” to “HTTP”.



5. Finally, under “Port ID”, bubble in the radio button marked “80”. Click the OK button and then go and try and watch the stream again.

