

VTC Support FAQ

CONTACT INFORMATION

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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 **Administrating an Account** section on the web page listed above.

There are three ways of viewing VTC online tutorials:

- Web Browser
 - VTC Player
 - VTC AIR Player
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LOGIN ISSUES

If you are having trouble logging into your account via a web browser (we recommend [Firefox](#)), 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.

We strongly recommend members use [Firefox](#), as it tends to be the most secure and reliable web browser available.

If both 64 and 32-bit versions of IE are on your system, launch the 32-bit from “**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](#).

All VTC video tutorials can be played using QuickTime 7.

Many VTC courses offer you the ability to play tutorials via Flash (Flash 8 or higher is required). Download the latest version of Flash [here](#).

Find a full list of courses available in Flash by navigating [here](#). Select **Yes** for **Flash Availability**.

** The Advanced search page above also allows searching via course name, course category, author and release date.*

VTC PLAYER

You may also view tutorials outside of a web browser using the [VTC Player](#).

You must be connected to an ISP and have [QuickTime 7](#) installed to use the VTC Player.

Please review the [VTC Player FAQ](#) file, any instructions file that accompanies the download, in addition to the [VTC Help Movie](#).

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. Linux users will need [Adobe Air for Linux](#).

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

FIREWALL

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. If you have a router or firewall in place (Norton, McAfee, ZoneAlarm, etc.) verify that your firewall or router settings are open to the following:

- VTC Player, VTC AIR Player, QuickTime, Adobe Flash, AIR
- *.vtc.com
- ports 80, 443, 1935 (RTMP default port for Flash streaming) and TCP
- Grant “incoming and outgoing” or “to and from” access to the following IP range:
67.208.88.37-67.208.88.57

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

*** VTC does not provide tech support for Internet security applications or operating systems.**

QUICKTIME CRASHES (Windows)

** A 64-bit version of QuickTime® for Windows is not available from Apple, therefore QuickTime functionality is not available for all applications.*

If your web browser (recommend [Mozilla Firefox](#)) continually crashes while trying to play a QuickTime version of a VTC tutorial, first verify that QuickTime is [configured properly](#). You may also need to revert to a previous version within the **Compatibility** section of **QuickTime Properties**.

You can install the latest version of QuickTime [here](#).

If the problem persists, you may try playing tutorials via the [VTC Player](#).

If errors continue while playing through a web browser and VTC Player, you can try modifying the system's hardware acceleration settings. To do this, follow the steps below:

1. Navigate to the system's **Display Settings**.
2. Click the **Advanced Settings** button.
3. Click the **Troubleshoot** tab.
4. Adjust the **hardware acceleration** slider.
5. Click the **Apply** button.
6. Click the **OK** button.

If the suggestion above does not remedy the crash problem, set QuickTime to **Safe mode (GDI only)**, thus disabling DirectX and OpenGL functionality within QuickTime. To do this, follow the steps below:

1. With the QuickTime application open, select **Preferences**.
2. Click the **Advanced** tab.
3. Check the **Safe mode (GDI only)** option.
4. Click the **OK** button.

A supported [hotfix](#) is available from Microsoft which may be of use should your error message be the same as described on the web page.

If the suggestions above do not help, know that some users (particularly 64-bit users) have experienced improved performance by reverting back to [QuickTime 7.0.4](#). Other archived versions of QuickTime can be found [here](#).

Some users have also had some success with [QuickTime Alternative Lite](#).

LOW BANDWIDTH OPTION

Both the web browser and [VTC Player](#) provide the user with low bandwidth options.

On a web browser you'll see the option to the right of the tutorial links on any course page.

On the VTC Player, the option is found in the VTC Player **Preferences** window.

** Low bandwidth option not available via the Flash format option on [www.vtc.com](#) or VTC AIR Player.*

AUDIO ISSUES

If you cannot hear audio on VTC tutorials, first verify 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. Uninstall QuickTime or Flash before attempting a re-installation.

Restart the system after the installation is complete.