

FAQ

I am getting a message that I don't have sufficient bandwidth to view the site. Can I still view the HD Web?

To view HD video you need at minimum 7.5 Mbps of available bandwidth. We recommend you view the 'Preview' files in the gallery. You are free to view the HD video; however, you may not have an optimal experience.

You may want to consider upgrading your Internet connection. Only the Verizon FiOS® network delivers America's top rated, fastest High Speed Internet up to 50 Mbps. [LEARN MORE](#)

I have sufficient bandwidth, but it still is not working properly?

Bandwidth isn't the only requirement for viewing high bitrate video content. For instance, some older PCs might not have the processing power needed to render high definition video. Make sure your hardware meets the recommended and minimum technical requirements.

What are the minimum system requirements to experience the HDWeb?

The HDWeb is best viewed using Internet Explorer 6 or above.

To play 720p video

Minimum Configuration

- Internet connection of 7.5 Mbps or greater*
- Windows XP / OSX
- Windows Media Player 9 Series / QUICKTIME 7.0 +
- 2.4 GHz processor or equivalent
- 384 MB of RAM
- 64 MB video card
- 1024 x 768 screen resolution
- 16-bit sound card
- Speakers

1080p video with 5.1 surround sound

Optimum Configuration

- Internet connection of 13.5 Mbps or greater*
- Windows XP / OSX
- Windows Media Player 10 / Quicktime 7.0+
- DirectX 9.0
- 3.0 GHz processor or equivalent
- 512 MB of RAM
- 1920 x 1440 screen resolution
- 24-bit 96 kHz multichannel sound card
- 5.1 surround sound speaker system

Can I contact someone if I need help troubleshooting my HDWeb experience?

Yes, please click the "support" link, under "Troubleshooting", on either the 'About The HD Web' or the 'Technical Requirements' page. Be sure to fill the email form in its entirety and include your contact information.

Troubleshooting

- [Issues with Windows Media](#)

- [Issues with Apple QuickTime](#)

- [Issues with Adobe Flash](#)

Preview stutters: HD video requires lots of processing power. The transparent video player and side show guide can cause slower computers video play back to jitter. Close the side show guide and navigate the cursor below the main video windows. This will improve video playback on slower machines.

Multiple Videos: Watching multiple videos at once will require a additional connectivity for each video and a very fast computer.

Running Out of Disk Space: If you run out of disk space the videos will not stream correctly. 10 GB of free disk space is recommended.

Geographic Restriction: Some of the video files in TheHDWeb are restricted to audiences located in the United States. If you are located outside the United States you may not have access to all of the video files but you can view the 'preview' content in the main window.

Firefox/Safari for Windows: Visitors viewing The HDWeb in the FireFox or Safari for Windows browsers may experience performance issues. The site is best viewed with Internet Explorer 6 or above.

**Note: If you don't meet the recommended bandwidth requirements you can still experience theHDWeb content by browsing the preview files.*