



J. J. KELLER'S

Training on Demand

Important! You may require assistance from your local computer/network support team with the following.

You'll need a computer that meets the following minimum requirements:

- Windows XP with Service Pack 2, Vista or Windows 7
- Internet Explorer 6.0 or higher; or Firefox 3 or higher; or Chrome 7 or higher
- 1.2 GHz processor
- 512 MB RAM

You will also need an active broadband connection to the Internet

- Make sure you have a broadband connection to the Internet, not a dial-up connection. Then check to see that no other devices or software in your system are using up that bandwidth. We recommend at least a 3.0-Mbps connection speed for high-quality video and at least 1 Mbps for uninterrupted basic-quality video.
- If your screen goes blank, green or another color, without showing video, you probably need to update your computer's video card drivers; contact your IT department or your computer or video card manufacturer for instructions.

Please follow these steps to upgrade to the most recent version of Adobe's Flash Player:

1. Before installing Adobe Flash, you will need to uninstall any older versions you currently have running on your computer. To do so, download [Adobe's official uninstaller here](#). Make sure to select your correct operating system, and then click "Uninstall Flash."
2. Once you've uninstalled the older version of Flash, follow [Adobe's instructions](#) for reinstalling the most recent version. The download option is on the right-hand side of the page.
3. After you've downloaded the file, exit your browser first, and then install the upgraded version of Flash to your computer.
4. Last, open your browser again and log back in to www.jjkellertraining.com. You should now be able to view videos.

If the instructions above don't resolve the issue, also try the following:

1. Temporarily disable popup blocking software installed on your computer to test.
2. Allow jjkellertraining.com as a trusted site in your Firewall software.
3. Ensure other applications like Quicktime, iTunes, Real Player, or Windows Media Player aren't set as the default streaming application, as this might affect the video player.
4. Make sure your computer is set up properly for Flash by checking out [Adobe's Advanced Troubleshooter here](#).

How the Speed of Your Internet Connection Affects Video Quality

The speed of your Internet connection affects instant watching

The video quality will vary based on your actual Internet connection speed. You can check your current internet speed by using an online utility like www.speedtest.net (click the **Begin Test** button – not the **Start Scan Now** button.)

The faster your Internet connection, the better your video quality

Training On Demand automatically chooses the video quality to give you the best image possible based on the speed of your Internet connection. The faster your Internet connection, the higher the quality that we can deliver to you.

How the speed of your Internet connection can change

The speed of your Internet connection can change frequently based on network conditions in your residence and your Internet Service Provider's system.

If you are having problems with the speed of your connection, try the following:

- **Your company or residence**
 - Check to see if others in your company or household are accessing the Internet while you are trying to watch a video. Downloading music, streaming media, and online game playing can substantially reduce the amount of Internet connectivity available for watching instantly.
 - If your computer is using a wireless network connection, make sure you are close enough to your wireless LAN access point to ensure strong reception. In addition, keep in mind that use of cordless phones and microwave ovens can cause interference with wireless networks.
- **Your Internet Service Provider (ISP)**
 - Contact the ISP that provides your DSL, Cable, or other broadband network service and ask what speed you should be able to receive under your plan and whether you are actually receiving that speed.
- **Your company**
 - Check with your company's IT department to see that media-rich web-content is not being restricted on your internet connection.

Several levels of video quality

Video titles are available in multiple levels of video quality. Training On Demand automatically determines the level you receive by analyzing your current Internet speed. You can't select the video quality level yourself, and the level may change depending on actual network conditions.

Videos still do not work?

If you still cannot view videos, please contact our technical support team at trainingonlinesupport@jkkeller.com or call us at 1-888-601-2018 Monday through Friday from 7:30am to 4:30pm CT.