Introduction

Welcome to the RealPlayer™ 4.0 by Progressive Networks. RealPlayer is the premier real-time audio and video delivery system for the Internet.

Using RealPlayer, you can listen and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, and lectures. In addition, RealPlayer includes several different RealPlayer components and provides access to a customized Timecast World Wide Web site.

For more information, refer to our web site **http://www.real.com**

See Also:

RealPlayers
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 RealAudio and RealVideo content in a variety of ways. The RealPlayer components are:

RealPlayer Plug-in	The Plug-in provides access to RealAudio and RealVideo 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 RealAudio and RealVideo programming and extends the audio and video capabilities of your Internet Explorer 3.0 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 listen to RealAudio files and view RealVideo 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 RealAudio or RealVideo 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 Progressive Networks Home Page	If you are connected to the Internet, click the **real** button to link to the Progressive Networks 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	The status bar displays information about the player and the clip, including:
Stereo	Indicates the clip currently being played is stereo.
Mono	Indicates the clip currently being played is mono.
⚡	Green lightning bolt indicates some loss of playback quality due to quality of connection.
⚡	Red lightning bold indicates poor playback quality due to quality of connection.
Bp	Indicates that the RealPlayer is buffering the stream.
	Indicates that the network is busy and the player is buffering more data.
00:00.0/00:00.0	The elapsed time (the length of time that the clip has been playing) and the total time (the length of the entire clip). **Note:** When playing a live stream, Total Time value is replaced by the word `live`.
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 enlarge the video image area. Click this button again to return the image to regular size.
Compact 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

 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 RealAudio and RealVideo 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** 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	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 clip), a subset of the buttons and a reduced Status bar.
No Controls	Select this option to display only the image area (if playing a RealVideo 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.
Destinations	Select this option to display the Destinations; 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	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 RealAudio and RealVideo clips are several files played one after the other. Commands from the Clip menu allow you to move between clips in a multi-clip (**.ram**) file and when scanning. They are similar to the 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 Progressive Networks' Home Page.
Timecast: Your RealMedia Guide	Select this option to access Timecast: the RealMedia Guide. Timecast contains a list of World Wide Web sites providing RealAudio and RealVideo content.
Purchase RealPlayer Plus	Select this option to access the Purchase RealPlayer Plus web site. This page allows you to buy RealPlayer Plus.

Help Menu

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

The latest support and technical information is available at:

http://www.real.com/help.html

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

Menu Option	Description
Contents	Select this option to open the online help for RealPlayer.
Common Questions	Select this option to access the Progressive Networks 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 Progressive Networks 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 Progressive Networks Technical Support and Service page. You must be connected to the Internet for this option to work.
Check for Upgrade	Select this option to query the Progressive Networks 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 RealAudio or RealVideo 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 audio 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 a Clip

Setting Your Destination Buttons

Starting a Clip

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

- Click a RealAudio or RealVideo link on a World Wide Web page. Your World Wide Web browser opens RealPlayer and the audio 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 Preset buttons or the Scan button 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 a Clip

Setting Your Destination Buttons

Pausing a Clip

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

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

See Also:

Starting a Clip

Stopping a Clip

Muting a Clip

Changing the Size of RealPlayer Window

Changing the Size of a Clip

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 a Clip](#)

[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 a Clip

Setting Your Destination Buttons

Changing the Size of RealPlayer Window

Do one of the following:

- Click the ![button] 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 RealVideo 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:

  - **No Controls** looks like Compact when the cursor is over the window and only displays an image window (if playing a RealVideo clip) when the cursor is not over the window.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Changing the Size of a Clip

Setting Your Destination Buttons

Changing the Size of a Clip

You can double the size of a video clip by clicking the button. This increases the processing time required for playback. If your playback quality decreases or if your machine seems overloaded, click the zoom button again to return the picture to its regular size.

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.

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Changing the Size of RealPlayer Window

Changing the Size of a Clip

Setting Preferences

You can customize RealPlayer by changing the settings in the Preferences window. 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

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 RealAudio and RealVideo 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 server 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	This setting controls how long RealPlayer applications wait to receive data before considering a network connection to have failed. Increase this value if you frequently receive timeout errors.

Transport Preferences

The Transport tab in the Preferences window allows you to customize your network connection for RealPlayer. 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	RealAudio and RealVideo 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 <u>Specify Transports Window</u>.
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. If you set the Proxy preferences, you must enter a RealPlayer Proxy and an HTTP Proxy.

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 firewall 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: [Host 1, 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 firewall 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. You don't need to use these options unless you are having troubles with sound quality.

Field	Description
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.)
Playback Performance	RealPlayer applications use this setting to optimize the performance of clip playback. Change this setting only if your computer seems sluggish or has problems while

playing some audio and video content.

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 Progressive Networks regarding information on languages available for RealPlayer applications.

Upgrade Preference

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

Field	Description
Upgrade Notification	RealPlayer periodically contacts the Progressive Networks 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 RealAudio and RealVideo products, visit the Progressive Networks 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://www.real.com/help.html

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

See Also:

How do I configure my browser to support RealVideo?

What's wrong when the playback quality is poor?

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

What causes RealAudio and RealVideo clips to occasionally skip?

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

 How do I configure my browser to support RealVideo?

With most browsers, RealPlayer installation configures the browser to support RealAudio and RealVideo playback. If you change your browser and it stops recognizing RealAudio and RealVideo 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 (rvplayer.exe) as the application to launch.

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. Select **PerfectPlay Mode** from the File menu or 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 Progressive Networks' 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.

What causes clips to occasionally skip?

Starting or quitting large applications while playing RealAudio or RealVideo clips can cause a brief disruption of the playback.

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 RealAudio and RealVideo 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 Progressive Networks' firewall page for more information: **http://www.real.com/help/firewall**