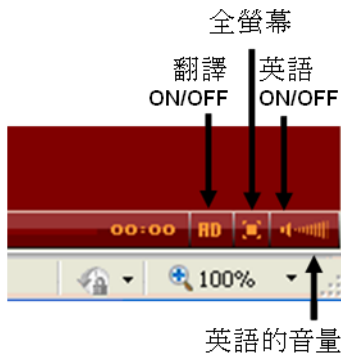




FPMT Media Center
Frequently Asked Questions (FAQ)
(click on the links below)

PLAYER

- [Download Adobe Flash Player](#)
- [Can I adjust the translation volume?](#)
- [How can I play the video/audio teachings?](#)
- [The video playing appears 'jerky', why?](#)
- [The video/audio track I want to play doesn't start.](#)
- [Why doesn't the player load? It just says "Loading, Please Wait..."](#)
- [How do I enable JavaScript in my browser?](#)



MEDIA CONTENTS

- [How long will the recorded teachings be available on FPMT Media Center?](#)
- [What internet connection do I need?](#)
- [Will the recorded teachings be available straight away?](#)
- [What is the format of the audio files?](#)
- [Can I download the audio files?](#)
- [Can I download the video files?](#)
- [What is Video On Demand \(VoD\)?](#)
- [Is there any restriction when viewing the videos?](#)

LANGUAGES

- [In which languages will the teachings be simultaneously translated?](#)
- [Who are the translators?](#)
- [How can I select my language and the type of media to play?](#)

FPMT MEDIA CENTER

- [How can I access FPMT Media Center?](#)
- [How can I support FPMT Media Center?](#)

Download Adobe Flash Player

The videos will play with Adobe Flash player. You can download the latest version of Adobe Flash Player [here](#) (Windows) or [here](#) (Mac).

[Back to top](#)

Can I adjust the translation volume?

The translation volume is set automatically to 100% on the player. This setting is not adjustable. Instead, use your desktop volume control.

[Back to top](#)

How can I play the video/audio teachings?

Select the type of media (High-Quality video / Video / Audio) you wish to play by clicking on the corresponding icon on the top right hand side corner. A playlist will then load in the page. Click on the part you wish to play and click another time to start the streaming.

[Back to top](#)

The video playing appears 'jerky', why?

Your internet connection may not be fast enough. You need an internet connection of 768 kbps at least to watch high - quality videos and 256 kbps for normal quality. You may also listen to audio teachings by changing the media settings.

[Back to top](#)

The video/audio track I want to play doesn't start.

This may be due to the following:

- The video/audio track is not yet available.
- A temporary technical problem. Please try again later.

[Back to top](#)

Why doesn't the player load? It just says "Loading, Please Wait..."

You need to have JavaScript enabled. JavaScript is a scripting language which allows for user interaction, and is required for the player menu.

[Back to top](#)

How do I enable JavaScript in my browser?

Internet Explorer

In Internet Explorer, click on the 'Tools' menu, select 'Internet Options', click on the 'Security' tab, and then click on the 'Custom Level...' button. Scroll down (near the bottom) until you can see the options for 'Active scripting', and select 'Enable'. Then click on the 'OK' button. Now reload the page by clicking on the Refresh button, or typing F5 on your keyboard. If the player still does not load, close and then relaunch the browser and webpage.

Mozilla Firefox

In Firefox, click on the 'Tools' menu, select 'Options', then click on the 'Content' tab. Make sure there is a check in the 'Enable JavaScript' checkbox, and then click on the 'OK' button. Now reload the page by clicking on the Reload button, or typing Ctrl+R on the keyboard. If the player still does not load, close and then relaunch the browser and webpage.

Google Chrome

Google Chrome always has JavaScript enabled. If the player does not load, try reloading the page.

Safari

In the Safari menu, click on 'Preferences', and then click on the 'Security' icon. Next to the 'Web Content' section, make sure that 'Enable JavaScript' is checked. Close the Preferences window and reload the page. If the player still does not load, close and then relaunch the browser and webpage.

Opera

In Opera, click on the 'Tools' menu, select 'Preferences', then click on the 'Advanced' tab, then click on the 'Content' option. Make sure there is a check in the 'Enable JavaScript' checkbox, then click on the 'OK' button. Now reload the page by clicking on the Reload button, or typing F5 on the keyboard. If the player still does not load, close and then relaunch the browser and webpage.

[Back to top](#)

How long will the recorded teachings be available on FPMT Media Center?

All audio and video streaming contents will remain on the FPMT Media Center for free access at all times.

[Back to top](#)

What internet connection do I need?

A good internet connection with at least 256 kbps is required for normal quality videos, while at least 768 kbps are required for high-quality videos. Listening to audio streaming should work for all types of internet connections.

[Back to top](#)

Will the recorded teachings be available straight away?

Audio/Video teachings will be recorded and made available via the Video On Demand service the following day. All videos will be available in the various translated languages.

[Back to top](#)

What is the format of the audio files?

All the audio files will be in MP3 format

[Back to top](#)

Can I download the audio files?

Audio files may be downloaded from the 'Light of the Path' course page of the Online Learning Center. The entire audio files will be available for download from FPMT Media Center from September 23rd in zip format to facilitate the download process for users.

[Back to top](#)

Can I download the video files?

Videos may be viewed at any time via the Video On Demand service, but may not be downloaded.

[Back to top](#)

What is Video On Demand (VoD)?

Our Video On Demand service allows easy access to media contents. It uses a delayed streaming of a media file via a streaming server which allows the material to be directly accessed at any point in its timeline without waiting for it to download from the beginning.

[Back to top](#)

Is there any restriction when viewing the videos?

No, all videos of FPMT Media Center may be viewed free at any time

[Back to top](#)

In which languages will the teachings be simultaneously translated?

Simultaneous translations of Lama Zopa Rinpoche's teachings during '*Light of the Path*' event will be translated into Spanish, Italian, Chinese and French. However, Italian translation will be only available for the first week. Post-translation may be available later.

[Back to top](#)

Who are the translators?

Spanish: Ven Paloma Alba

Italian: Fabrizio Palotti

Chinese: Ven Sophia Tenzin

French: Ven Chantal_Carrerot

[Back to top](#)

How can I select my language and the type of media to play?

To select your language, click on 'English' at the top left hand corner.

To select the type of media you wish to play (High-quality video / Video / Audio), click on the corresponding icon on the top right hand side corner. A playlist will then load in the page.

The current language/media configuration will also appear on the bottom left hand side corner.

[Back to top](#)

How can I access FPMT Media Center?

FPMT Media Center may be accessed via FPMT [Online Learning Center](#). Click then on 'FPMT Media Center'.

[Back to top](#)

How can I support FPMT Media Center?

There are many ways you can support FPMT Media Center.

- Spread the word within your Dharma community about this free resource; the more students benefit from the teachings, the better the goal of FPMT is fulfilled.
- Visit the [Online Learning Center](#) for available online courses.
- [Make a donation](#) to support the development of the Online Learning Center. All proceeds will be dedicated to the development of FPMT Media Center, ongoing *Light of the Path* program and digitizing & archiving of video teachings.

[Back to top](#)
