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Several things could be affecting your ability to view the streaming video.

If you are using a dial-up internet connection, it is likely that you won't have enough bandwidth and you will get audio, but no video. If you have DSL or Broadband, you should be OK.

In order to view the video streams, you must have Windows Media Player version 9 or higher. To find out which version of Media Player is embedded in your browser, right-click the player in the Media window and then select **About**.

If you are using a Mac, please refer to the information below. Viewers have had the best luck with Microsoft Silverlight.

Minimum System Requirements for Macintosh Users

To troubleshoot issues from Apple Mac users, first determine which processor is used by performing the following steps:

1. Click the Apple icon in the top left corner of your screen and select **About this Mac**.
2. The **Processor** line will tell you the speed and the processor name.
3. If the processor name includes the word "Intel," then follow the instructions for Intel Macs below. If the name includes "PowerPC" or "PPC", then follow the instructions for PowerPC Macs below.

Intel Macs

Microsoft has not released a Windows Media browser plug-in for Intel Mac computers. As an alternative, Microsoft is promoting the Flip4Mac program. Tested in May '07, Flip4Mac's WMV Player plays videos, though with some issues. Flip4Mac currently does not support some advanced features, in addition to other minor playback problems.

PowerPC (PPC) Macs

You need at least a G3 with Mac OS X installed. You can find this information, as above, from the "About this Mac" item under the Apple menu.

In addition, you should have at least Windows Media Player 9 and a recent version of your preferred browser.

Recently, Microsoft announced that it will no longer support Windows Media Player for the Mac. Windows Media Player 9 for Mac users is still available for download. This version has been tested with our media on seven browsers available for the Mac, including Safari and Firefox.

Microsoft will not provide future updates or product support for Windows Media Player for the Mac. Alternatively, you may choose to use the Flip4Mac program as recommended above for Intel Macs, but with the same limitations.

Silverlight

The Microsoft Silverlight add-on for Windows Media Player allows users of Mac OS X version 10.4.8 on any browser to have the same experience as all Windows Media Player users currently enjoy. There is no difference between a user on Internet Explorer 6 and a Mac OS 10 user on a Firefox browser. Not all content will stream using Silverlight, which is available at www.silverlight.net.

A last resort work-around for Firefox users:

Open fire fox.

Browse to www.twelve.tv

Click on play video and it will load the player with a black screen.

Now right click on the black screen.

Select view page info.

In the newly opened window select the Media tab.

Scroll down in the Address box until you find a url similar to the one below:

http://nwtv12.dayport.com/viewer/content/special.php?Art_ID=3169&Format_ID=2&BitRate_ID=8&Contract_ID=-1&Obj_ID=4

Copy the url and paste it in a firefox address bar window.

This will load the video in the local machine's windows media player.