



RealPlayer Help Contents

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Introduction to RealPlayer

Welcome to the RealPlayer™ 5.0 by RealNetworks. RealPlayer is the premier real-time audio and video delivery system for the Internet.

Using RealPlayer, you can listen to and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, lectures, and RealFlash animation. In addition, RealPlayer includes several different RealPlayer components and provides links to several World Wide Web sites loaded with exciting RealMedia content.

Visit RealNetworks' website for updated information at <http://www.real.com>.

See Also:

[RealPlayer Components](#)

[Using RealPlayer](#)

[Troubleshooting](#)



RealPlayer Components

In addition to RealPlayer, several different special-purpose RealPlayer components are installed on your computer. The components work with different elements within World Wide Web pages to deliver RealMedia content in a variety of ways. The RealPlayer components are:

RealPlayer Plug-in	The Plug-in provides access to RealMedia programming and extends the audio and video capabilities of your Netscape browser (Netscape Navigator 2.0 or later).
RealPlayer Control for ActiveX	The RealPlayer Control for ActiveX provides access to RealMedia programming and extends the audio and video capabilities of your Internet Explorer browser and Visual Basic applications.
RealAudio Xtra for Shockwave	The RealAudio Xtra for Shockwave provides RealAudio programming within a Macromedia Shockwave movie.














Overview of RealPlayer

The RealPlayer enables you to experience RealMedia files over the Internet or over a local area network in real time, without downloading the clip to your hard drive. When you click a RealMedia link from a World Wide Web page, your RealPlayer automatically opens and plays the file you have selected.



Overview of RealPlayer


Section	Description
Play/Pause Button	Click this button to play or pause a clip, depending on the status of the clip.
Stop Button	Click the  button to stop the clip.
Position Slider	The slider moves as a clip is being played. You can fast forward or rewind to a different section of the audio clip by dragging the slider.
Fast Forward/Rewind Buttons	Click either the  button or the  button to fast forward or rewind the clip in 10-second intervals.
Link to the RealNetworks Home Page	If you are connected to the Internet, click the  button to link to the RealNetworks Home Page.
Image Window	If you are playing a video clip, the image appears in this window.
Destination Buttons	Click these buttons to quickly access interesting RealAudio or RealVideo content.
Title, Author and Copyright Text	The content provider specifies the text in these fields; they normally describe the clip being played.
Volume Control	The volume control indicates the volume at which the clip is being played. Increase the volume by dragging the control up, and decrease the volume by dragging the control down.
Mute Button	Click the  button to silence the audio portion of the clip. The clip continues to play. Click this button again to hear the audio portion of the clip.
Status Bar	<p>The status bar displays information about the player and the clip, including:</p> <ul style="list-style-type: none"> <li data-bbox="180 1344 535 1396"> Indicates the clip currently being played is stereo. <li data-bbox="180 1396 535 1449"> Indicates the clip currently being played is mono. <li data-bbox="180 1449 535 1522"> Green lightning bolt indicates some loss of playback quality due to quality of connection. <li data-bbox="180 1522 535 1596"> Red lightning bolt indicates poor playback quality due to quality of connection. <li data-bbox="180 1596 535 1648"> Indicates that the RealPlayer is buffering the stream. <li data-bbox="180 1648 535 1732"> Indicates that the network is busy and the player is buffering more data.
00:00.0/00:00.0	<p>The elapsed time (the length of time that the clip has been playing) and the total time (the length of the entire clip).</p> <p>Note: When playing a live stream, Total Time value is replaced by the word <code>live</code>.</p>

Status

This is a one line informational display that gives the current status of the Player, and explains menu options.


Zoom Button



Click the  button to open a menu where you can choose to double the video image area, enlarge the image area to full screen, or return the image area to normal size.

Compact Controls Button



Click the  button to display a limited number of the controls in the window. Click the Enlarge button to display all of the controls.

See Also:

[RealPlayer Menus](#)
[Using RealPlayer](#)
[Troubleshooting](#)

RealPlayer Menus

The RealPlayer has five menus: File, View, Clip, Sites, and Help. These menus allow you to take full advantage of RealPlayer features.

See Also:

[File Menu](#)

[View Menu](#)

[Clip Menu](#)

[Sites Menu](#)

[Help Menu](#)

▶▶ File Menu

Commands from the File menu allow you to play RealMedia files without using your World Wide Web browser to find files on the Internet, and to exit RealPlayer.

Menu Option	Description
Open Location	Select this option to play RealAudio files through the Internet without using your World Wide Web browser. In the Open Location dialog, enter the URL (Internet address) of a .rm , .ra , or .ram file.
Open File	Select this option to play a local RealAudio or RealVideo file. When the Open File dialog appears, select a .rm , .ra , or .ram or file stored on your computer.
Open Recent	Select this option to view a list of recently played clips. You can select a clip from this list to hear or view the clip again.
Exit/Quit	Select this option to exit RealPlayer.

▶▶ View Menu

Commands from the View menu allow you to control the appearance, to customize the operation, and view the performance of RealPlayer.

Menu Option	Description
Normal	Select this option to display all of the buttons and controls on RealPlayer; a mark appears next to the option.
Compact	Select this option to display only the image area (if playing a RealVideo or Flash clip), a subset of the buttons and a reduced Status bar.
Auto-Size	Select this option to display only the image area (if playing a RealVideo or Flash clip) when the cursor is not over the RealPlayer window; a mark appears next to the option. When the cursor is on the window, the Compact controls are displayed.
Destinations	Select this option to display the destination buttons on the RealPlayer window; a check mark appears next to the option. Select the option again to hide the information; the check mark is removed.
Info & Volume	Select this option to display the volume control, and the title, author, and copyright information for the clip; a check mark appears next to the option. Select the option again to hide the information; the check mark is removed.
Status Bar	Select this option to display the Status Bar; a check mark appears next to the option. Select the option again to hide the bar; the check mark is removed.
Preferences	Select this option to display the Preferences window for configuring RealPlayer. You can set preferences from this window. Refer to Setting Preferences for more information.
Statistics	Select this option to display transmission quality information in the Connection Statistics dialog. The Connection Statistics window reports the performance of the Internet connection between the RealAudio or

RealVideo Server and RealPlayer.

Always on Top
(Windows only)

Select this option to make RealPlayer remain on top of all other windows, even when another window is active; a check mark appears next to the option. Always on Top is convenient for keeping RealPlayer visible while you interact with your World Wide Web browser. Select this option again to allow other windows to open on top of RealPlayer; the check mark is removed.

▶▶ Clip Menu

Some RealMedia files can include several clips played one after the other. Commands from the Clip menu allow you to move between clips in a multi-clip RealMedia (**.ram**) file and when scanning. This scanning is similar to using seek buttons on a CD player. If there is only one clip at the link you are accessing, these options are not available.

Previous Clip and Next Clip are also available from the shortcut menu that appears when you right-click the mouse button in RealPlayer window.

Menu Option

Description

Previous Clip

Select this option to play the previous clip in a multi-clip (**.ram**) file or when scanning.

Next Clip

Select this option to play the next clip in a multi-clip (**.ram**) file or when scanning.

▶▶ Sites Menu

Commands from the Site menu allow you to access various World Wide Web sites. This feature works with popular World Wide Web browsers. If you are connected to the Internet, and your World Wide Web browser is not open, RealPlayer opens it for you.

Note: You must be connected to the Internet in order to reach these sites.

Menu Option

Description

Real Home Page

Select this option to access the RealNetworks' Home Page.

Real Content

Select these options to access sites that feature RealMedia.

Timecast: Your RealMedia Guide

Timecast contains a list of World Wide Web sites providing RealMedia content.

MusicNet

MusicNet contains a directory of RealMedia happenings in the music world.

LiveConcerts.com

LiveConcerts.com is the premiere site for live music events broadcast on the Internet using RealMedia.

Film.com

Film.com provides an unprecedented collection of material on film for a world-wide audience, offering breadth and depth, and bringing together critics, writers and movie buffs everywhere.

DailyBriefing.com

DailyBriefing.com is where you build your own customized video and audio daily newscast, choosing from the best news, sports, business, technology, entertainment, and music programs on the Web.

Customize RealPlayer	Select these options to customize your RealPlayer content buttons.
Customize Daily Briefing	Build a custom newscast with stories from well-known news and entertainment organizations.
Destinations Tutorial	Select this option to access a page where you can learn how to set your preset and destinations buttons.
Customize Destinations	Select this option to access a page where you can customize your destination buttons.

Help Menu

Commands from the Help menu provide online help and information about RealPlayer.

The latest support and technical information is available at:

<http://service.real.com>

Please refer to the enclosed Technical Support Card for more information on contacting RealNetworks Technical Support.

Menu Option	Description
Contents	Select this option to open the online help for RealPlayer.
Common Questions	Select this option to access the RealNetworks Frequently Asked Questions page. You must be connected to the Internet for this option to work.
Search Knowledge Base	Select this option to access the RealNetworks knowledge base and search for the answer to a question. You must be connected to the Internet for this option to work.
Service & Support	Select this option to access the main RealNetworks Technical Support and Service page. You must be connected to the Internet for this option to work.
Full Screen Help	Select this option to access RealNetworks' Full Screen and DirectDraw information page.
Check for Upgrade	Select this option to query the RealNetworks home page for upgrade information. A dialog box appears telling you if there is an upgrade available.
About	Select this option to display RealPlayer version and Copyright information.

Using RealPlayer

RealPlayer enables you to click a RealMedia link from your Web browser and begin playing clips instantly, without download delays. In addition, you can pause, rewind, fast-forward, stop, and start the clip at a click of a button.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Stopping a Clip](#)

[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image Area](#)

[Setting Your Destination Buttons](#)

Starting a Clip

There are several ways to start playing a RealAudio or RealVideo clip:

- Click a RealMedia link on a World Wide Web page. Your World Wide Web browser opens RealPlayer and the clip is streamed to RealPlayer immediately. After storing a few seconds of the clip (buffering), the playback begins.
- Access a World Wide Web site or select an action that automatically plays a clip. Your World Wide Web browser opens RealPlayer and the clip is streamed to RealPlayer immediately. After storing a few seconds of the clip (buffering), the playback begins.
- Click one of the Destination buttons on RealPlayer. The clip is streamed to RealPlayer immediately. After storing a few seconds of the clip (buffering), the playback begins.
- Click **Open File** or **Open Location** on the File menu on RealPlayer. For more information, refer to [File Menu](#).

See Also:

[Pausing a Clip](#)

[Stopping a Clip](#)


[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image Area](#)

[Setting Your Destination Buttons](#)

Pausing a Clip

You can pause a clip while it is playing by clicking the  button. This halts the stream. If you want to resume the clip at the same point it was paused, click the

 button again.

If you pause a clip but do not resume playing after several minutes, the server may terminate your connection. The length of time you can pause a clip without your connection terminating depends on the particular server.

See Also:

[Starting a Clip](#)

[Stopping a Clip](#)


[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image](#)

[Setting Your Destination Buttons](#)

Stopping a Clip

You can stop a clip while it is playing by clicking the  button. The clip stops playing. To play the clip again from the beginning, click the

 button.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image Area](#)

[Setting Your Destination Buttons](#)

Muting a Clip

You can mute a clip while it is playing by clicking the  button. The clip continues to play but does not play the audio.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Stopping a Clip](#)


[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image](#)

[Setting Your Destination Buttons](#)

▶▶ Changing the Size of RealPlayer Window


Do one of the following:

- Click the  button to display the RealPlayer in Compact view. This view displays a subset of buttons, a smaller status bar and the image window (if not playing an audio-only clip).
- From the View menu, select the appropriate option to modify the size of the RealPlayer window.
 - **Normal** displays all the controls and buttons.
 - **Compact** displays a select group of buttons:



- **Auto-Size** looks like Compact when the cursor is over the window and only displays an image window (if playing a non audio-only clip) when the cursor is not over the window.



- Click the  button to display the RealPlayer in Compact view. This view displays a subset of buttons, a smaller status bar and the image window (if playing a non audio-only clip).

Note: If the video or RealFlash clip won't fit on your RealPlayer screen using the current settings, RealPlayer will ask if you would like your settings changed automatically.

- Select **Yes** if you want RealPlayer to automatically change your settings.
- Select **No** if you don't want RealPlayer to automatically change your settings.
- If you want RealPlayer to always resize in this situation, select **Please don't ask me again**, and then select **Yes**.
- If you don't want RealPlayer to offer this option, select **Please don't ask me again**, and then select **No**.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Stopping a Clip](#)

[Muting a Clip](#)

[Changing the Size of the Image Area](#)

[Setting Your Destination Buttons](#)


Changing the Size of the Image Area

You can enlarge the size of a video or RealFlash clip image to double size. In addition, you can enlarge the size of a video clip image to full screen size. However, this increases the processing time required for playback. If your playback quality decreases or if your machine seems overloaded, you should return the clip image back to original size.


Note: In order to use the Full Screen feature, you must have Microsoft DirectX Tools with DirectDraw, and recent video drivers, installed on your machine. For information on downloading and installing the most recent version from Microsoft's web site, see [How do I get Full Screen to work?](#) or select **Full Screen Help** from the RealPlayer Help menu.

Before you can use the Full Screen feature, the Player will ask you to run a short test to see if your DirectX and video drivers are functioning properly. The test involves switching into Full Screen mode for 5 seconds. Then, you are asked to confirm whether you saw the RealPlayer logo in Full Screen mode. If yes, then the Player resumes the clip, switches to Full Screen mode, and you will not be asked to run the test in the future. If no, then you are asked if you would like to refer to RealNetworks' Full Screen and DirectDraw information page.


To increase the image area to double size:

1. Click the  button.
You will see a pop-up menu with zoom options.
2. Select the **Double Size** option from the menu.

To return to original size from double size:

1. Click the  button.
2. Select the **Original Size** option.

To increase the image area for video clips to full screen:

1. Click the  button.
2. Select the **Full Screen** option from the menu. The image will cover your screen entirely. Click anywhere on the screen to return to original size.

Note: When you choose the Full Screen option, sometimes the image is surrounded by a black border. This is normal for clips that have odd height-to-width ratios.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Stopping a Clip](#)

[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Setting Your Destination Buttons](#)

Setting Your Destination Buttons

Your RealPlayer comes with six buttons that you can customize to access premium content with a push of a button.

To customize the Destination buttons:

- Click one of the buttons. RealPlayer opens your default browser to the Customize Destinations page (<http://www.real.com/destinations>). Follow the directions on that page.

To play Destination buttons content:

- Click the appropriate button. RealPlayer plays the associated file.

See Also:

[Starting a Clip](#)

[Pausing a Clip](#)

[Stopping a Clip](#)

[Muting a Clip](#)

[Changing the Size of RealPlayer Window](#)

[Changing the Size of the Image Area](#)

▶ Setting Preferences

You can customize RealPlayer by changing the settings in the Preferences window (opened from the View menu). The Preferences control various aspects of RealPlayer applications functionality, such as the number of clips to remember, network information, and proxy information. These preferences apply to all applications using RealPlayer technology.

See Also:

[General Preferences](#)

[Connection Preferences](#)

[Transport Preferences](#)

[Proxy Preferences](#)

[Advanced Preferences](#)

[Language Preferences](#)

[Upgrade Preferences](#)

▶▶ General Preferences

The General tab in the Preferences window contains preferences for number of clips saved on the Open Recent menu, Synchronized Multimedia support, and BufferedPlay.

Field	Description
Recent Clips	You can quickly replay clips by clicking Open Recent on the File menu. This setting controls how many clips are displayed in the Open Recent menu.
Synchronized Multimedia	Some RealMedia clips contain synchronized multimedia events that display pages or images in your web browser. This setting controls whether RealPlayer applications enable these events.
BufferedPlay	RealPlayer applications allow playback of higher quality clips on lower bandwidth connections with the PerfectPlay feature. This setting controls how much of the clip is buffered before beginning playback.

▶▶ Connection Preferences

The Connection tab in the Preferences window contains information about your bandwidth, statistics, and network timeout.

Field	Description
Bandwidth	RealPlayer applications automatically select which content can be delivered in real time over your connection. This setting controls the bandwidth of the content selected.
Statistics	RealPlayer applications maintain statistics on connection quality. These statistics help content providers improve the quality of their service. This setting controls whether statistics are sent to the content provider. Note: RealPlayer does not send the content provider any information about your identity (your user name or e-mail address).
Network Timeout	These settings control how long RealPlayer applications wait to receive data before considering a network connection to have failed. Increase the values if you frequently receive timeout errors.

▶▶ Transport Preferences

The Transport tab in the Preferences window allows you to customize your network connection for RealPlayer. Most likely, if you are connecting to the Internet through a commercial ISP, you do not have to set any of the items on this tab.

The description of these preferences assumes a basic knowledge of Internet protocols and firewalls. For more information about firewalls, refer to our World Wide Web site at:

<http://www.real.com/help/firewall>

Field	Description
Network Transport	RealMedia clips can be transmitted to your computer via several different network transports. This setting

controls how these network transports are selected.	
Automatically select most efficient transport	Use this setting if you are not aware of any problems that require you to specify a transport method. Click the Auto Configure button to have RealPlayer automatically configure itself to use the most efficient mode of transport for your connection.
Use specified transports	Use this setting if your computer has problems using some network transports. (Consult your network administrator for the appropriate setting.) Click the Specify Transports button to access the Specify Transports window. Refer to Specify Transports Window .
UDP Port	Some networks have limited ports available for Internet applications. This setting controls which port RealPlayer applications use for receiving data. (Consult your network administrator for the appropriate setting.) Note: This setting does not affect TCP packets, which can only be received through Port 7070.

Specify Transports Window

The Specify Transports window allows you to select the different modes of network transports that you can receive. (Consult your network administrator for the appropriate setting.)

Field	Description
Use TCP to Connect to Server	Select this option if you want RealPlayer to use TCP for the initial connection to RealServer.
Attempt to use Multicast for live content	Select this option if you want RealPlayer to attempt to receive live content through multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to UDP.
Attempt to use UDP for static content and for live content not available via Multicast	Select this option if you want RealPlayer to attempt to use UDP for static content and live content not available via multicast. If you select this option, indicate how many milliseconds the Player should attempt to use this type of transport before switching to TCP.
Attempt to use TCP for all content	Select this option if you want RealPlayer to use TCP for all content.
Use HTTP Only	Select this option if you are behind a firewall and cannot receive data through TCP. All data will be streamed through HTTP. Note: You may not be able to receive some content if you select this option.

Proxy Preferences

A proxy is a server that acts as an intermediary between a company's protected LAN (local area network) and the Internet. The proxy server insures that all data transmission between the Internet and a user on the LAN is authorized. RealPlayer can be configured to work with proxy servers by setting the proxy preferences.

For more information about proxies and firewalls, read:

<http://www.real.com/help/firewall>

Field	Description
Use Proxy	Click this box if RealPlayer applications should connect to the Server using a proxy; a check mark appears in the field. Otherwise, do not click this box. Note: If you are behind a firewall and do not know the host name or port number of your proxy server, ask your system administrator.
RealPlayer Proxy	Enter the domain name or IP address of the RealPlayer proxy server and port number that RealPlayer applications should use to communicate with the proxy server. Note: For information on RealPlayer Proxy, read: http://www.real.com/help/firewall
HTTP Proxy	Enter the domain name or IP address of the HTTP proxy server and port number that RealPlayer applications should use to communicate with the proxy server. Check your World Wide Web browser's proxy configuration.
No Proxy for: [Host1, Host2...]	If you have specified that RealPlayer applications should be connected to the Server using a proxy, you can specify certain local hosts (domain names or IP Addresses) with which you do not need to communicate using the proxy server. Enter these hosts in this field. This field is only available if you have enabled the Use Proxy option. Your system administrator can provide you with this information, if appropriate.

Advanced Preferences

Options on the Advanced tab of the Preferences window override RealPlayer defaults for sound card compatibility, for CPU and memory requirements, for Zoom specifications, and for system tray use.

Field	Description
Audio Playback Performance	RealPlayer uses this setting to optimize the performance of clip playback. Change this performance setting only if your computer seems sluggish or has problems while playing some audio content.
Sound Card Compatibility (Windows only)	Modify sound card settings to overcome audio problems.
Disable 16-bit sound (use 8-bit only)	Use this setting if you have an older sound card and clips sound scratchy or distorted.
Disable custom sampling rates	Use this setting if clips play at the wrong speed or sound scratchy or distorted. (Requires a floating point

	coprocessor.)
Zoom	Click the Zoom button to open a window where you can select Zoom specifications.
Allow content providers to specify zoom mode	Content providers can specify a Zoom mode, causing the Player to zoom to a larger size automatically. Select this option if you want content providers to specify zoom mode. By default, this option is selected.
Never prompt when content will not fit on screen	When a clip will not fit on your screen, RealPlayer will ask if you want to automatically resize your window. Select this option if you don't want RealPlayer to prompt you when content will not fit on your screen using the current settings. For more information, see Changing the Size of the Image Area.
System Tray	Select this option if you want RealPlayer to stay resident on your system, creating an icon in your system tray. With this option selected, you will be able to quickly access RealPlayer. By default, this option is selected.

Language Preferences

The setting on the Language tab of the Preferences window determines the language used within the RealPlayer applications.

Field	Description
Current Language	This field displays the language being used within RealPlayer applications.
Installed Languages	Select the language you want to use within RealPlayer applications. Note: Please contact RealNetworks regarding information on languages available for RealPlayer applications.

Upgrade Preferences

Using the Upgrade tab of the Preferences window, you can customize how often the application queries the RealNetworks home page to check for available upgrades.

Field	Description
Upgrade Notification	RealPlayer periodically contacts the RealNetworks web site to determine if a newer version is available. When a newer version is available, RealPlayer alerts you and provides a link to a web site where you can download the new Player. If you do not want RealPlayer to check for upgrades, check the Disable Automatic Upgrade Notification button.

Check for Upgrade
Availability

Click this button to check for any available RealPlayer
upgrades.

Troubleshooting

For the latest information on RealMedia products, visit the RealNetworks home page at:

<http://www.real.com>

A technical knowledge base, frequently asked questions list and technical library are available from our web site at:

<http://service.real.com>

Please refer to your Technical Support Card for more information on contacting RealNetworks Technical Support.

See Also:

[How do I configure my browser to support RealMedia?](#)

[How do I get Full Screen to work?](#)

[What's wrong when the playback is poor?](#)

[Why doesn't my RealPlayer have a Volume Control slider?](#)

[Why can't I play RealAudio or RealVideo clips on my computer at work?](#)

How do I configure my browser to support RealMedia?

With most browsers, RealPlayer installation configures the browser to support RealMedia playback. If you change your browser and it stops recognizing RealMedia files, reinstall RealPlayer. To manually configure your World Wide Web browser, do the following:

1. Open the Options, Preferences or Settings menu.
2. Select the **Helper Applications** or a similar option.
3. Look for "audio/x-pn-realaudio" in the File type list. If that entry exists, select that entry.

Otherwise, click **New Type**. Enter **audio** as the Mime Type. Enter **x-pn-realaudio** as the Mime SubType. Click **OK**.

4. Enter **rm, ra, ram** in the Extensions field.
5. Select the Launch Application option. Browse and find the directory in which RealPlayer is installed. (By default, the RealPlayer is installed in c:\Real\Player\)
6. Select RealPlayer (realplay.exe) as the application to launch.

For more information, refer to the following page: <http://service.real.com/help/faq/index.html>.

How do I get Full Screen to work?

If you are having problems with Full Screen (e.g. only a black screen appears), make sure that you have the following installed on your machine:

- **Microsoft DirectX Tools with DirectDraw**

You can download the most recent version and installation instructions from RealNetworks' DirectDraw support page (<http://service.real.com/fullscreen/default.html>). When you install DirectX, you must choose to upgrade your video drivers. You may lose old functionality of your drivers, however.

- **Updated video drivers**

You can find these either from the company that manufactured your video card or from RealNetworks' DirectDraw support page (<http://service.real.com/fullscreen/default.html>). If you update your video drivers, you may lose old functionality of your drivers.

▶ What's wrong when the playback is poor?

The expected playback quality varies depending on bandwidth and the encoding algorithm you are playing. If the quality is garbled, choppy, or skips, use the following to isolate and correct the problem.

If the quality was poor when the **Thankyou.rm** file played at the end of the RealPlayer installation, you have a sound card conflict. Try changing the settings on the Advanced tab in the Preferences window. Refer to [Advanced Preferences](#).

If the quality was good when the **Thankyou.rm** file played at the end of the RealPlayer installation, but is bad at a particular site, use the Connection Statistics window in RealPlayer to check for lost packets. If the packet loss is high, it may be due to a busy network. Try to connect to the site at a later time.

If the quality was good when the **Thankyou.rm** file played at the end of the RealPlayer installation, but sounds bad at all sites, complete the following steps.

If the playback quality is poor on every site, do the following:

1. Check the actual modem connection speed. This may be shown in the lighted display for external modems, or through an information window if you have an internal modem (check the user manual for your modem). Sometimes service providers use a lower rate connection speed such as 14.4 Kbps, so even though you are dialing in on a 28.8 Kbps modem, you are only receiving data at 14.4 Kbps.
2. If you are using an external modem with a Windows PC and the Connections Statistics window shows minimal packet loss (10% or less), there may be a problem with the speed at which packets are transferred between the modem and serial card. Try setting the port speed higher (at least twice the modem speed).
3. Contact RealNetworks' Technical Support.

Why doesn't my RealPlayer have a Volume Control slider?

Be sure a check mark appears next to the **Info & Volume** option on the View menu. If the check mark does not appear, click the **Info & Volume** option.

If the sound card installed in your computer does not support volume control, the Volume Control slider does not appear on RealPlayer.

Why can't I play clips on my computer at work?

If you're on a local area network which is attached to the Internet, and are unable to play RealMedia files from remote Web sites, it's possible that your company's firewall is preventing the stream from reaching you. Users can receive live and on-demand audio and video from the Internet without exposing their company's network to security risks.

If your computer is behind a firewall, please see RealNetworks' firewall page for more information:

<http://www.real.com/help/firewall>

