



# ESPN3 & FAQs

## YOUR ONLINE HOME FOR SPORTS FANS. WATCH LIVE!

On ESPN3.com, watch more than 3,500 events each year, including College Football and Basketball, NBA, MLB, European Soccer, Grand Slam Tennis, the Masters, US Open Golf and more. Enjoy interactive features including scoreboards, stats, live chats and integrated Twitter updates.

TruVista and ESPN3.com bring fans the most exclusive major sporting events all year long. Watch your favorite teams by logging in to the TruVista Web portal from anywhere! Scroll down the page until you see the ESPN3 icon. Select the icon to go to the ESPN3 page. TruVista High Speed Internet with speeds greater than 768 Kbps (minimum of 450 Kbps) required. TruVista has upgraded internet speeds in many areas. Check what's available in your neighborhood.

### HELP/FAQ TOPICS

**If the following questions do not solve your problem, please contact our Customer Care Team at 888-549-ESPN**

### GENERAL QUESTIONS

**What is ESPN3.com?** ESPN3.com is a broadband network for live sports programming. ESPN3.com harnesses the quality ESPN has built through its TV networks and delivers online sports programming to fans through a rich, interactive, and easy-to-use experience.

ESPN3.com broadcasts thousands of live games and events online each year. A majority of the events are exclusive to ESPN3.com, while others are broadband-enhanced versions of games from one of ESPN's TV networks.

**What kind of programming does ESPN3.com offer?** Each year ESPN3.com delivers thousands of live games and events like College Football and Basketball, NBA, MLB, UEFA Champions League Soccer, The Masters and US Open Golf, all 4 Grand Slam tennis tournaments, and more. Plus you get a fully interactive experience with real time in-game stats and scoreboards and live chat.

**How long are games archived?** Games and events are available in ESPN3.com's archives varying from 24 hours to more than a week, depending on the sport.

**How do I get access to ESPN3.com?** ESPN3.com is available nationwide, but you must subscribe to a participating high speed internet service provider.

**I heard that ESPN3.com is free on college campuses and military bases. Is this true?** ESPN3.com is available free to fans accessing the site from a college campus network in the United States or from a military base in the United States.

**I have ESPN3.com at home, but don't have access now. What should I do?** Customers of ESPN360's affiliated internet providers can see all the events on ESPN3.com from any high-speed connection using the Remote Access feature! While on your

home connection, log into your ESPN.com account, then head to ESPN3.com and click on REMOTE ACCESS. You will be prompted to sync your ESPN.com account to activate the feature. Then, when you're away from home, just log into ESPN.com and you'll be able to see the 3,000+ yearly events on ESPN3.com!

**Does ESPN3.com offer games from the GamePlan and/or FullCourt subscription packages?** All GamePlan college football games and FullCourt college basketball games are now free through ESPN3.com to fans who subscribe to a participating broadband internet service provider.

The college football and basketball lineup on ESPN3.com includes exclusive games, simulcasts of ESPN and ESPN2 games and many regional games from around the country. That's more than 300 live college football games and more than 1000 live college basketball games this season.

**Why is an event blacked out?** This is because the event that you requested is not available on ESPN3.com in your market. Blackouts apply to broadcasts that have been sold regionally or locally per league, conference and local rights holder agreements. Regional and local rights holders are usually broadcast stations or regional sports networks. Blackouts are implemented to protect the primary rights holder, as defined by the professional and college sports leagues or teams in a given market.

### TECHNICAL QUESTIONS

**Why do I need to install the Move Media Player plug-in?** ESPN3.com video uses the Move Media Player plug-in, which provides TV-quality video and offers 4 distinct viewing modes.

**If you are having issues with installing the Move Networks plug-in, please follow the following steps:**

**Windows IE/Firefox:** Right click on the following link, save to your desktop, and double click on the exe file to install the plugin: [http://player.movenetworks.com/pub/D0295F3F/MoveMediaPlayerWin\\_071503000010.exe](http://player.movenetworks.com/pub/D0295F3F/MoveMediaPlayerWin_071503000010.exe)

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**Mac Safari/Firefox:** Follow the following link and save the dmg file to your desktop. The Mac dmg file will open an installer application and walk you through an install process: [http://player.movenetworks.com/pub/D0295F3F/qmpsetup\\_mac\\_mozilla\\_071503000004.dmg](http://player.movenetworks.com/pub/D0295F3F/qmpsetup_mac_mozilla_071503000004.dmg)

**Does the Move Media Player plug-in gather private information?** No, the plug-in does not collect private information.

**Why can't I have Firebug enabled?** Due to the instabilities Firebug causes when using ESPN360, it is highly recommended to disable it for the best possible viewing experience.

**How do I watch different programs?** You can change the programming in the large main video screen by selecting an event from the programming guide on the right side. This guide also allows you to sort programming by live, upcoming or replay and by day and sport.

**Can I pause video?** Yes, you can. To pause the main big video, click on the pause button on the bottom left of that screen. To pause the smaller mosaic windows, click on the "Pause Video Feeds" button located underneath the windows.

**Nothing happens when I click on the "Launch Video Player" button. How do I view the ESPN3.com player?** The player is displayed in its own pop-up window. Your computer's pop-up blocker may be preventing the window from launching. Hold down the control button when clicking on the "Watch Now" button. That may allow a pop-up to be launched. If that doesn't work, please consult the instructions for the pop-up blocker you have installed.

**Will I be able to watch ESPN360 using my laptop and a wireless card?** ESPN3.com is not available through wireless cards. This includes Verizon and AT&T Mobility (formerly Cingular) wireless cards.

**My workplace uses one of the participating internet service providers but I still cannot access ESPN3.com from work.** It is possible that your business's internet service provider offers ESPN3.com on a residential level but not a commercial level. Many businesses also use firewalls and other security measures to prevent users from visiting sites not approved by the business. These measures may also prevent you from signing in to your home account through Remote Access or Verizon Surround.

**Why does audio or video playback stop and/or stall?** Playback should not stop or stall under normal circumstances. However, video delivery may be disrupted during periods of internet congestion or when too many computer applications are open at the same time.

### **What can I do if the video playback stops or plays slowly?**

If playback stalls, stops or plays slowly, try one or all of the following:

- Refresh your browser or close your browser and open it again.
- Drag the rewind button back in time several minutes in the program timeline.
- Avoid internet congestion by waiting several minutes before viewing the programming again.
- Close other computer applications that may be open at the same time.
- If viewing in mosaic mode, try clicking "Pause Video Feeds" to pause play in the smaller windows.
- Contact Customer Care by calling 888-549-ESPN.

**Why doesn't audio and video play at all?** Video can take 30-50 seconds display or you may be running a content filter, antivirus application or proxy accelerator that is preventing the streaming of video content. Please turn off these services and try again. If the problem persists please contact us via the feedback page.

**Why does audio play without video?** Please contact us via the feedback page, <http://espn.go.com/sportsnation/chat/> for troubleshooting.

**Why does video play without audio?** Check that your speakers are turned on and aren't muted. If the problem persists please contact us via the feedback page.

**Why does my window not resize to the Compact Mode/Full Screen Mode?** This can happen in Firefox when the browser's advanced javascript settings have been modified.

**Why am I getting bandwidth warnings?** The player performs bandwidth calculations every time a video is played. Available bandwidth can fluctuate from moment to moment. Other factors that may affect available bandwidth or the quality of your viewing experience are: simultaneous network activity on your computer, wireless network usage, cable modems, general Internet congestion, time of day, and general computer power.

### **Things you can try to improve your viewing experience:**

- Minimize the amount of other Internet or network usage during viewing
- Use a physical network connection, if available (instead of a busy wireless connection)
- Try the smaller video option
- Uninstalling the Plug-In (Windows and Mac)

**How do I uninstall the plug-in?** The method of uninstalling the plug-in is different based on the computer platform you are using.



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## Windows

### To remove older versions of the plug-in, please follow these instructions:

1. Click on the Start button in the lower left hand corner.
2. Select Run and type in "explorer.exe. c:\documents and settings\All Users\Application Data" (A new window should appear).
3. Select the Tools menu option and click Folder Options.
4. Click on the View tab and select the "Show hidden files and folders" option.
5. Click the OK button to close the Folder Option dialog. (A new folder should appear called 'Move Networks').
6. Click once on this folder and hit the delete button.

### To remove a newer version of the plug-in, follow these instructions:

1. Click on the Start button and select Control Panel from menu.
2. Double-click on Add or Remove Programs icon.
3. Find and select Move Play for Internet Explorer in the list of programs.
4. Click on the Remove button.
5. Confirm removal.

## Firefox on Windows

### To remove an older version of the player, please follow these instructions:

1. Within Firefox select Tools and click Extensions.
2. Select "MoveNetworks Quantum Media Player."
3. Click Uninstall.
4. Close and restart Firefox browser.
5. Click the OK button to close the Folder Option dialog. (A new folder should appear called 'Move Networks').
6. Click once on this folder and hit the delete button.

### To remove a newer version of the player, please follow these instructions:

1. Click on the Start button and select Control Panel from menu.
2. Double-click on Add or Remove Programs icon.
3. Find and select Move Play for Firefox in the list of programs.
4. Click on the Remove button.
5. Confirm removal.

## Mac OSX

### To remove the plug-in from your computer, follow these instructions:

1. Click on Finder.
2. Select the Home Account from the Finder window.
3. Select Library from the right-hand pane.
4. Select Internet Plug-ins from the right-hand pane.

5. Click on Move-Media-Player.plugin in the right-hand pane of Finder and drag it to the trash can.
6. After uninstalling the player, you can return to the new player environment to test the installation process again.

## CONTACT CUSTOMER CARE

**I'm still having problems, how can I contact someone for help?** Contact the ESPN.com Customer Care Team. If you do not see the answer to your question for problem above, or if you have further questions, comments or suggestion on how we can improve ESPN3.com, please contact our Customer Care Team at 888-549-ESPN.

Also feel free to provide feedback at [espn.go.com/sportsnation/chat](http://espn.go.com/sportsnation/chat). Please note that this feedback section should only be used to let us know what you think about the new ESPN3.com. If you have specific questions, account related issues or access problems. Please call our Customer Care Team at 888-549-ESPN.

## SYSTEM REQUIREMENTS

**What are the minimum system requirements needed to watch ESPN3.com videos?** We recommend the following for the best experience:

### PC

**Processor Speed:** Single Core CPU @ 2.4 GHz or Dual Core CPU

**Memory:** 512 MB of RAM

**Operating System:** Windows XP or Vista

**Browsers:** Internet Explorer 6+ or Mozilla Firefox 2.0+

**Plugins:** Adobe Flash Player 8+, Move Media Player plug-in

**Screen Resolution:** 1024x768 or higher with 32-bit color

**Connection Speed:** 768 Kbps (minimum of 450 Kbps)

*It is recommended that you have **Direct X 9** installed and have 128+ MB of Video RAM*

### MAC

**Processor Speed:** 1.5 Ghz

**Memory:** 512 MB of RAM

**Operating System:** OS X 10.4+

**Browsers:** Mozilla Firefox 2.0+ or Safari 2.0

**Plugins:** Adobe Flash Player 8+, Move Media Player plug-in

**Screen Resolution:** 1024x768 or higher with 32-bit color

**Connection Speed:** 768 Kbps (minimum of 450 Kbps)