

Troubleshooting for iTunes U

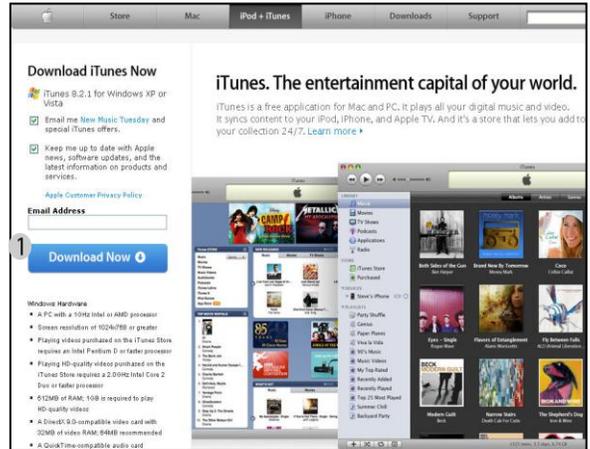
What is iTunes University?

iTunes University is an academic version of Apple's popular delivery tool, iTunes.

Where can I find iTunes?

If you have a MAC, iTunes has already been installed. It comes included on all Apple computers and can be found in the dock at either the bottom or the side of the monitor.

If you have a PC and you have not used iTunes before you need to download and install it. To download iTunes:



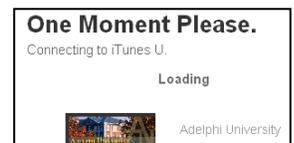
1. Go to <http://www.itunes.com/>
2. On the left side of the screen you will see a button that says **Download Now**. Click on it to download.
3. You will be prompted to save the file on your computer before you begin the installation process.
4. After the file has finished downloading, locate it on your system and double click on it to begin installation.

How to download and view clips on iTunes U

1. Go to www.adelphi.edu/itunes_u and enter your Adelphi username and password.
2. A **Launch Application** prompt might appear as soon as you click on the link. Click on **iTunes** and check off the box where it says **Remember my choice**, and click on **OK**. ①
3. You will then able to see a screen which says **One Moment Please**, and it will redirect you to iTunes automatically. ②

Note: It might take a moment for iTunes to start up depending on your internet connection speed.

4. Select the desired course.
5. Click on **GET** to download your desired audio clip. ③
6. Click on **GET MOVIE** to download your desired video clip.



| Name | Time | Artist | Album | Price |
|-------------------------|------|-------------|----------|----------|
| 1 The Completeness A: Ⓢ | 1:27 | Christopher | Analysis | Free GET |
| 2 The Archimedean Prc | 1:18 | Christopher | Analysis | Free GET |
| 3 Sequence Converger Ⓢ | 2:55 | Christopher | Analysis | Free GET |
| 4 Sequence Converger Ⓢ | 2:41 | Christopher | Analysis | Free GET |

| 2009-2010 Meetings | | 2008-2009 Meetings | | |
|-----------------------------------|---------|---------------------|-------------------------|----------------|
| Name | Time | Artist | Album | Price |
| 1 Depression in Adolescence 04... | 1:33:56 | Parents Association | Parents Association ... | Free GET MOVIE |
| 2 Study Abroad 12-08-08 | 58:19 | Parents Association | Parents Association ... | Free GET MOVIE |

7. Under iTunes Store, you will see the active download in progress. And if you click on **Downloads**, it will show the progress and also an estimate of how long it will take to finish downloading. ⑤
8. Click on **Music** to listen to the downloaded track. ⑥
9. Click on **Movies** to view the video clip as it would be automatically stored in the Library of your computer. Click on **Play Movie** to watch the video. ⑥
10. To return to iTunes Store course page, click on **iTunes Store**. ⑥



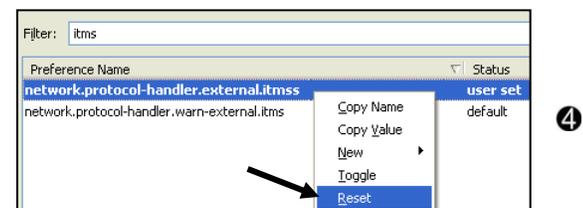
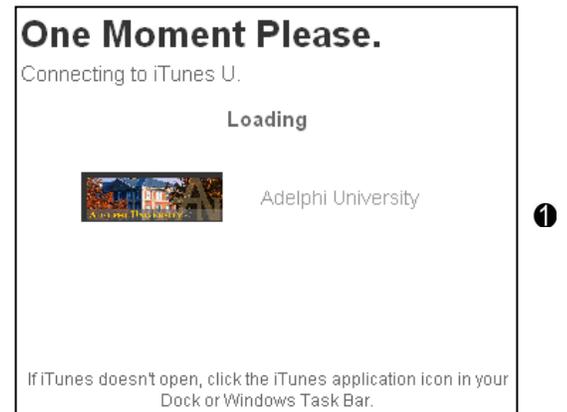
You may encounter the following problems while launching iTunes University.

If user tries to launch iTunes University, and iTunes does not open, or if the page is stuck on the **One Moment Please** launch prompt: ①

1. Try launching iTunes manually by clicking the iTunes application icon on Windows Task Bar or your Dock.
- 2.

If iTunes still fails to launch, then go to **Mozilla Firefox internet browser** and follow the following steps:

1. Type in **about:config** in the address bar of the browser and click **Enter**. ②
2. Inside the **Filter:** box, type in **itms** ③
3. It will list preferences stored for iTunes ④
4. Right click on the link which has **user set** under **Status** and select **Reset**. ④
5. Exit out of Mozilla Firefox and restart it again.
6. Launch iTunes University again.
7. An **External Protocol Request** pop up window shows up after entering your



username and password credentials. ⑤

8. Check off **Remember my choice for all links of this type** and click on **Launch application**. ⑥

9. iTunes will then start up automatically.

IMPORTANT: If iTunes still this does not open, ask the user to open the link in a different browser other than Firefox.

