

Online Streaming and Media Recordings Frequently Asked Questions

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Quick Links

Need assistance with online streaming and media recordings?

IT Support is available. For more information go to the CQUniTECHNOLOGY website <http://cqunitech.cqu.edu.au> and click "How to get Assistance" (pictured right).

[How to get Assistance](#)

[Request a Service](#)

Want to book a Video Conference or ISL session?

Staff can [book a video conference online](#). Simply complete each of the relevant fields and click "Submit". Staff will receive a confirmation email once the video conference has been successfully booked.

This online booking form is available from the CQUniTECHNOLOGY website <http://cqunitech.cqu.edu.au> by clicking "Request a Service" (pictured above).

Viewing online media recordings at CQUniversity

What do I have to do to my computer to enable it to play multimedia streams?

Students and staff using a Microsoft Windows PC will need to have:

1. A [Microsoft Internet Explorer](#) or [Firefox](#) web browser
2. [Microsoft Windows Media Player](#)

Students and staff using an Apple Macintosh will need to have:

1. A [Safari](#) or [Firefox](#) web browser
2. [Apple Quicktime Player](#)

I am provided with several "Media Options" when I go to play a multimedia stream. Which one should I use?

To view or listen to an online recording, students can staff can select from one of two different media players. These include the Windows Media Player or the Quicktime Player.

Note: In some situations students and staff will need to download the player before viewing the online recording or multimedia stream. Please download the latest version of the media player (see links above).

The Windows Media Player is generally already installed on a Windows Computer. If one player does not work please try using the alternative option.

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I am provided with different “Bandwidth” choices when I play a multimedia stream. Which one should I use?

CQUniversity provides various download options for each media player. This is to cater for students and staff using a dialup or broadband internet connection.

Note: If using a dialup connection, students can only download an audio mp3 version of the recording. Students and staff that are working on campus or have a broadband connection can view a better quality recording by selecting the “Broadband 256K” option.

I'm having problems accessing multimedia streams - what can I do?

- Test that you are still connected to the internet by opening a new web page in the browser.
- Ensure you have downloaded the latest version of the media player (details on page 1).
- Check to see that you have *enabled* cookies on your web browser.
- For further technical assistance please contact the ITD Service Centre.

Phone: 07 4930 9233

Email: servicedesk@cqu.edu.au

Streaming and Online Media Recordings Information for CQUniversity Staff

What is streaming?

Streaming is a process of delivering a video and/or audio file to a computer. This can include a computer in a CQUniversity computer lab or a student's home computer.

When a video recording is streamed, a student can start watching the video on their computer while the file continues to download in the background. This means that students and staff *do not* have to wait while a large video file is downloaded.

Where can I make a recording on campus at CQUniversity?

Staff can make a recording in any videoconference room at CQUniversity. This includes all ISL theatres and videoconference meeting rooms.

Recordings can also be made in the two VAL theatres located in building 6 and 32 at Rockhampton Campus.

Alternatively, a recording can be made in the ITD video production studio.

Note: Use of the production studio is for course materials only.

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Can I record the video or audio elsewhere and use that?

High quality recordings can be made in the video production studio or by using other associated locations such as the VAL and ISL rooms.

There is a provision to allow recordings to be made elsewhere and then be converted to streaming formats for use within online courses.

If you have recordings for your subject, please contact the ITD Service Centre to have them converted into video streams. Audio only formats are also available.

Will students on slow dialup links be able to access the recordings?

Yes, however it will be audio only.

Where possible, all presentations will be available in two formats. One format is suitable for students using a dialup connection and the other is suitable for students working on campus or with access to a broadband connection.

The different formats that are made available to students can be edited by the lecturer.

I want to use this technology for my course – who do I talk to?

To arrange to have a video stream recorded, staff can contact Teaching Technology Support on ext 2666.

Alternatively, you can submit an online [videoconference booking form](#) and request that your session be recorded.

Do students need any special software?

If they do not already have it, students may need to download the Windows Media Player or Quicktime Player in order to view the video (details and links are located on page 1).

Students will also need to have access to the internet.