

VTC Support FAQ (updated 24/01/2014)

CONTACT INFORMATION

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Contact [VTC Tech Support](#)

Contact other [VTC Offices](#)

GENERAL

Updated versions of this [VTC Support FAQ](#) file may be found [here](#).

Most information contained within this file can also be found on the [VTC Tech Support](#) page.

To view a list of features made available to current VTC Online University members, please review the **Administering an Account** section on the web page listed above.

There are two ways of viewing VTC tutorials:

- Web Browser (desktop/laptop/iOS 4+, Android 4+)
 - VTC AIR Player (desktop/laptop)
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SYSTEM REQUIREMENTS (VTC ONLINE UNIVERSITY)

- **MAC** - Mac OS 10.6+
- **WIN** - Windows 8/7/Vista/XP SP2

Other

- Internet Connection capable of downstream bandwidth of 1+ Mbps
- Minimum screen resolution of 1024x768
- At least 512MB of RAM
- At least 128MB of graphics memory
- Web Browser - [Chrome](#), [Firefox](#), [Internet Explorer](#), [Opera](#), [Safari](#)
- Cookies and JavaScript must be enabled within the web browser
- Any pop-up blockers, anti-virus software, or any other security measures are set to allow all content from *vtc.com
- [Flash 11+](#) is required to view VTC tutorials on a web browser

- Linux users on Firefox, please [see this](#)
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SYSTEM REQUIREMENTS (VTC CD/DVD/USB)

- CD/DVD-ROM drive (For VTC CD/DVD)
 - USB drive (For VTC USB)
 - Minimum screen resolution of 1280x800
 - [VTC Player](#)
 - [QuickTime 7 or X](#)
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LOGIN ISSUES

If you are having trouble logging into your account via a web browser, be sure that the web browser is set to accept cookies from **vtc.com** and that JavaScript is enabled (often disabled by default when using a web-based proxy).

Be sure that if your web browser stores username and password information (**Password Manager** in Firefox, **AutoComplete** in Internet Explorer, **AutoFill** in Safari) that the authentication details for VTC are correct. Also, verify that you have no extra spaces in either the username or password and remember that any characters in both the username and password are cAsE sEnSiTiVe.

Lost your password? Retrieve it [here](#).

WEB BROWSER

An active Internet connection is required to view VTC online content.

If both 64 and 32-bit versions of IE are on your system, launch the 32-bit from the following directory "**C:\Program Files (x86)\Internet Explorer\iexplore.exe**".

Be sure that the web browser of choice has JavaScript and cookies enabled (often disabled by default when using a web-based proxy) and that any pop-up blockers are set to allow ALL content from [vtc.com](#).

[Flash 11+](#) is required to view VTC tutorials.

VTC AIR PLAYER

The [VTC AIR Player](#) can be used to access VTC AIR based training videos right from your desktop. However, you must be connected to an ISP and have [Adobe AIR](#) installed.

Please review the [VTC AIR Player FAQ](#) for additional information.

MOBILE

iOS 4+ and Android 4+ users should be able to play all VTC movies within a web browser.

Mobile device users having trouble playing movies should click the **Preferences** option on any course page and select the **Low Bandwidth** option.

FIREWALL

Be aware that if you have a firewall in place on the system, or network, it may block the ability to authenticate your VTC account and play tutorials. Verify that security devices and measures are open to the following:

- VTC AIR Player, QuickTime, Adobe Flash, Adobe AIR
- *.vtc.com, *bitgravity.com
- ports 80, 443, 554 (RTSP) 1935 (RTMP)
- Grant “incoming and outgoing” or “to and from” access to IP addresses 54.73.233.163, 50.199.22.241, 208.67.238.200

Verify that any proxy in place is not set to disable JavaScript and cookies.

To verify that the required ports are open on your system or network and for other possible solutions to playback issues, navigate to [BitGravity Debut Tools](#) (*Flash required*).

AUDIO ISSUES

If you cannot hear audio on VTC tutorials, first make sure that the volume level slider on the movie window is turned up all the way up (to the right).

Make sure your sound card properties have the appropriate volume sliders turned up.

If you still cannot get audio, it's possible you may have a damaged plug-in. In that case, it may be best to completely uninstall QuickTime or Flash from the system before attempting a re-installation.

Restart the system after the installation is complete.

OTHER ISSUES

Can't play movies from CD/DVD?

Make sure that you have installed QuickTime 7 first (available on the installation CD/DVD and from www.apple.com/quicktime/download).

Open the QuickTime Player and do the following...

1. With the QuickTime Player application open, select Preferences / QuickTime Preferences
2. Click the Advanced tab

3. Check the Safe mode (GDI only) option

4. Click Apply and then the OK button

Verify that the files with the ".mov" extension found in the "movies" folder of the VTC CD/DVD are associated with the QuickTime Player (not Windows Media Player, RealPlayer, VLC, etc.).

Re-launch the VTC Player and play movies.

If the problem persists, check that no anti-virus, security tool, etc. is blocking QuickTime.exe or VTC Player.exe.

Finally, if the issue still exists and you've recently updated your system, highlight the VTC Player application and select Properties. Click the **Compatibility** tab and select one of the other compatibility mode options available.

Content not being displayed correctly on Internet Explorer 9?

Some IE users may need to click on the blue broken page icon on the right hand side of the URL menu bar and turn on "Compatibility View" mode (pictured below).

