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What is the Desktop Video Library?

The Desktop Video Library allows North American Operating Division employees to access a wide variety of STN broadcasts and videotapes, produced by Corporate Communication/Business Television, right at their own workstations. Access requires a valid Lotus Notes e-mail address and employee ID.

How can I view the video programs?

There are two options available to view the programs – video streaming and overnight download. Video streaming allows you to view the program immediately, while the overnight download method downloads programs after-hours and records them to your hard drive.

Which method is preferred, streaming or overnight download? *Overnight download* provides a better quality video and allows you to save it to your hard drive so you can view it at your convenience or share it with a customer or colleague. This is the preferred method since it is more “bandwidth friendly,” using our network in the evening when traffic is very low. *Video streaming* produces a lower quality video and uses more bandwidth during normal working hours. However, this method does allow you to view the program immediately.

How do I download a video? Log in to the Desktop Video Library site. From the Video Library, choose your method of viewing (either streaming or overnight download).

For streaming – once you have clicked on your program it will begin once it has loaded.

For overnight download – to enable this capability, you need to download the helper application called VTS (Video Transfer System). A prompt will open and you should download this program to your computer. If you used the Overnight Download feature prior to July 20, 2007, you will need to uninstall the old version before installing the new updated VTS version. Click [here](#) to download and install the new VTS version.

What if I forgot my password? Your password is your employee ID number and your complete Lotus Notes e-mail address.

Does the Desktop Video Library replace our satellite network? No, STN will continue to deliver live programming to our employees as it always has. The new Desktop Video Library system provides you with a quick and easy way to view programs weeks and months after a broadcast.

How long will a video or program be available to view or download? Executive broadcasts will be available until a new one replaces it. Training videos will be available until they are obsolete.

Can I watch STN broadcasts at my desk instead of having to go to the viewing room? No, the Desktop Video Library houses recorded programs, not live broadcasts. If your location has a satellite dish allowing direct access to STN broadcasts, you should watch the broadcast live – just as you always have. The Desktop Video Library provides viewing for users who may have missed the live broadcast or need a refresher.

Can I log in from home or while traveling? Yes, with a computer and an Internet connection, you can log into the Desktop Video Home Page. When logging in from home or when traveling, log in directly through your ISP—**do not log into the VPN**. This direct connection will save time and congestion for our network users. In addition, it is suggested that you bookmark this home page for easier future reference.

How do I view a program that is not listed? Not all Business Television programs are listed in the library. The posted the programs are those which are most requested. To obtain a copy of an unlisted program, contact the Business Television Department. Additionally, some videos are contracted by outside companies and therefore are not part of the Desktop Video Library.

Do I have to remove these files from my computer? Although the programs are compressed files, they can use a lot of space on your hard drive. If you are a frequent user of the library, it is suggested that you remove the files once you are finished viewing them.

Can you tell me more about the bandwidth issue? We have a Wide Area Data Network (WAN). This "backbone" handles all our electronic communication between our facilities, including Lotus Notes and Internet data. We lease the volume (bandwidth) we need to provide adequate response. Video is a high bandwidth consumer; thus, numerous users logging in simultaneously could clog the network resulting in delays to critical applications. As a solution, the overnight download runs during a time when there is very little traffic on the network, so we can transfer program at a higher quality level without slowing down the network. In the same respect, streaming video allows for lower bandwidth, resulting in reduced quality viewing. To keep the demand low, only previously broadcast programs are listed in the Video Library.

For Palatine users, will the Palatine Desktop Demo still be available? No, the Desktop Video Library will replace the Palatine Desktop Demo.

Who do I contact for questions? For comments or questions contact the Business Television department at 847-925- 3574.
For technical support, contact Monday – Friday, 8AM – 5PM CST by phone at 800-437-7135 or by e-mail at support@stratosfour.com.

Comments or questions can be sent to [Mark Klocks](#) 