

Click this to save a shortcut to the current clip or show in another or new folder.

Lists the folders inside your Favorites folder.

Click the folder in which you want to create a shortcut for the clip or show. To add the shortcut to a new folder, click **New Folder**.

Displays the name of the current clip or show as it will appear in your Favorites folder. You can change this name.

To add the shortcut to another folder or to a new folder, click **Create In.**

Click this to specify the name of a new folder for storing shortcuts to favorite media clips or shows.

Specifies that the current clip will be added to your list of favorites. A clip is an individual audio, video, or multimedia file.

A show is a collection of one or more clips that play in order when a media file is opened.

Specifies that the current show will be added to your list of favorites. A show is a collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

Click this to browse through folders on your computer or on your local area network to find the file you want to open.

Provides a space for you to type the complete address (URL) or path of the media stream or media file that you want to open. You can also select from a list of previously opened media files by clicking the arrow in the list.

Lists the folders in your media Favorites folder. Click the folder to which you want to move the selected items. Click the plus sign (+) next to a folder to see more choices.

Deletes the selected item(s) from the Favorites list.

Click this to move the selected items to a new folder.

Opens the selected folder or item.

Closes this dialog box.

Select one or more items from the list above, and then click **Move**, **Rename**, or **Delete** to organize them.

Click this to rename the selected item. Then type the new name.

Changing the name of a favorite item does not change the media content that is played when you select the item.

Lists the markers in a clip. Like chapters in a book, markers define sections of the clip. The **Time** column indicates when each section begins as the number of minutes and seconds into the clip.

Select the marker at which you want to begin playing the clip.

Specifies whether Windows Media Player is displayed in front of other windows regardless of the program you are working in.

Specifies whether Windows Media Player will use the **Zoom** setting you last selected when it starts playing a new clip. A clip is an individual audio, video, or multimedia file.

Specifies whether the Windows Media Player controls, such as **Play**, **Pause**, **Stop**, and **Volume Control**, will appear when you use the **Full Screen** option. When a media file plays in a full screen, the video area of Windows Media Player uses the entire viewing area of your monitor, if your display card and the media file support it.

These options specify whether you want to open a new Windows Media Player window for each media file played or whether you want to use the same Windows Media Player window for each media file played.

These options control the appearance of the Windows Media Player window.

Specifies that each time you open a media file, a new Windows Media Player window is opened. This means that multiple Windows Media Player windows can be open simultaneously.

This setting does not apply to media files that you open from the **File** menu or from a Favorites shortcut. Files opened using either of these two methods will always use the current Windows Media Player window.

**Note**

Opening multiple Windows Media Player windows to play streaming media over a low-speed (28.8 Kbps) Internet connection may adversely affect the playback of the media as well as the performance of your computer.

Specifies that if you open a media file when the Windows Media Player window is already open, the new media file will play in the existing Windows Media Player window. This means that if a media file is open and you open a second media file, the first media file will be closed and the second media file will begin playing in the existing window.

Specifies the view that will be used. A view is an arrangement of the components that appear in the player window.

In addition to the video area, the Standard view includes the following components of the Windows Media Player: controls, Seek bar, Go To bar, status bar, and description area. You can customize the Minimal and Compact views by clicking the **Custom Views** tab. Click **Standard** to put the player in Standard view. In Standard view, all components of the player are displayed, except for closed captioning.

Displays the author of the clip that is playing. Not all clips include this information.

A clip is an individual audio, video, or multimedia file.

Displays copyright information for the clip that is playing. Not all clips include this information.

A clip is an individual audio, video, or multimedia file.

Displays a description of the clip that is playing. Not all clips include this information.

A clip is an individual audio, video, or multimedia file.

Displays the path of the clip that is playing.

A clip is an individual audio, video, or multimedia file.

Displays an icon that represents the clip that is playing.

A clip is an individual audio, video, or multimedia file.

Displays a label for the clip that is playing.

A clip is an individual audio, video, or multimedia file.

Displays a rating for the clip that is playing. Not all clips include this information.

A clip is an individual audio, video, or multimedia file.

Displays a title for the clip that is playing. Not all clips include this information.

A clip is an individual audio, video, or multimedia file.

Displays the contact address for the station. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays descriptive information for the station. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays a contact e-mail address for the station. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays the path of the station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays a contact phone number for the station. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays an icon that represents the station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays a label for the station that is playing. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays a name for the station that is playing. Not all stations include this information.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming.

Displays the date on which the clip or station was created.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Displays an icon that represents the clip or station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Displays a label for the clip or station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Displays the size (in bytes) of the clip that is playing. For stations or live streams, **Size** is set to **Not known**.

Displays the type of clip or file that is open, such as Advanced Streaming Format (ASF) or Audio Visual Interleave (AVI).

Displays the length, in time, of the clip or station that is playing. For live content, **Media length** is set to **Live**.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Displays the height and width, in pixels, of the video content of a clip or station. For audio-only files, **Video size** is set to **No video**.

These options control the playback volume and the balance between the left and right speakers.

Specifies that a media file will be played over and over, until you stop it or until you quit the player. A media file may override this setting.

Specifies whether the media file rewinds to the beginning when it is done playing. A media file may override this setting.

Adjusts the balance between the left and right speakers.

These options control how many times a media file plays and whether to rewind a file when it is done playing. A media file may override these settings.

Specifies the number of times that the media file will be played. A media file may override this setting.

Specifies the size of the video area of the player. The default setting is 100%, which is the original size of the clip. When you change the **Zoom** setting, the player window is resized to fit around the video area.

Adjusts the playback volume. Drag the slider to the right to raise the volume and to the left to lower the volume.

You can also adjust the volume by clicking or dragging the **Volume Control** in the player window.

Displays the author of the show that is playing. Not all shows include this information.

A show is a collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

Displays copyright information for the show that is playing. Not all shows include this information.

A show is a collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

Displays a description of the show that is playing. Not all shows include this information.

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Displays a rating for the show that is playing. Not all shows include this information.

A show is a collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

Displays a title for the show that is playing. Not all shows include this information.

A show is a collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

Lists the filters that have been installed to play different kinds of media files. The default settings for these filters have been selected to provide the best playback performance for most situations. You can change the settings associated with these filters by clicking **Change**.

Click this to change the settings associated with the selected filter. The default settings for the filters have been selected to provide the best playback performance for most situations.

Displays an icon that represents the clip or station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Displays a label for the clip or station that is playing.

A station provides multimedia information in much the same way that a television or radio station broadcasts its programming. A clip is an individual audio, video, or multimedia file.

Lists the codecs that are in use for the clip that is playing. A codec (derived from the words compressor/decompressor) is a scheme used to compress media content when it is sent and decompress it when it is received. A codec enables rapid transmittal of media content.

Lists the filters that are in use for the clip that is playing. A filter is a software component that reads data and/or generates some kind of output. Windows Media Player uses filters to take in data and play it as media content. You can view or change the properties associated with a selected filter by clicking **Properties**.

Click this to see details about the selected codec. Your browser will open the URL associated with the codec so that you can view information provided by the developer of the codec.

Click this to view or change the properties associated with the selected filter.

These options control which parts of the Windows Media Player window are visible when you use this view. You can customize two separate views and assign descriptive names to the views.

Specifies whether the controls are visible when you use this view. When visible, these controls appear below the video area of the player and operate much like the controls on a compact disc player or video cassette player. These controls are: **Play, Pause, Stop, Skip Forward, Skip Backward, Rewind, Fast Forward, Preview, Mute, Volume Control, and Seek.**

Specifies whether the display area of the player is visible when you use this view. The display area provides the following: Show title, Clip title, Author, and Copyright information.

Specifies whether the Go To bar is visible in the player window when you use this view. The Go To bar provides a list of markers in the media file, much like chapters in a book or tracks on a compact disc. Not all media files have markers. When you select a marker from the list, Windows Media Player begins playing the section of the media file associated with that marker.

Provides a space for you to type a name for this view. This name will appear in the **View** menu.

To see the view from the **View** menu by using an underlined letter, precede that letter in this space with an ampersand (“&”). For example, if you want the underlined letter in the view Audio Only to be “d”, type **Au&dio Only**.

Specifies whether the Seek bar is visible in the player window when you use this view. The Seek bar allows you to select a place in the media file to begin playback.

Specifies whether the status bar is visible in the player window when you use this view. The status bar appears at the bottom of the player window and displays the activity status of the player, the quality of the playback, the elapsed time and total time of the media file that is playing, whether closed captioning is in use, and the type of sound (mono or stereo).

These statistics offer information about the quality of the video portion of the media file being transmitted from the source to your computer.

Specifies the number of frames skipped in the playback of the current video clip. A frame is one static image of many sequential images that make up a video clip.

Specifies the number of frames per second at which the video clip was encoded. A frame is one static image of many sequential images that make up a video clip. Higher frame rates generally produce better quality images.

Specifies the number of frames per second at which the video clip is actually played back. A frame is one static image of many sequential images that make up a video clip.

These statistics offer information about the quality of the transmittal of the current media file from the source to your computer.

Specifies the protocol used to retrieve the media file that is playing. A protocol is a set of formats and procedures that enables the exchange of information between computers.

Specifies the method of error correction used (if any) in the current media file.

Specifies the number of bits of data received per second for the current media file.

Specifies the number of packets of data received during transmittal of the current media file from the source to your computer.

The media file is transmitted to your computer in small pieces, called packets. If a packet is not received, Windows Media Player requests the packet multiple times from the source, until the packet is recovered or until Windows Media Player runs out of time to retrieve it.

Specifies the number of packets of data recovered during transmittal of the current media file from the source to your computer.

Specifies the number of packets of data lost during transmittal of the current media file from the source to your computer.

The media file is transmitted to your computer in small pieces, called packets. If a packet is not received, Windows Media Player requests the packet multiple times from the source, until the packet is recovered or until Windows Media Player runs out of time to retrieve it. A packet that cannot be recovered is recorded as lost. A lost packet may cause a skip in your video or audio playback.

Specifies the percentage of packets received during the last 30 seconds.

Specifies how much of the media file has played.

Specifies whether the Navigation bar is visible in the player window when you use this view. The Navigation bar includes **Back** and **Forward** buttons so you can easily play media files you played earlier in a session and a **Web Events** button that provides access to a wide range of media files.

Specifies that Windows Media Player will play files only in the multimedia content formats you select. If a selected checkbox appears gray, Windows Media Player has only partial ownership of the file type and might not playback the file.

Describes the media file format selected in the **Available formats** list, including the format's valid file name extensions.

Click this to select all the formats in the **Available formats** list.

Specifies that you want all Internet Explorer 5 radio stations to play through Windows Media Player instead of through Internet Explorer Radio.

You can use Internet Explorer Radio to listen to Internet Explorer 5 radio stations without opening another window. However, Internet Explorer Radio cannot play some radio stations you find in the browser. If you're using Internet Explorer Radio and this happens, Windows Media Player plays the station, if possible.

To use Internet Explorer Radio, click the **View** menu in Internet Explorer, point to **Toolbars**, and then click **Radio**. This adds a toolbar to the browser's toolbar area.

Specifies the degree of acceleration you want for your graphics hardware. Full acceleration is the fastest and recommended for most file types. If the file you're playing is having problems and you suspect video acceleration to be the cause, use the highest setting at which you do not have problems.







## **Introducing Microsoft Windows Media Player**

Microsoft Windows Media Player is a universal media player you can use to receive audio, video, and mixed-media files in most popular formats.

Use Windows Media Player to listen to or view live news updates or broadcasts of your favorite sports team, to review a music video on a Web site, to "attend" a concert or seminar, or to preview clips from a new movie.

Take a look at the features that make Windows Media Player the most comprehensive, simple, and efficient multimedia player:

-  Simplified playing of a wide range of file types
-  Easily tailored to meet your preferences
-  High-quality multimedia experience
-  Quick access to media content

**High-quality multimedia experience**

Windows Media Player can provide continuous viewing even when playing a file that consists of multiple media types. In addition, it supports intelligent streaming, which monitors network conditions and automatically makes adjustments to ensure the best reception and playback.

**Easily tailored to meet your preferences**

Windows Media Player is flexible enough that you can specify which features and controls appear. You can quickly change the size of the video window and even enlarge it to full-screen size.

### **Simplified playing of a wide range of file types**

In the past, each media file format required its own player, which you had to download and configure. With the new Windows Media Player, you can play streaming media files from the Internet or a local area network in addition to local multimedia file types: all from one, easy-to-use player. Windows Media Player can also play packaged media files created by Windows Media Packager.

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{button ,AL("media\_formats")} Related Topics

### **Quick access to media content**

The **Favorites** menu provides some quick links to interesting content and a simple way to add links for your favorite programming and media files. To gain access to more media files, click the **Media Guide** button or the **Music** button on the Navigation bar. To access radio stations, click the **Radio** button.

### **Media formats supported by Windows Media Player**

The following types of media files can be played by Microsoft Windows Media Player. When you open a stored file that has one of the extensions listed below, either by double-clicking a file icon or a link in a Web page, Windows Media Player starts.

#### **Microsoft Windows Media formats**

File name extensions: .avi, .asf, .asx, .rmi, .wav, .wma, .wax

#### **Moving Pictures Experts Group (MPEG)**

File name extensions: .mpg, .mpeg, .m1v, .mp2, .mp3, .mpa, .mpe

#### **Musical Instrument Digital Interface (MIDI)**

File name extensions: .mid, .rmi

#### **Apple QuickTime®, Macintosh® AIFF Resource**

File name extensions: .qt, .aif, .aifc, .aiff, .mov

#### **UNIX formats**

File name extensions: .au, .snd

#### **Note**

- To view or change properties for a specific media format, begin playing a file using that media format, click the **View** menu, and then click **Settings**.

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{button ,AL("play\_media\_files")} [Related Topics](#)

**streaming media**

An audio, video, or multimedia file, transmitted across a network, that Windows Media Player can begin playing with little delay, instead of waiting to download an entire file before playing it. As a streaming media file is transmitted to your computer, part of the file is stored in memory before playback begins. While the file plays, Windows Media Player stores other parts of the stream to play.

Windows Media Player also supports intelligent streaming, which monitors network conditions and automatically makes adjustments to ensure the best reception and playback.

**packaged**

An audio-only .asf or .wma file that has been encrypted using Windows Media Packager. A packaged file can only be decrypted if the user has the proper decryption key. Keys are provided to users along with a license when a consumer registers with the content provider.

### Finding media files to play on the Web

Most of the time, you play streaming media files by clicking a link in a Web page. The **Favorites** menu contains several preset links to Web pages with interesting content. To gain access to more media files, click the **Media Guide** button or the **Music** button on the Navigation bar. To access radio stations, click the **Radio** button.

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{button ,AL("play\_media\_files")} [Related Topics](#)

### To play media files

► Click a link in a Web page that points to the media content you want to play, or double-click a media file or icon in Windows Explorer or on your desktop.

### Tips

- If you know the URL or path to a streaming media file or a stored multimedia file you want to play, click the **File** menu, click **Open**, and then type the URL or path. Or click **Browse** to search for the file.
- To save an open non-streaming media file, click the **File** menu, click **Save As**, and then type the path and name where you want to save the file. **Save As** is unavailable if the file is a streaming media file.

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{button ,AL("finding\_media\_files\_on\_web;media\_formats;played\_earlier")} [Related Topics](#)

### To change the size of the video area

To resize the video area, do one of the following:

- Point to the side or corner of the player window and drag it in any direction.
- On the **View** menu, click **Zoom**, and then click a setting: **50%**, **100%**, or **200%**. The original size of a video is 100%.
- On the **View** menu, click **Full Screen** to display the video in the entire screen. Press ESC to return to the previous video size.

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{button ,AL("video\_area\_open\_to\_size")} [Related Topics](#)

### To automatically open the video area to a specific size

Whenever a new clip opens, Windows Media Player automatically resizes the player window to the last zoom setting you selected. If you want the player to open the video area to a specific size whenever a new clip opens, do the following:

- 1 On the **View** menu, click **Options**.
- 2 On the **Player** tab, clear the **Autozoom player** check box.
- 3 On the **Playback** tab, select the **Zoom** size you want to use.

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{button ,AL("change\_video\_size")} [Related Topics](#)

#### **To adjust the volume**

- ▶ Use the UP ARROW and DOWN ARROW keys on the keyboard to raise and lower the volume, or drag or click the volume control slider if it appears in the player window.
- ▶ To mute the sound, press CTRL+M, or click the **Mute** button if it appears in the player window.

### To change the appearance of the player window

The view you select determines which components of the player appear in the player window. Windows Media Player provides a choice of three views: Standard (which is not customizable), Compact, and Minimal.

- ▶ On the **View** menu, click the view that you want to use.

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{button ,AL("components\_of\_player\_window")} [Related Topics](#)

### To change what appears in the player window

- 1 On the **View** menu, click **Options**.
- 2 Click the **Custom Views** tab.
- 3 Click the components you want in the Compact and Minimal views.

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{button ,AL("view\_select;components\_of\_player\_window")} [Related Topics](#)

#### **To view closed captioning**

► On the **View** menu, click **Captions**, if it is available. Not all media files provide closed captioning. To turn captioning off, click **Captions** again.

#### **Note**

- When captioning is turned on, the player window is expanded vertically, allowing space below the video area for the captioning text. However, the size of the video may decrease.

**To play a media file repeatedly**

- 1 On the **View** menu, click **Options**.
- 2 On the **Playback** tab, click **Play**, and then type the number of times you want to play files.

To play a file repeatedly until you stop the playback or close Windows Media Player, click **Repeat forever**.

**To add the open media file to your Favorites list**

- 1 On the **Favorites** menu, click **Add to Favorites**.
- 2 If you want to, type a new name for the media file.
- 3 If you want to place it in a particular folder, click **Create In**, and then click the folder.

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{button ,AL("organize\_favorites;play\_favorites")} [Related Topics](#)

**clip**

An individual audio, video, or multimedia file.

**show**

A collection of one or more clips that play in order when a media file is opened. A clip is an individual audio, video, or multimedia file.

### To organize your favorite media files into folders

- 1 On the **Favorites** menu, click **Organize Favorites**.
- 2 If you need a new folder, click **Create Folder**, type a name for the folder, and then press ENTER.
- 3 Click the file you want to move, click **Move to Folder**, and then click the folder you want.

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{button ,AL("play\_favorites") } [Related Topics](#)

### To play a favorite media file

- ▶ On the **Favorites** menu, click the file you want to play.

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{button ,AL("organize\_favorites;add\_to\_favorites")} [Related Topics](#)

**To run Windows Media Player from an MS-DOS prompt or command line**

► Type **mplayer2**. The player window opens.

► To start playing a specific media file as soon as the player window opens, type the path or URL to the media file after the command **mplayer2**. For example:

**mplayer2** *http://webserver/directory/file name*

**mplayer2** *drive:\directory\file name*

### **To get the most recent version of Windows Media Player**








- 1 On the **Help** menu, click **Check for Player Upgrade**. (You must have an open connection to the Internet to perform this check.)
- 2 If a newer version is available, click **Upgrade Now** to download the new version.

### **Notes**

- Windows Media Player periodically checks for new versions automatically. If it finds that an upgrade is available, the upgrade dialog box appears, and you can click **Upgrade Now**. If you do not want to be interrupted with the upgrade dialog box in the future, clear the **Notify me of any player upgrades** check box in the upgrade dialog box.
- If a new version of Media Player is available, but you choose not to upgrade, an **Upgrade** menu is added to your menu bar as a reminder.

## Using the player controls

The player controls appear below the video area in the player window, if they are included in the current [view](#). Depending on the file you are playing, some of the controls may not be available.

This control	Does this
 <b>Play</b>	Begins playing the open media file. By default, a file begins to play automatically when it is opened.
 <b>Pause</b>	Pauses the open media file. Click <b>Play</b> to resume.
 <b>Stop</b>	Stops the playback of the current file. <b>Stop</b> does not close the file or your connection to a server.
 <b>Skip Back</b>	Returns to the beginning of the current <a href="#">clip</a> or, if at the beginning, returns to the beginning of the previous clip. Only available if the clip is part of a <a href="#">show</a> .
 <b>Rewind</b>	Rewinds the current clip. Only available with certain types of stored (not live) media. When you release the <b>Rewind</b> button, Windows Media Player begins playing again.
 <b>Fast Forward</b>	Advances forward through the clip. Only available with certain types of stored (not live) media. When you release the <b>Fast forward</b> button, Windows Media Player begins playing again.
 <b>Skip Forward</b>	Begins playing the beginning of the next clip. Only available if a show is open.

**Preview**  
**w**

Plays a short section of each clip in a show. Usually, each clip plays for 10 seconds, but an individual show may have a different preview duration.



**Mute**

Silences the audio content of the file. Click **Mute** again to hear the soundtrack. The **Mute** button is unavailable if your computer does not have a sound card or sound driver installed.



**Volume**  
**Control**

Controls the volume level of the content you are viewing. The volume slider is unavailable if your computer does not have a sound card or sound driver installed. The volume slider does not appear if the content has no soundtrack.








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{button ,AL("components\_of\_player\_window")} [Related Topics](#)

## Understanding the status line

The status line shows the current activity of the player (such as connecting, playing, paused, or buffering) and the quality of the reception. The status line also indicates the elapsed time and total time (if applicable) in a [clip](#), the audio status (mono, stereo, or no audio), and whether the content is accompanied by closed captioning.

The status icons, which indicate the current activity and playback quality, are described below. If you point to the status icon in the player window, a message displays the reception quality and the current bit and frame rates.

This icon	Means this
	Windows Media Player is opening the selected media file.
	Windows Media Player is connecting to the requested server.
	Windows Media Player is <u>buffering</u> , which means that it is storing media content to play. Buffering prevents skips in the playback of the media file.
	Windows Media Player is able to receive the highest video bandwidth, or 100% of the transmitted video content. Video quality is excellent.
	Windows Media Player is receiving the lower video bandwidth (fewer kilobits per second), or 80-99% of the transmitted video content. Video quality is adequate.
	Windows Media Player is receiving only part of the lower video bandwidth, or about 60-79% of the transmitted video content. Video quality is poor.
	Windows Media Player is playing the audio content only because it is receiving too little (40-59%) of the

video content.



Windows Media Player is receiving less than 40% of the content of the media file, and is therefore unable to play the file.

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{button ,AL("components\_of\_player\_window")} [Related Topics](#)

### What are the components of the player window?

The view you select and the file you are playing determine which components appear in the player window. The following components can be displayed:

- **Navigation bar.** Includes **Forward** and **Back** buttons to open media files you played earlier in the session and the **Media Guide**, **Music**, and **Radio** buttons, which provide access to a wide range of media files.
- **Video area.** Displays the video content of the file that is playing. This can include advertising banners.
- **Captioning area.** Displays closed captioning, if provided in the media file. This area appears only if you have selected **Captions** on the **View** menu and if you have Internet Explorer 4.0 or later installed.
- **Seek bar.** Indicates the progress of the current clip. When content makes the Seek bar available, you can drag the progress indicator to select a place in the clip to start playing.
- **Controls.** The **Play**, **Pause**, **Stop**, **Skip Forward**, **Skip Backward**, **Rewind**, **Fast Forward**, **Preview**, **Mute**, and **Volume Control** controls work the same as the controls on a compact disc player.
- **Go To bar.** Displays a list of markers in the media file; the markers are much like tracks on a compact disc. Not all media files have markers. When you select a marker from the list, Windows Media Player begins playing the section of the media file associated with that marker.
- **Display area.** Can contain the following information, if it is included in the media file: show title, clip title, author, and copyright.
- **Status line.** Displays the current status of the player (for example, connecting, buffering, playing, or paused), reception quality, the elapsed time and total time (if applicable) of the file playing, and icons for sound and closed captioning.

---

{button ,AL("using\_controls;status\_bar")} [Related Topics](#)

### To preview items in a show

A show is a list of one or more [clips](#) that play in order when the media file is opened. Not all media files contain a show.

► On the **Play** menu, click **Preview** to play a short section of each clip in a show. Usually, each clip plays for 10 seconds, but an individual show may have a different preview duration.

### Tips

- You can also preview a show by clicking the **Preview** button in the controls of the player window.
- To move to the previous and next clips in a show, click the **Skip Forward** and **Skip Back** buttons in the controls (or click **Skip Back** and **Skip Forward** on the **Play** menu). This action stops the preview of clips in the show.

---

{button ,AL("navigate\_marked\_sections;seek\_bar")} [Related Topics](#)

### To navigate to marked sections in a media file

Sometimes media files will contain markers, which are like tracks on a compact disc. When you select a marker from a list, Windows Media Player begins playing the section of the media file associated with that marker.

- 1 On the **Play** menu, click **Go To**.
- 2 Double-click the marker indicating the section you want to begin playing.

### Tip

- If the Go To bar appears in the player window, you can open the list of markers by clicking the arrow in the Go To bar.

---

{button ,AL("seek\_bar;preview")} [Related Topics](#)

### To use the Seek bar

The Seek bar appears above the controls in the player window, if it is included in the current [view](#) and media file. The Seek bar indicates the progress of the current [clip](#).

- ▶ To select a place in the clip to start playing, drag the progress indicator on the Seek bar. You can move backward or forward in a clip.

### Note

- The Seek bar is unavailable in some media files and if media content is live.

---

{button ,AL("navigate\_marked\_sections;preview")} [Related Topics](#)

**view**

An arrangement of the components that appear in the player window. The components are the video area, the Seek bar, the Go To bar, the controls, the display area, and the status line.

The components in Standard view are preset and cannot be changed. The other two views (Compact view and Minimal view) can be changed to meet your needs and preferences.

## Using keyboard shortcuts

Press this	To do this
SPACE BAR	Play or pause an open media file.
PERIOD	Stop the player.
PAGE UP	Restart current clip or play previous clip (Skip Back).
PAGE DOWN	Play next clip in playlist (Skip Forward).
ESC	Return to previous size from full-screen mode and stop the player, or stop the player.
LEFT ARROW	Momentary rewind. Rewind stops when you release the key.
CTRL + LEFT ARROW	Continuous rewind. Rewind continues until you select another control.
RIGHT ARROW	Momentary fast forward. Fast forwarding stops when you release the key.
CTRL + RIGHT ARROW	Continuous fast forward. Fast forwarding continues until you select another control.
ALT + LEFT ARROW	Open the previous media file you played in this session.
ALT + RIGHT ARROW	Open the next media file in the list of files played in this session.
M or CTRL + M	Turn sound off or on.
UP ARROW	Turn volume up.
DOWN ARROW	Turn volume down.
ALT + ENTER	Use full-screen mode or return to previous size from full-screen mode.

ALT+1	Resize video to 50%.
ALT+2	Resize video to 100%.
ALT+3	Resize video to 200%.
CTRL+ 1	Use Standard view.
CTRL+ 2	Use Compact view.
CTRL+ 3	Use Minimal view.
CTRL+ Home	Open a Web site that provides access to a wide range of all types of media files.
CTRL+ F	Open a Web site that provides access to Web based radio stations.
CTRL+ G	Select a marker at which to begin playback.
CTRL+ O	Open a file.
CTRL+ T	Put Windows Media Player on top of other windows.
CTRL+ U	Open a Web site that provides access to a wide range of music.
CTRL+ V	Preview a section of each clip in the playlist.
SHIFT+ F10	Open the context menu.

---

{button ,AL("accessibility")} [Related Topics](#)

## Using accessibility features in Windows Media Player

The following features make Windows Media Player more accessible for people with disabilities:

- **Keyboard access**

You can gain access to all Windows Media Player features by using the keyboard or the mouse. For more information about keyboard access, see [Using keyboard shortcuts](#).

- **Closed captioning**

You can display closed captioning in Microsoft SAMI (Synchronized Accessible Media Interchange) format or scripted closed captioning directly below the video area. For more information, see [View closed captioning](#).

- **Predefined simplified views**

Windows Media Player includes two simplified views of the components in the player window. You can customize these views to fit your needs and preferences. For more information, see [Change the appearance of the player window](#).

- **Resizable player window**

You can quickly change the size of the video window and even enlarge it to a full screen. For more information, see [Change the size of the video area](#).

**buffering**

When buffering occurs, Windows Media Player stores part of the media file in memory, and then plays it at the appropriate time. Usually, when Windows Media Player opens a media file, it buffers for a short time and then begins playing the file. While the player is playing a file, it is typically buffering other parts of the file, to be played a little later. Buffering prevents skips and pauses in the playback of media files.

### To play media files you played earlier in a session

► On the Navigation bar near the top of the player window, click the **Back** or **Forward** button to play media files from a list of files you played earlier in the current session of Windows Media Player.

### Note

- The **Back** button is unavailable until you have played multiple files in the current session of Windows Media Player. The **Forward** button is unavailable until you have used the **Back** button.

---

{button ,AL("finding\_media\_files\_on\_web;play\_media\_files")} [Related Topics](#)

### Introducing Windows Media Player

Microsoft Windows Media Player is a universal tool you can use to receive audio, video, and mixed-media files in most popular formats. As you play a file, Windows Media Player's controls work like those of a CD player.

- To close the player, right-click in the player window, and then click **Close**.
- This is a custom version of Windows Media Player. To use the standard Windows Media Player, click the **Start** button, click **Run**, and then type **mplayer2.exe**.

### **Understanding intelligent streaming**

Intelligent streaming is a Microsoft Windows Media technology that automatically detects network conditions and adjusts the properties of a video stream to maximize quality. This technology was developed because Internet connections are highly variable in terms of actual throughput achieved for any specific connection and range of possible connection speeds; this variability can have a deleterious effect on the reception of streaming media. Intelligent streaming depends on content being encoded at multiple bit rates. This gives Windows Media Player a variety of video streams to switch to when available network bandwidth fluctuates.

Intelligent streaming uses the following strategies when streaming content to the player:

- 1 At connection, the server and client automatically determine the current available bandwidth, then the server selects and serves the video stream at the appropriate bit rate.
- 2 During transmission, if the available bandwidth decreases, the server automatically detects the change and switches to a lower bandwidth stream. If bandwidth improves, the server switches to a higher bandwidth stream.
- 3 If bandwidth can no longer support streaming video, intelligent streaming attempts to maintain a continuous audio stream and decreases the video frame rate to minimize interruptions caused by buffering. If the bit rate is still too high, the server stops sending video frames, resulting in an audio-only stream. If audio quality starts to degrade, the client attempts to reconstruct portions of the stream to preserve quality.

## **Playing packaged content**

Digital Rights Management (DRM) is the technology for securing content and managing the rights for its access. Windows Media content that has been encrypted and secured is known as packaged content. Windows Media Player cannot play packaged content without a valid license. When Windows Media Player opens a packaged file, it first checks if there is a license on the computer that provides the rights required to play the content. If the computer does not have a valid license, the browser opens and navigates to the license registration page of the content provider's Web site. A license is issued after you complete the registration information, and then Windows Media Player plays the content.

You can play packaged content until the license expires. You will be informed during license download of the terms of the license. A license can be for an unlimited time, a set amount of time, or a set number of playbacks depending on how the content provider set up the license. However, if you copy the content to another computer or give a copy of the file to another person, registration will have to occur on that computer as well. Licenses and decryption keys cannot be copied and shared among different computers.

When Windows Media Player plays packaged content, you will see the following items:

- The content title.
- The artist name.
- A copyright notice.
- A banner image.
- Video images.
- A legitimacy icon, indicating that the content is protected and has not been tampered with.

In addition, clicking different areas of the window opens your Web browser to predefined Web sites. For example, clicking the banner image might open the content provider's Web site, and clicking the title might open the artist's Web site.

### To change video playback settings

- 1 From the **View** menu, point to **Settings**, then select **Microsoft MPEG-4 Video Decompressor**.
- 2 To improve picture quality, slide the **CPU** slider to a higher level setting. Make sure not to overload your computer's processing ability.
- 3 To change the brightness of the video, move the **Brightness** slider toward 0 to decrease the brightness or toward 100 to increase the brightness. Brightness reflects the amount of white in the video content.
- 4 To change the contrast in the video, move the **Contrast** slider toward 0 to decrease the contrast or toward 100 to increase the contrast. Increasing the contrast makes a video appear sharper; however, the frames render with increased choppiness. Decreasing the contrast can make a video appear smoother, but some of the details will be lost.
- 5 To change the color saturation of the video, move the **Saturation** slider toward 0 to decrease the saturation or toward 100 to increase the saturation. With increased saturation, the colors become more vivid. Decreased saturation moves the video toward the gray scale.
- 6 To change the hue of the video, move the **Hue** slider toward 0 to move the hues toward the green end of the color scale or toward 100 to move toward the violet end of the color scale. Changing the hue will produce different effects; use the hue to correct tones that differ slightly from your expectations.
- 7 After you have made the changes you want, click **Apply** to apply the setting to the current video stream.

### Note

- The video playback settings are only available if the content was encoded with the Microsoft MPEG4 video codec.

### To change Microsoft Audio Decoder settings

- 1 From the **View** menu, point to **Settings**, then select **Microsoft Audio Decoder**.
- 2 Adjust the sliders for the frequency ranges to suit the needs of the content. Lower frequency ranges adjust bass sounds; upper frequency ranges adjust treble sounds. The **Spectrum** graph at the top shows you the relative strengths of the signals.
- 3 Click **Apply** to apply the settings to the current audio stream, or click **Reset** to reset the settings to the default values.

### Note

- The audio playback settings are only available if the content was encoded with the Window Media Audio codec.

### To change Windows Media playback settings

- 1 From the **View** menu, point to **Settings**, then select **Windows Media Source Filter**.
- 2 To change the amount of data Windows Media Player buffers before it begins to play back content, click **Buffer** and then enter the number of seconds that you want to buffer. Click **Use default buffering** to buffer 3 seconds of data.
- 3 Select which protocols are used to receive Windows Media files in the Protocols section. When connecting to content, Windows Media Player attempts to connect with all available protocols before returning a failure to connect message.
- 4 If you have connection via HTTP enabled, you can manually configure your proxy server settings. If you do not use a proxy server, proxy server settings can be disabled. If you do not know your proxy server setting, Windows Media Player can access the proxy server settings used by your browser.
- 5 Click **Apply** to apply your settings to the current content.

### Note

- The Windows Media Audio settings are only available if you are playing Windows Media content.

### To change MPEG Layer-3 Decoder settings

- 1 From the **View** menu, point to **Settings**, then select **MPEG Layer-3 Decoder**.
- 2 Click the **Statistics** tab to view the statistic for the playback of the .mp3 file.
- 3 Click the **Quality** tab to modify the following playback properties:
  - **Frequency.** Change the percentage of signal frequency played back, choose either **Full**, **Half** or **Quarter**.
  - **Resolution.** Change the amount of sound depth by selecting either **16 Bit** or **8 Bit**.
  - **Stereo Mode.** Choose how the stereo channels are received, either full **Stereo** or **Downmix**.
  - **CPU Type.** Select which type of computer processor you are using to playback the file, either **Pentium** or **80486**.
- 4 Click **Apply** to apply the settings to the current audio stream, or click **Reset** to reset the settings to the default values.

### Note

- On some computers decoding of .mp3 files is too CPU intensive. If that is the case, the audio playback quality will be poor and skip sections. By lowering the settings on this tab, the processing load placed on your CPU is lowered and the quality of audio playback is improved. These audio playback settings are only available if the content was encoded with the MPEG Layer-3 Audio codec.

## Windows Media Player Troubleshooter

This troubleshooter is designed to help you identify and solve problems you encounter when using Windows Media Player. Click to find suggested steps to fix the problem.

### What's wrong?

- ☐ [The video area is green, or is flashing green or pink bands or blocks](#)
- ☐ [The audio is playing too fast](#)
- ☐ [The player doesn't seem to respond when I try to open a file](#)
- ☐ [The status bar indicates "Excessive Network Dropout" or "No Reception"](#)
- ☐ [I experience frequent buffering and intermittent playback](#)
- ☐ [I am not hearing sound](#)
- ☐ [I receive audio content, but no video content](#)
- ☐ [The video appears frozen, but the soundtrack is playing](#)
- ☐ [I cannot connect to certain types or locations of files](#)

### Windows Media Player doesn't seem to respond when I try to open a file

Click the causes listed below to find a remedy to the problem.



The player could be buffering



Reception quality may be too poor to transmit data



The player could be downloading graphics, codecs, or other files

### The player could be buffering

- 1 On the **View** menu, make sure that **Standard** is selected.
- 2 Check the status in the status bar at the bottom of the player window.
- 3 If the status is "Buffering," the player is storing part of the media file in memory. Wait until buffering completes; the file will then begin playing.

### Note

- Typically, when Windows Media Player opens a media file, it buffers for a short time and then begins playing the file. During playback, Windows Media Player buffers other parts of the media file, to be played later. Buffering prevents skips and pauses in the playback of media files.

### Did this solve the problem?



Yes. Click here to close the troubleshooter.




No. What else could be wrong?






No. Click here to start over in the troubleshooter.

### Reception quality may be too poor to transmit data

- 1 On the **View** menu, make sure that **Standard** is selected.
- 2 Point to the status reception icon in the left corner of the status bar.
- 3 If the ToolTip indicates "Excessive Network Dropout" or "No Reception," Windows Media Player is unable to receive enough data to play the file.

 [Click here to review causes of receiving too little data to play a file](#)

### Did this solve the problem?

-  [Yes. Click here to close the troubleshooter.](#)
-  [No. What else could be wrong?](#)
-  [No. Click here to start over in the troubleshooter.](#)

**The player could be downloading graphics, codecs, or other files**





- 1 On the **View** menu, make sure that **Standard** is selected.
- 2 Check the status bar at the bottom of the player window.
- 3 If the status indicates that Windows Media Player is downloading, you have to wait until downloading is complete.

**Did this solve the problem?**

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**Status bar indicates "Excessive Network Dropout" or "No Reception"**

The player is unable to receive enough data to play the file. Click the causes listed below to find a remedy to the problem.

-  [High volume of traffic on the Internet or local area network](#)
-  [Transient problems on a network or server](#)
-  [Your connection speed is too low to support the media file you are trying to play](#)
-  [You selected a media file that uses the wrong bandwidth setting](#)

**High volume of traffic on the Internet or local area network**

☐ A high volume of Internet or network traffic can interfere with the transmittal of the media file. Try retrieving the media file at another time.


**Did this solve the problem?**

☐ Yes. Click here to close the troubleshooter.


☐ No. What else could be wrong?


☐ No. Click here to start over in the troubleshooter.


### Transient problems on a network or server

 Temporary problems on a network or server can interfere with the transmittal of the media file. Try retrieving the media file at another time.


### Did this solve the problem?

 [Yes. Click here to close the troubleshooter.](#)




 [No. What else could be wrong?](#)

 [No. Click here to start over in the troubleshooter.](#)

**Your connection speed is too low to support the media file you are trying to play**

 For example, you may be using 28.8 Kbps modem, but the media file may be designed for a higher connection speed. The only way to remedy this is to use a faster modem.

**Do you want to explore other causes?**

-  [Yes. Click here to review other causes.](#)
-  [No. Click here to close the troubleshooter.](#)
-  [Yes. Click here to start over in the troubleshooter.](#)

**A media file that uses the wrong bandwidth setting was selected**

Frequently, when you select a media file from a Web site, there are two or more modem speed settings to select from. The incorrect setting for your modem may have been selected.

- 1 Check your modem speed.
- 2 Attempt to open the media file again, selecting the appropriate modem setting from the Web page.

**Did this solve the problem?**☐

Yes. Click here to close the troubleshooter.

☐

No. What else could be wrong?

☐

No. Click here to start over in the troubleshooter.

### **I experience frequent buffering and intermittent playback**

Click the causes listed below to find a remedy to the problem.

- ☐ [High volume of traffic on the Internet or local area network](#)
- ☐ [Transient problems on a network or server](#)
- ☐ [Your connection speed is too low to support the media file you are trying to play](#)
- ☐ [Buffering time is too short](#)
- ☐ [You selected a media file that uses the wrong bandwidth setting](#)

**High volume of traffic on the Internet or local area network**



Try playing the media file at another time.

**Did this solve the problem?**



Yes. [Click here to close the troubleshooter.](#)



No. [What else could be wrong?](#)



No. [Click here to start over in the troubleshooter.](#)

**Transient problems on a network or server**



Try playing the media file at another time.

**Did this solve the problem?**



Yes. [Click here to close the troubleshooter.](#)



No. [What else could be wrong?](#)



No. [Click here to start over in the troubleshooter.](#)

**Your connection speed is too low to support the media file you are trying to play**



For example, you may be using 28.8 Kbps modem, but the media file may be designed for a higher connection speed. The only way to remedy this is to use a faster modem.

**Do you want to explore other causes?**



[Yes. Click here to review other causes.](#)



[No. Click here to close the troubleshooter.](#)



[Yes. Click here to start over in the troubleshooter.](#)

### Buffering time is too short

Increase the buffering time. When buffering occurs, Windows Media Player stores part of the media file in memory and then plays it at the appropriate time. While Windows Media Player is playing a file, it is typically buffering other parts of the media file, to be played a little later. If the buffering time is too short, frequent buffering can occur.

- 1 On the **View** menu, click **Options**.
- 2 On the **Advanced** tab, click **Windows Media**, and then click **Change**.
- 3 Increase the buffering time (the default is 3) by clicking **Buffer** and typing the number of seconds you want to buffer data.
- 4 Click **OK** twice.
- 5 Open the media file you were having trouble with.

### Tip

- If the menu bar is not available, right-click the video area or control bar, and then click **Options**.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**A media file that uses the wrong bandwidth setting was selected**

Frequently, when you select a media file from a Web site, there are two or more modem speed settings to select from. The incorrect setting for your modem may have been selected.

- 1 Check your modem speed.
- 2 Attempt to open the media file again, selecting the appropriate modem setting from the Web page.

**Did this solve the problem?**☐

Yes. Click here to close the troubleshooter.

☐

No. What else could be wrong?

☐

No. Click here to start over in the troubleshooter.

### **I am not hearing sound**

Click the causes listed below to find a remedy to the problem.

- ☐ [Media Player volume settings are improperly set](#)
- ☐ [System volume settings are improperly set](#)
- ☐ [You are running other programs that are using your sound devices](#)
- ☐ [Your speakers or headphones are not plugged in properly](#)
- ☐ [The appropriate playback device is not selected or the multimedia volume setting is improper](#)
- ☐ [The appropriate codec is not installed in Media Player](#)

### Check the Windows Media Player volume setting

- 1 On the **View** menu, make sure that **Standard** is selected.
- 2 In the control bar, make sure the **Mute** button (speaker icon) does not have a cross through it.
- 3 Drag or click the **Volume Control** slider to a level that is above the lowest volume setting.

### Note

- You can also right-click the video area or control bar and then click **Volume** to control the mute and volume settings.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**Your speakers or headphones are not plugged in properly**



Make sure that your speakers or headphones are plugged in properly, have power, and are turned on. Some speakers require batteries.

**Did this solve the problem?**



[Yes. Click here to close the troubleshooter.](#)



[No. What else could be wrong?](#)



[No. Click here to start over in the troubleshooter.](#)

### Check your system volume settings

- 1 Double-click the **Volume** icon in the notification area of the taskbar.

If this icon does not appear, click the **Start** button, click **Run**, type **sndvol32.exe**, and then click **OK**.

- 2 In the **Volume Control** area, make sure that the **Mute all** check box is cleared.
- 3 Drag the volume control slider up.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**Check your system multimedia settings for the appropriate playback device and volume settings**

- 1 Click the Windows **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Multimedia** icon.
- 3 Click the **Audio** tab.
- 4 In the **Playback** area, drag the **Volume** slider up.
- 5 In the **Playback** area, make sure that the appropriate **Preferred device** is selected.

**Did this solve the problem?**



Yes. Click here to close the troubleshooter.



No. What else could be wrong?



No. Click here to start over in the troubleshooter.

**Other programs are using your sound devices**



Close all other programs that could be using your sound devices.

**Did this solve the problem?**



Yes. [Click here to close the troubleshooter.](#)



No. [What else could be wrong?](#)



No. [Click here to start over in the troubleshooter.](#)

### Make sure the appropriate codec is installed

- 1 While the media file is playing, click the **File** menu, and then click **Properties**.
- 2 Click the **Advanced** tab.
- 3 In the **Codecs in use** box, make sure that all of the codecs have been installed. If a codec has not been installed, the **Installed** column in the **Codecs in use** box will display **No**. To attempt to install a missing codec, close the media file, and then open it again. When you open a media file, Windows Media Player automatically attempts to download and install any missing codecs. You must have an open connection to the Internet to automatically install missing codecs.
- 4 If all of the codecs are installed, it could be that the content was created with a newer version of the codec than is installed on your computer. To remedy this, click the **Help** menu, and then click **Check for player upgrade**. If a newer version is available, click **Upgrade Now** to install it. You must have an open connection to the Internet to check for and install an upgrade.

### Tip

- If the menu bar is not available, right-click the video area or control bar, and then click **Properties**.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**codec**

A piece of software used to compress media content when it is sent and decompress it when it is received. A codec enables rapid transmittal of media content by reducing the size of the content. Derived from the words compressor/decompressor.

### **I receive audio content but no video content**

Click the causes listed below to find a remedy to the problem.

- ☐ [Your connection speed is too low to support the media file you are trying to play](#)
- ☐ [The appropriate video codec is not installed](#)
- ☐ [High volume of traffic on the Internet](#)
- ☐ [Transient problems on a network or server](#)
- ☐ [You have a bad video driver](#)

**Your connection speed is too low to support the media file you are trying to play**



Check the reception quality by pointing to the reception quality icon in the status bar at the bottom of the player window. If the ToolTip indicates poor reception or audio reception only, the cause could be that your connection does not provide enough bandwidth to receive the video content. Bandwidth is the number of data bits that can be transmitted per second. For example, you may be using 28.8 Kbps modem, but the media file may be designed for a higher connection speed. The only way to remedy this is to use a faster modem.

**Do you want to explore other causes?**



Yes. Click here to review other causes.



No. Click here to close the troubleshooter.



Yes. Click here to start over in the troubleshooter.

### Make sure the appropriate video codec is installed

- 1 While the media file is playing, click the **File** menu, and then click **Properties**.
- 2 Click the **Advanced** tab.
- 3 In the **Codecs in use** box, make sure that all of the codecs have been installed. If a codec has not been installed, the **Installed** column in the **Codecs in use** box will display **No**. To attempt to install a missing codec, close the media file, and then open it again. When you open a media file, Windows Media Player automatically attempts to download and install any missing codecs. You must have an open connection to the Internet to automatically install missing codecs.
- 4 If all of the codecs are installed, it could be that the content was created with a newer version of the codec than is installed on your computer. To remedy this, click the **Help** menu, and then click **Check for player upgrade**. If a newer version is available, click **Upgrade Now** to install it. You must have an open connection to the Internet to check for and install an upgrade.

### Tip

- If the menu bar is not available, right-click within the video area or control bar, and then click **Properties**.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

### **You might have a bad video driver**

Attempt to play other media files that include video. If you can view video content of other media files, the video driver is working properly. If you suspect that you have a bad video driver, install a new video driver:

- 1 Find out who manufactured your video card.
- 2 Connect to the Web site of the manufacturer of your video card and download a new video driver, or contact the manufacturer for an update.

### **Did this solve the problem?**

☐

Yes. Click here to close the troubleshooter.


☐

No. What else could be wrong?


☐


No. Click here to start over in the troubleshooter.


**High volume of traffic on the Internet or local area network**

 A high volume of Internet or network traffic can prevent transmittal of the video portion of a media file. Try playing the media file at another time.


**Did this solve the problem?**

 [Yes. Click here to close the troubleshooter.](#)


 [No. What else could be wrong?](#)


 [No. Click here to start over in the troubleshooter.](#)


#### **Transient problems on a network or server**

 Temporary problems with a network or server can prevent transmittal of the video portion of a media file. Try playing the media file at another time.

#### **Did this solve the problem?**

 [Yes. Click here to close the troubleshooter.](#)

 [No. What else could be wrong?](#)

 [No. Click here to start over in the troubleshooter.](#)

**The video appears frozen, but the soundtrack is playing**

Click the causes listed below to find a remedy to the problem.

- ☐ [The clip might be audio-only](#)
- ☐ [The clip might be a slide-show type presentation or an audio-only file with a graphic](#)
- ☐ [Your connection speed is too low to support the media file you are trying to play](#)
- ☐ [High volume of traffic on the Internet or local area network](#)
- ☐ [Transient problems on a network or server](#)

**The clip might be an audio-only file**

- 1 On the **File** menu, click **Properties**.
- 2 Click the **Details** tab.
- 3 If the **Video size** is **No video**, the clip only includes sound.

**Tip**

- If the menu bar is not available, right-click the video area or control bar, and then click **Properties**.

**Did this solve the problem?**

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**The clip might be an online slide show or an audio-only file with a graphic**



Some multimedia files don't include actual video but are designed as a slide-show-type presentation or as an audio-only file with a graphic that displays.

**Did this solve the problem?**



Yes. [Click here to close the troubleshooter.](#)



No. [What else could be wrong?](#)

**Your connection speed is too low to support the media file you are trying to play**



Check the reception quality by pointing to the reception quality icon in the status bar at the bottom of the player window. If the ToolTip indicates poor reception or audio reception only, the cause could be that your connection does not provide enough bandwidth to receive the video content. Bandwidth is the number of data bits that can be transmitted per second. For example, you may be using 28.8 Kbps modem, but the media file may be designed for a higher connection speed. The only way to remedy this is to use a faster modem.

**Do you want to explore other causes?**



Yes. Click here to review other causes.




No. Click here to close the troubleshooter.





Yes. Click here to start over in the troubleshooter.


**High volume of traffic on the Internet or local area network**

 A high volume of Internet or network traffic can interfere with the transmittal of the video portion of a media file. Try playing the media file at another time.


**Did this solve the problem?**

 [Yes. Click here to close the troubleshooter.](#)


 [No. What else could be wrong?](#)


 [No. Click here to start over in the troubleshooter.](#)


### Transient problems on a network or server

 Temporary problems on a network or server can interfere with the transmittal of the video portion of a media file. Try playing the media file at another time.

### Did this solve the problem?

 [Yes. Click here to close the troubleshooter.](#)

 [No. What else could be wrong?](#)

 [No. Click here to start over in the troubleshooter.](#)

### Video area is green or is flashing green or pink bands or blocks

A setting in Windows Media Player needs to be changed. Perform these steps:

- 1 Click the **View** menu, and then click **Options**.
- 2 On the **Playback** tab, move the **Hardware acceleration** slider to the left one notch and connect to the media content again.

### Tip

- Full acceleration is the fastest setting and recommended for most file types. If the file you're playing is still having problems after moving the slider one notch to the left, continue to move the slider left until you find the highest setting at which you do not have problems.

### Did this solve the problem?



[Yes. Click here to close the troubleshooter.](#)



[No. Click here to start over in the troubleshooter.](#)

**I cannot connect to certain types or locations of files**

Click the causes listed below to find a remedy to the problem.



Advanced playback settings may be improper



Security settings associated with your browser may prevent access to some content

**Advanced playback settings may be improper**

- 1 On the **View** menu, click **Options**.
- 2 On the **Advanced** tab, click **Windows Media**, and then click **Change**.
- 3 Make sure the **Protocol** settings are correct. If you're not sure, contact your network administrator for information.
- 4 Click **OK** twice.
- 5 Try to open the media file you couldn't open before.

**Tip**

- If the menu bar is not available, right-click the video area or control bar, and then click **Options**.

**Did this solve the problem?**

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

**Security settings associated with your browser may prevent access to some content**



You may need to change the security settings associated with your browser. Security levels and settings can limit your access to some content.

**Did this solve the problem?**



☐ [Yes. Click here to close the troubleshooter.](#)



☐ [No. What else could be wrong?](#)



☐ [No. Click here to start over in the troubleshooter.](#)

### **The audio is playing too fast**

Click the causes listed below to find a remedy to the problem.



Another program is interfering with audio playback



You might have a bad audio driver

### Another program is interfering with the audio playback

Perform these steps:

- 1 On the **File** menu, click **Close** to close the current media file.
- 2 In the notification area of the Windows taskbar, double-click the icon for the iQ application (Qsound Labs, Inc.).
- 3 Quit the iQ program, and then open the media file again.

### Did this solve the problem?

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)

### **You might have a bad audio driver**

Attempt to play other media files that include audio. If the audio content of other media files plays fine, the audio driver is working properly. If you suspect that you have a bad audio driver, install a new audio driver:

- 1 Find out who manufactured your audio card.
- 2 Connect to the Web site of the manufacturer of your audio card and download a new audio driver, or contact the manufacturer for an update.

### **Did this solve the problem?**

- ☐ [Yes. Click here to close the troubleshooter.](#)
- ☐ [No. What else could be wrong?](#)
- ☐ [No. Click here to start over in the troubleshooter.](#)



