

Chapter 2

WHERE TO GO FOR HELP AND INFORMATION

RealNetworks wants your use of RealPlayer to be as easy and trouble free as possible. However, everyone needs help sometimes.

Below are several resources to assist you in resolving any problems you encounter.

Help with Using RealPlayer

Your first source for assistance when you have a question should be this manual or the Help file. To access Help, select **Contents** from your RealPlayer **Help** menu.

Note

Help files can be updated online. To check for and download the latest Help files, click **Help/Check for Updates**.

If you don't find your answer in Help or in this manual, RealNetworks has several other resources available on the Web (<http://service.real.com>).

Tips and Tricks:

The new Real.com Message Service offers RealPlayer Tips and Tricks delivered directly to your RealPlayer. To turn on Tips and Tricks, go to the **Upgrade** tab of your RealPlayer Preferences. Click **Settings...** in the Real.com Product Flashes section and then check RealPlayer Tips and Tricks. Learn more about RealPlayer messaging in Real.com Message Service on page 29.

Service and Support:

Service and Support is available to answer your otherwise unanswered technical support questions. Service and Support can be reached via the Internet at <http://service.real.com>.

Customer Service

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Customer Service is available to help you with questions about your order, delivery, or payment.

Customer Service is available from 8am - 5pm (Pacific Time), Monday through Friday, toll-free in the United States and Canada at **888-768-3248**. Outside the United States and Canada, please dial **206-674-2650**.

You can also contact Customer Service via the Service and Support Web pages by going to **<http://service.real.com>**.