



Improve the Quality of your Streaming Video Performance

Congratulations on choosing Films On Demand – a true streaming video solution. Our Product Support Team offers our users a few tips that can optimize your experience utilizing our services.

Most streaming video problems are PC related. The two most common issues are choppy video playback and slow streaming video play.

1. Choppy Video Playback

There are a few steps that can be taken to improve computer performance and stop choppy playback:

- **Disable Hardware Acceleration**

Hardware acceleration has been known to cause choppy PC playback, application crashes and slow streaming video problems. Media applications utilize different components of your computer's hardware. Turning off hardware acceleration allows applications to set hardware resource requirements instead of using your computer's universal settings.

Disable Hardware Acceleration in Windows XP:

1. Click **Start**
2. Click **Control Panel** and then select **Display**
3. Navigate to the **Settings** tab and then click **Advanced**
4. Choose the **Troubleshoot** tab
5. Disable hardware acceleration by dragging the slider to the extreme left

Disable Hardware Acceleration in Windows Vista:

1. Click **Start**
2. Click **Control Panel** and then select **Appearance and Personalization**
3. Choose **Personalization** and then click **Display Settings**
4. Select **Advanced Settings**
5. Navigate to the **Troubleshoot** tab and then click **Change Settings**

- **Disable Video Acceleration**

Turning off video acceleration frees up resources in your media player.

Disable Video Acceleration in Windows Media Player:

1. Open Windows Media Player
2. Click the **Tools** menu
3. Choose **Options** and select the **Performance** tab
4. Move the Video Acceleration slider to "None"

- **Adjust Windows Desktop Visual Effects**

Editing your desktop visual effects will free up resources for both the media player and for your PC.

Adjust Windows Desktop Visual Effects:

1. Click **Start** and then **Control Panel**
2. Select **System**
3. Navigate to the **Advanced** tab
4. Under **Performance** click **Settings**
5. Under the **Visual Effects** tab choose “adjust for best performance”

2. **Slow Streaming Video Play**

- **Adjust Buffering Settings**

Slow video playback and constant buffering are indicative of two factors: your connection speed and the media player that you are using to access streaming video. You can adjust your buffering settings – which will increase the time before you see or hear a file. However, there should be fewer interruptions once the file begins to play.

Adjust Buffering Settings in Windows Media Player:

1. Open Windows Media Player
2. Click the **View** menu
3. Choose **Options** and select **Performance**
4. Under “Network buffering” select the Buffer ___ seconds of content option
5. Increase the seconds of content to buffer

- **Clear Temporary Internet Files**

Clearing your cache can also lead to increase in performance. Steps taken to clear your temporary Internet files vary by browser. Consult your browser’s help file for the best instructions to clear cookies, temporary Internet files, etc.

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