PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY, STATE UNIVERSITY OF NEW YORK

Preparing Your Computer for Webcasting (Videoconference/Teleconference)

There are a few steps you can take to help ensure that your computer is ready to use for webcast training. Please note that the following recommendations would apply to any computer, but the instructions are specific to PC's running the Windows 7 operating system.

1. Click on the Link
http://videoconference.pdp.albany.edu
Be sure to click on the webcasting link above or the link that was sent to you prior to the training. This will help to ensure the link is entered correctly. If you enter the link manually it may not work correctly.

2. Update Your Computer
A few days before the webcast, be certain that you have run Windows Updates on your computer. This will reduce the risk of updates running on your computer during the webcast. If you're uncertain how to run Windows Updates, please follow the instructions at the following link: https://support.microsoft.com/en-us/help/12373/windows-update-faq

3. Update Other Common Software Programs
Many commonly installed programs, such as Adobe Reader and Java, also regularly check for updates and will prompt you to run them when the computer is turned on. Run these updates if prompted after running the Windows updates in Step 2.

4. Check Screen Savers and Power Options
Some computers, particularly laptops, will be configured to display a screen saver or to turn off the monitor after a certain period of inactivity. During webcasts screen savers should be turned off and power options should be set to allow the machine to run continuously. For details on how to check these options, please see the links below:
https://support.microsoft.com/en-us/instantanswers/166a4a91-2fc5-42a5-853b-024397ebfa74/change-your-screen-saver-settings
http://www.repeatsoftware.com/help/DisableWindowsScreenSaver.htm

5. Logon Information
If your computer requires a logon, please be certain to have the username and password available during the webcast. This will allow you to log back into the computer if required. Contact the appropriate IT staff in your organization to assist with this if you need the login.

6. Testing Sessions
At least one test session will be offered before the date of the webcast. Even if you have tested your equipment before, it is always a good idea to log in during these sessions to confirm that your computer and Internet connection are working properly prior to the broadcast.

7. Getting Help
If you are having problems preparing your computer for use during a webcast, please feel free to contact us at ksanford2@albany.edu or at 518-442-6549 for help or further information. Please do not use this number on the night of the broadcast. **For issues that evening please contact our studio at 518-408-3400 or 518-474-2424.**

Typical Issues and Steps

Issue	Steps
Attempting to use satellite equipment	Satellite equipment is no longer used. Webcasts are the only means to view the broadcast.
Unable to connect to stream links	- Confirm Internet connectivity (test other URL's/websites) - Check Ethernet cable or wireless access. - If Internet connectivity still not available, see if you have access to tech support for your site.
Stream and audio available on PC but not on projector/speakers	- If audio and video channeled through a controller, see if you have access to the tech support for your site. - Check cables between PC and Projector - Make certain that speakers are connected to the headphone jack on the PC.
Site does not have links for broadcast	- Links are available at the top of this document. - Check your email for the link email.
PC goes dark, stream is lost	- Check screen saver and power settings on the PC. - Turn off screen saver
Applications on PC prompt for updates	- Minimize or dismiss, based on the options offered in the prompt.
PC locks or reboots	- If a login is required, you will need credentials that provide Internet access.