RealPlayer Plus Help Contents

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Introduction to RealPlayer Plus

Welcome to RealPlayer™ Plus 5.0 by RealNetworks. RealPlayer Plus gives you quality "one-button" access to the news and entertainment that you want.

Using RealPlayer Plus, you can listen and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, and lectures. RealPlayer Plus allows you to quickly and easily preset your favorite channels, scan for new stations, and enhance your control by getting better audio and video quality.

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

See Also:

RealPlayer Plus Components
Using RealPlayer Plus
PlusZone
Troubleshooting

RealPlayer Components

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

PlusZone

The PlusZone (**http://pluszone.real.com/**) is a one-stop, centralized Web site for product information, online offers, and premium content, the PlusZone lets Plus customers learn about the product and find out about cool offers.

PlusZone also provides links to RealMedia sites such as the Daily Briefing, Timecast, WebActive, and LiveConcerts.

▣ Overview of RealPlayer Plus

RealPlayer Plus 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 Plus automatically opens and plays the file you have selected.

This section gives you a tour of the different controls and features of RealPlayer Plus.

Overview of RealPlayer Plus

Section	Description
Play/Pause Button	Click the [▶/ ❙❙] to play or pause a clip, depending on the status of the clip.
Record Button	Click the [●] button to record the clip currently being played.
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.
Preset Buttons	You can set these buttons to automatically link to a specific site and play a RealAudio or RealVideo clip. The URL location and the label of the Preset buttons are customized on the Preset tab of the Preferences window. Or you can set a button to the current clip by clicking with the right mouse button and selecting **Set Preset to (current clip).**
Scan Button	The Scan button allows you to scan clips, similar to scanning stations on your car radio.
Destination Buttons	These buttons can be set to various RealMedia content throughout the Internet. Click one of the buttons to access the customization page where you can set these buttons to compelling 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 bolt indicates poor playback quality due to quality of connection.
	Indicates that the RealPlayer is buffering the stream.
	Indicates that the network is busy and the player is buffering more data.
	Indicates that the RealPlayer is recording the current file.
	Indicates that the current file is not recordable.
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	The current status of the Player. For example: `Buffering`, `Playing 28.8 Network Stream`, `Stopped`, or

`Paused`.

Zoom Button

Click the [icon] button to open a menu where you can choose to double the video image area, enlarge the image area to full screen (Windows 95 or NT only), or return the image area to normal size.

Compact Button

Click the [icon] button to display a subset of the buttons. Click the Enlarge button to display all of the controls.

See Also:

RealPlayer Plus Menus
Using RealPlayer Plus
Troubleshooting

RealPlayer Plus Menus

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

See Also:

File Menu

View Menu

Clip Menu

Sites Menu

Help Menu

real™ 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, to enable PerfectPlay mode, and to exit RealPlayer Plus.

Menu Option	Description
Open Location	Select this option to play RealMedia 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**, .**ram**, or **.swf** file.
Open File	Select this option to play a local RealAudio or RealVideo file. When the Open File dialog appears, select a .**rm**, .**ra**, .**ram**, or **.swf** 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.
PerfectPlay Mode	Select this option to switch to PerfectPlay mode; a check mark appears next to the option. This mode enables you to improve the quality by increasing the amount of the clip that is buffered. The time it takes to buffer the clip will be slightly longer, but playback quality, especially with 14.4 and 28.8 Kbps modems, should be improved. To return to Regular mode, select this option again; the check mark is removed. **Note:** You cannot use PerfectPlay mode with a live stream.
Exit	Select this option to exit RealPlayer Plus.

real™ View Menu

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

Menu Option	Description
Normal	Select this option to display all buttons and controls; 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.
Auto-Size	Select this option to display only the image area (if playing a RealVideo clip) when the cursor is not over the RealPlayer Plus window; a mark appears next to the option. When the cursor is on the window, the Compact controls are displayed.
Presets & Scan	Select this option to display the Preset and Scan button bar on RealPlayer Plus; a check mark appears next to the option. Select the option again to hide the button 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.
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 Plus. 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 Server and RealPlayer Plus.
Always on Top	Select this option to make RealPlayer Plus 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 Plus visible while you interact with your World Wide Web browser. Select this option again to allow other windows to open on top of RealPlayer Plus; 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 Plus 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 Plus opens it for you.

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

Menu Option	Description
PlusZone	Select this option to access PlusZone. This site is offered exclusively to RealPlayer Plus owners.
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.
Customize RealPlayer Plus	Select these options to customize your RealPlayer Plus content buttons.
Customize Daily Briefing	Build a custom newscast with stories from well-known news and entertainment organizations. You can access your personalized PlusZone page by clicking the **Daily Briefing** button on the RealPlayer Plus.
Customize Destinations	Select this option to access a page where you can customize your destination buttons.
Customize Presets	Select this option to access a page where you can customize your preset buttons.

See also:
Setting Your Destination Buttons

Help Menu

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

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.
Online Tutorial	Select this option to access the RealPlayer Plus tutorial which describes the major features of the Player.
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 Direct Draw information page.
Suggestion Box	Select this option to access Progressive Network's Comments and Suggestions page. Here you can send any comments directly to RealNetworks.
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 Plus version and Copyright information.

Using RealPlayer Plus

The RealPlayer Plus 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

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

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 Plus and the clip is streamed to RealPlayer Plus 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 Plus and the clip is streamed to RealPlayer Plus 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 Plus. The clip is streamed to RealPlayer Plus 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 Plus. For more information, refer to File Menu.

See Also:

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Pausing a Clip

You can pause a clip while it is playing by clicking the [play/pause] 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

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Stopping a Clip

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

[real] button.

See Also:

Starting a Clip

Pausing a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

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

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Recording a Clip

The Selective Record function allows you to record files from the Internet. To copy local files, use the file copy command in your Operating System.

To start recording a RealMedia clip during playback:

1.   Click the ⬤ button. A Save As dialog box appears.
2.   Select the filename and location on your computer where you want to save the file.
3.   Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording.

While RealPlayer Plus is recording, the ⬤ icon appears in the Status Bar of RealPlayer Plus.

Some RealMedia clips are really several files played one after another. If you chose to save a RealMedia clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

For best recording quality, select PerfectPlay Mode, and do not pause the clip while recording.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the ▨ icon appears in the Status Bar of RealPlayer Plus.

To start recording a RealMedia clip prior to playback:

1.   Click the ⬤ button.
2.   Open the clip. A Save As dialog box appears.
3.   Select the filename and location on your computer where you want to save the file.
4.   Click the **OK** button when you have finished entering the information. RealPlayer Plus begins recording and

playing the selected clip. While RealPlayer Plus is recording, the ⬤ icon appears in the Status Bar of RealPlayer Plus.

Some RealMedia clips are several files played one after another. If you chose to save a RealMedia clip that is a compilation of several clips, a new Save As dialog box appears at the beginning of each new clip.

For best recording quality, select PerfectPlay Mode, and do not pause the clip while recording.

Note: Content providers control whether or not you may record a clip. If you attempt to record a clip that has this feature disabled, the ▨ icon appears in the Status Bar of RealPlayer Plus.

To stop recording:

Click the ⬤ button. RealPlayer Plus stops recording, but the RealMedia clip continues to play. If you want to continue listening to the clip without recording, click the

⬤ button; the clip begins playing from the beginning.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

![real™] Changing the Size of the RealPlayer Plus Window

Do one of the following:

- From the View menu, select the appropriate option to modify the size of the RealPlayer Plus 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 ![real™] button to display the RealPlayer Plus 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).

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Changing the Size of the Image Area

Recording a Clip

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Changing the Size of the Image Area

You can increase the size of a video clip image to either double size or to full screen size (Windows 95 or NT only). However, this increases the processing time required for playback. If your playback quality decreases or if your machine seems overloaded, you should return the picture to normal size.

To increase the image area:

1.   Click the button.

For Windows 95 or NT users, you will see a pop-up menu with zoom options. Otherwise the image area simply doubles.

2.   Select the **2X** or the **Full Screen** option from the menu (Windows 95 or NT only).

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.

To return to normal size from Full Screen (Windows 95 or NT only):

•   Click the anywhere on the screen.

To return to normal size from 2x size (Windows 95 or NT only):

1.   Click the button.

2.   Select the **Normal** option.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Playing Clips in PerfectPlay Mode

PerfectPlay mode enables you to improve the sound quality by increasing the amount of the clip that is streamed to RealPlayer Plus before the clip begins playing. The time it takes to buffer the clip will be slightly longer, but playback quality, especially with 14.4 and 28.8 Kbps modems, should be improved. To return to Regular mode, select this option again.

Note: You cannot use PerfectPlay mode with a live stream.

To enable PerfectPlay mode:

- Select **PerfectPlay Mode** from the File menu.

Note: Content providers determine whether PerfectPlay mode is available for a specific clip.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Selecting a Preset Button

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Selecting a Preset Button

To select a Preset button:

- Click the appropriate Preset button. RealPlayer Plus connects to the corresponding site and begins playing the clip.

To view other rows of Preset buttons:

- Click the up or down arrow next to the rows of presets to cycle through the preset rows.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Setting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Setting a Preset Button

Preset Buttons allow you to quickly jump to a RealMedia Internet address, much like the buttons on a radio jump to preset stations.

To set a Preset Button to the clip currently being played:

1. In the RealPlayer window, right-click the Preset Button you want to set to the current clip and select **Set Preset to (current clip)**.

2. Type in a **Preset Label** for the Preset Button and click OK.

To set a Preset Button manually:

1. Choose the **Preferences** option from the **View** menu.

2. Choose the **Presets** tab.

3. Type in the full **URL** (Internet address) of the site for the Preset Button.

4. You can also enter text for the **Label** of the Preset Button.

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting Your Destination Buttons

Scanning Clips

Setting Your Destination Buttons

Your RealPlayer Plus 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 Plus opens your default browser to the Customize Destinations page (http://www.real.com/destinations) where you can select specific content that you like. The buttons on your Player will then provide access to that content. Follow the directions on that page.

To play Destination buttons content:

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

See Also:

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Scanning Clips

Scanning Stations

The Scan feature allows you to sample RealMedia stations, similar to scanning stations on a radio. It plays each station for the amount of time specified on the Presets tab of the Preferences window and then continues on to the next station.

To begin scanning stations:

- To play all available stations: click the **Scan** button. RealPlayer Plus scans and plays the next station. It plays the station for the amount of time specified on the Presets tab of the Preferences window and then continues on to the next station.

- To select a category of stations: right-click the **Scan** button. A pop-up menu appears, where you can select the category (for example: news, music, sports, international) or you can select to scan your Preset buttons. RealPlayer Plus scans for the next station that matches the category you selected.

To stop scanning and view and listen to current station:

- Click the **Scan** button again.

To set a Preset Button to the station currently being played:

- Right-click on the Preset Button you want to set to the current station and select **Set Preset**.

To return to a previous station:

- Select **Previous Clip** from the Clip menu or press PAGE UP.

To skip to the next station:

- Select **Next Clip** from the Clip menu or press PAGE DOWN.

To stop scanning and stop listening to the current station:

- Click the   button.

Starting a Clip

Pausing a Clip

Stopping a Clip

Muting a Clip

Recording a Clip

Changing the Size of the RealPlayer Plus Window

Changing the Size of the Image Area

Playing Clips in PerfectPlay Mode

Selecting a Preset Button

Setting Your Destination Buttons

Setting Preferences

You can customize RealPlayer Plus by changing the settings in the Preferences window. These settings control various aspects of RealPlayer Plus 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](#)

[Presets Preferences](#)

General Preferences

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

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.
PerfectPlay/ BufferedPlay	RealPlayer Plus allows 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 Plus automatically selects which content can be delivered in real time over your connection. This setting controls the bandwidth of the content selected.
Statistics	RealPlayer Plus maintains 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 Plus does not send the content provider any information about your identity (your user name or e-mail address).
Network Timeout	These settings determine how long RealPlayer Plus will either try a particular transport protocol, or will try to connect to a server.

Transport Preferences

The Transport tab in the Preferences window allows you to customize your network connection for RealPlayer Plus. 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 Plus 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 Transport** 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 Plus to use TCP for the initial connection to RealServer.
Attempt to use Multicast for live content	Select this option if you want RealPlayer Plus 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 Plus 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 Plus 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 Plus 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 Plus 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 Plus proxy server and port number that RealPlayer Plus should use to communicate with the proxy server. **Note:** For information on, 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 Plus 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 Plus 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 Plus defaults for sound card compatibility. You don't need to use these options unless you are having troubles with sound quality.

Field	Description
Playback Performance	RealPlayer Plus uses 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 content.
Sound Card Compatibility	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.)
System Tray	Select this option if you want RealPlayer Plus to remain resident on your system, creating an icon in your system

tray. With this option selected, you will be able to quickly access RealPlayer Plus.

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 Plus.
Installed Languages	Select the language you want to use within RealPlayer Plus. **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 Plus periodically contacts the RealNetworks web site to determine if a newer version is available. When a newer version is available, RealPlayer Plus alerts you and provides a link to a web site where you can download the new version. If you do not want RealPlayer Plus to check for upgrades, check the **Disable Automatic Upgrade Notification** button.
Check for Upgrade Availability	Click this button to check for any available RealPlayer Plus upgrades.

Presets Preferences

Using the Presets tab of the Preferences window, you can modify the label of a Preset and the URL corresponding to that Preset button. You can also set the length of time each clip is played while scanning clips.

Field	Description
Row Number	Select the row of preset buttons that you want to change.
Preset	Specifies the button number in the selected row.
Label	Enter the text string you want to appear as the label of this Preset button.
URL	Enter the URL (Internet address) you want to play when this Preset button is clicked. You must enter the full URL. For example: **http://presets.realaudio.com/plus/pop1.ram**
Scan Time	This setting controls how long RealPlayer Plus plays each clip while it scans.

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 Media?

How do I get Full Screen to work?

What's wrong when the playback quality is poor?

Why doesn't my RealPlayer Plus 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 Plus installation configures the browser to support RealMedia playback. If you change your browser and it stops recognizing RealMedia files, reinstall RealPlayer Plus. 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 Plus is installed. (By default, the RealPlayer Plus is installed in c:\Real\PlayPlus\)

6. Select RealPlayer (realplay.exe) as the application to launch.

How do I get Full Screen to work?

The Full Screen option is available for Windows 95 and Windows NT users only. If you are using one of these operating systems and still have problems with Full Screen (e.g. only a black screen appears), make sure that you have the following installed on your machine:

- **Microsoft Direct-X Tools with Direct Draw**

  You can download the most recent version and installation instructions from Microsoft's web site (http://www.microsoft.com). When you install Direct-X, 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 you video card or from RealNetworks' Direct Draw support page (http://www.real.com/products/player/fullscreen.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 Plus 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 Plus installation, but is bad at a particular site, use the Connection Statistics window in RealPlayer Plus 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 Plus 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 Plus 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 Plus.

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**