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# Introduction to the RealAudio Player Plus

Welcome to the RealAudio™ Player Plus by Progressive Networks. The RealAudio system is the premier real-time audio delivery system for the Internet.

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

If you have not already installed the RealAudio Player Plus, please do so now. The installation takes just a couple of minutes. Installation instructions start on page 8.

For more information, refer to our web site: <http://www.realaudio.com>.

## RealAudio Player Components

In addition to the RealAudio Player Plus, three different special-purpose RealAudio Player Plus components are installed on your computer. The components work with different elements within World Wide Web pages to deliver RealAudio sound in a variety of ways. The RealAudio Player Plus components are:

RealAudio Plug-in	The Plug-in provides access to RealAudio programming and extends the audio capabilities of your Netscape browser (Netscape Navigator 2.0 or later).
RealAudio Control for ActiveX	The Control provides access to RealAudio programming and extends the audio capabilities of your Internet Explorer 3.0 browser and Visual Basic applications.
RealAudio Xtra for Shockwave	The RealAudio Xtra for Shockwave provides RealAudio programming within a Macromedia Shockwave movie.

## Timecast: the RealAudio Guide

Timecast (<http://www.timecast.com>) enables you to customize your own daily news broadcast with time-sensitive audio content on the Internet. The cornerstone of Timecast is the Daily Briefing feature, which allows you to build a custom newscast with stories from well-known news and entertainment organizations such as ABC, c|net, Entertainment Tonight, CBC, Fortune, Web Review, ComputerWorld, Industry Net, TST-Sport, and Webactive.

Refer to “Customizing Your Timecast Page” on page 12.

## About this Manual

This documentation provides instructions for the installation, operation, and customization of the RealAudio Player Plus. It assumes that you have a basic knowledge of your operating system and your World Wide Web browser, such as Netscape Navigator or Internet Explorer.

## Documentation Conventions

The following conventions are used in this manual:

**Bold** text indicates the names of commands you should select and buttons you should click.

*Italic* text indicates a URL (Internet address) you can access through your browser.

**Monospace** text indicates messages that appear on your computer screen.

SMALL CAPS text indicates a button on your keyboard.

## Other Resources

For the latest information on RealAudio products, visit the Progressive Networks home page at:

*<http://www.realaudio.com>*

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

*<http://www.realaudio.com/help.html>*

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

# Installing the RealAudio Player Plus

It is strongly recommended that you use a 28.8 Kbps modem with the RealAudio Player Plus. A 14.4 Kbps modem will limit your ability to access much of the higher-quality RealAudio content.

You can improve the sound quality of some content by enabling the PerfectPlay mode. Refer to “Playing Clips in PerfectPlay Mode” on page 17 for more information.

## Windows 95 and Windows NT

System and hardware requirements:

- 2 MB free on your hard disk
- A Windows-compatible sound card

To play 14.4 files, you need at least:	To play 28.8 files, you need at least:
<ul style="list-style-type: none"><li>• A 486/33 DX CPU</li><li>• 4 MB RAM</li><li>• 14.4 Kbps modem</li></ul>	<ul style="list-style-type: none"><li>• A 486/66 DX CPU</li><li>• 8 MB RAM</li><li>• 28.8 Kbps modem</li></ul>

When you insert the RealAudio Player Plus CD-ROM into your CD-ROM drive, the RealAudio Installation starts automatically. The RealAudio Player Plus is installed in the C:\RAPLAYER directory, unless you specify otherwise. The RealAudio Installation also installs several system files into the C:\WINDOWS\SYSTEM directory of your hard drive.

**Note:** For a complete list of the files that are installed, refer to the README.TXT file installed in the C:\RAPLAYER directory.

If the RealAudio Installation does not start automatically, perform the following steps:

**To manually install the RealAudio Player Plus:**

1. Close any open applications or programs in Windows.
2. Choose **Run** from the Start menu.
3. Enter **CD Drive:\setup.exe** and click **OK**. (For example: **D:\setup.exe**)  
The RealAudio Installation begins. Follow the instructions in each of the screens that follow.
4. When the installation is complete, setup your custom Timecast page.  
Refer to “Customizing Your Timecast Page” on page 12.

When the installation is complete, a shortcut for the RealAudio Player Plus is added to your Windows 95 or Windows NT desktop.



Figure 1: RealAudio Player Plus Shortcut icon

## Windows 3.1, 3.11

System and hardware requirements:

- 2 MB free on your hard disk
- A Windows-compatible sound card

To play 14.4 files, you need at least:	To play 28.8 files, you need at least:
<ul style="list-style-type: none"><li>• A 486/33 DX CPU</li><li>• 4 MB RAM</li><li>• 14.4 Kbps modem</li></ul>	<ul style="list-style-type: none"><li>• A 486/66 DX CPU</li><li>• 8 MB RAM</li><li>• 28.8 Kbps modem</li></ul>

The RealAudio Player Plus is installed in the C:\RAPLAYER directory, unless you specify otherwise. The RealAudio Installation program also installs several system files into the C:\WINDOWS\SYSTEM directory of your hard drive.

**Note:** For a complete list of the files that are installed, refer to the README.TXT file installed in the C:\RAPLAYER directory.

### To install the RealAudio Player Plus:

1. Close any open applications or programs in Windows.
2. Insert the CD-ROM into your CD-ROM drive.
3. Choose **Run** from the File menu.
4. Enter **CD Drive:\setup.exe** and click **OK**. (For example: **D:\setup.exe**)  
The RealAudio Installation begins. Follow the instructions in each of the screens that follow.
5. When the installation is complete, setup your custom Timecast page.  
Refer to “Customizing Your Timecast Page” on page 12.

## Macintosh

- 2 MB free on your hard disk

To play 14.4 files, you need at least:	To play 28.8 files, you need at least:
<ul style="list-style-type: none"> <li>• PowerPC</li> <li>• 4 MB RAM</li> <li>• 14.4 Kbps modem</li> </ul>	<ul style="list-style-type: none"> <li>• PowerPC</li> <li>• 8 MB RAM</li> <li>• 28.8 Kbps modem</li> </ul>

The RealAudio Player Plus is installed in the RealAudio Player folder on the Desktop, unless you specify otherwise. The RealAudio Installation also installs several files into the system folder of your computer.

**Note:** For a complete list of the files that are installed, refer to the README file installed in the RealAudio Player folder.

### To install the RealAudio Player Plus:

1. Close any open applications or programs.
2. Insert the CD-ROM into your CD-ROM drive.
3. Double-click on the CD-ROM icon.
4. Double-click **RealAudio Installer**. The RealAudio Installation begins. Follow the instructions in each of the screens that follow.
5. When the installation is complete, setup your custom Timecast page. Refer to “Customizing Your Timecast Page” on page 12.

## Customizing Your Timecast Page

Your individual customizable Timecast page is included with the purchase of the RealAudio Player Plus. When the RealAudio Player Plus is successfully installed, the following message appears:

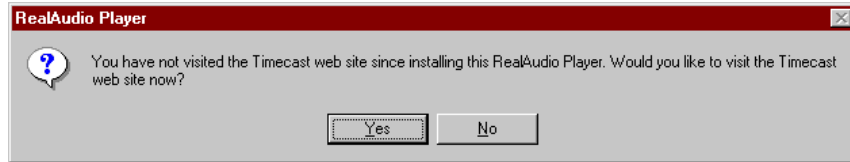


Figure 2: Customize Timecast message

Click the  button. Your default World Wide Web browser opens and welcomes you to Timecast. Customize your daily briefing following the instructions on the page.

If you choose not to customize your Timecast page at this time, this message reappears the next time you open the RealAudio Player Plus to enable you to customize your Timecast page at a later time.

**Note:** If you upgrade or change your World Wide Web browser, you must reinstall the RealAudio Player Plus to properly configure your browser to work with Timecast.

# Using the RealAudio Player Plus

The RealAudio Player Plus enables you to listen to RealAudio files over the Internet or over a local area network in real-time, without downloading the sound clip to your hard drive. When you click a RealAudio link on a World Wide Web page, your RealAudio Player Plus automatically opens and plays the file you have selected. In addition, you can pause, rewind, fast-forward, stop, and start the audio at the click of a button.

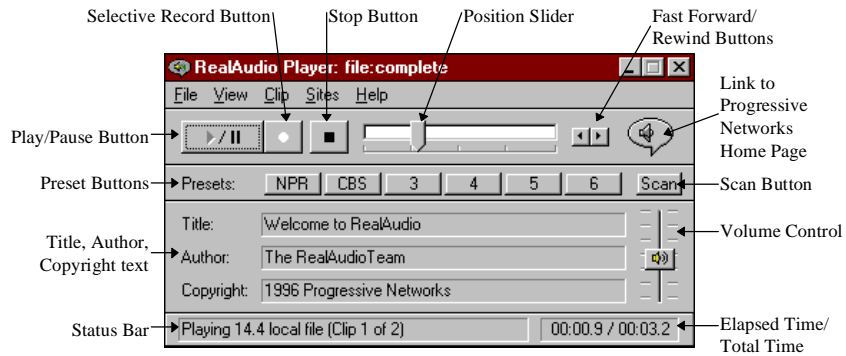












Figure 3: Overview of the RealAudio Player Plus

Section	Description
Play/Pause Button	This button plays or pauses a clip depending on the status of the clip.
Selective Record Button	<p>Click the  button to save a copy of the clip on your computer.</p> <p><b>Note:</b> 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 upper right corner of the RealAudio Player Plus.</p>
Stop Button	Click the  button to stop the clip.
Fast Forward/Rewind Buttons	Click either the  button or the  button to fast forward or rewind the RealAudio clip in 10 second intervals.
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.
<p>Link to the Progressive Networks Home Page</p> <div style="text-align: center;">               (Spinning)         </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div>	<p>If you are connected to the Internet, click this button to link to the Progressive Networks Home Page - the Home of RealAudio. The icon displayed changes depending on the action of the RealAudio Player Plus. The following are the icons that can be displayed and their meanings:</p> <p>Indicates that the RealAudio Player Plus is contacting a RealAudio Server.</p> <p>Indicates that the RealAudio Player Plus is playing an audio stream.</p> <p>Indicates that the clip is being recorded.</p> <p>Indicates moderate packet loss, sound quality similar to AM radio transmission.</p>



Section	Description
  	<p>Indicates high packet loss, sound quality below AM radio transmission (garbled or choppy speech, skipping).</p> <p>Indicates that you have attempted to record a clip that has recording disabled. Content providers control whether or not a clip may be recorded.</p>
Preset Buttons	<p>You can set these six buttons to automatically link to a specific site and play a RealAudio clip. The URL location and the label of the Preset buttons are customized on the Preset tab of the Preferences window.</p>
Scan Button	<p>The <b>Scan</b> button allows you to sample RealAudio clips, similar to scanning stations on a radio.</p>
Title, Author and Copyright Text	<p>The content provider specifies the text in these fields; they normally describe the clip being played.</p>
Volume Control	<p>The volume control indicates the volume at which the clip is being played. You can increase the volume by dragging the control up, and decrease the volume by dragging the control down.</p>
Status Bar	<p>The status bar displays the current action of the RealAudio Player Plus. For example: <b>Buffering, Playing 28.8 Network Stream, or Paused.</b></p>
Elapsed Time	<p>The Elapsed Time is the length of time that the clip has been playing.</p>
Total Time	<p>The Total Time is the length of the entire clip.</p> <p><b>Note:</b> When playing a live stream, the Total Time value displayed is 00:00.0.</p>

## Starting a Clip

There are several ways to start a RealAudio clip:



- Click a RealAudio link on a World Wide Web page. Your World Wide Web browser opens the RealAudio Player Plus and the audio is streamed to the RealAudio Player Plus immediately. After storing a few seconds of audio (buffering), the clip begins.
- Access a World Wide Web site or select an action that automatically plays a clip. Your World Wide Web browser opens the RealAudio Player Plus and the audio is streamed to the RealAudio Player Plus immediately. After storing a few seconds of audio (buffering), the clip begins.
- Click the Preset or Scan buttons on the RealAudio Player Plus. The audio is streamed to the RealAudio Player Plus immediately. After storing a few seconds of audio (buffering), the clip begins.
- Select **Open File** or **Open Location** from the File menu on the RealAudio Player Plus. For more information, refer to “File Menu” on page 20.

## Pausing a Clip

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



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

## Stopping a Clip


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

## Recording a Clip



### To start recording a RealAudio clip during playback:

Click the  button. A Save As dialog box appears. Select the filename and location on your computer where you want to save the file. When you have finished entering this information, the RealAudio Player Plus begins recording. While the RealAudio Player Plus is recording, the  icon appears in the upper right corner of the RealAudio Player Plus.


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

**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 upper right corner of the RealAudio Player Plus.



### To start recording a RealAudio clip prior to playback:

Click the  button. Open the RealAudio clip. A Save As dialog box appears. Select the filename and location on your computer where you want to save the file. The RealAudio Player Plus begins recording and playing the selected clip. While the RealAudio Player Plus is recording, the  icon appears in the upper right corner of the RealAudio Player Plus.

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

**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 upper right corner of the RealAudio Player Plus.

### To stop recording:

Click the  button. The RealAudio Player Plus stops recording and playing the RealAudio clip. If you want to continue listening to the clip, without recording, click the  button, the clip begins playing from the beginning.

## 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 the RealAudio Player Plus before the clip begins playing. The time it takes to buffer the clip will be slightly longer, but sound quality, especially with a 14.4 modem, should be improved. To return to Regular mode, select this option again.

When you use PerfectPlay mode with a live stream, occasional gaps in the audio will occur when your RealAudio Player Plus skips to keep up with the connection.

### **To enable PerfectPlay mode:**

Select **PerfectPlay Mode** from the File menu. If you use PerfectPlay mode with live RealAudio content, you will experience gaps with the audio if your connection cannot keep up with the live source.

**Note:** Content providers control whether PerfectPlay mode is available for a specific clip. If you enable PerfectPlay mode, the RealAudio Player Plus utilizes the PerfectPlay mode when it is available.

## Selecting a Preset Button

Click the appropriate Preset button. The RealAudio Player Plus connects to the corresponding site and begins playing the audio.

## Setting a Preset Button

Preset Buttons are set on the Preset tab of the Preferences window. You must enter the full URL (Internet address) of the audio clip. You can also label the preset button.


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

Right-click (Windows) or Control-click (Macintosh) on the Preset Button you want to set to the current clip and select **Set Preset**.

## Scanning RealAudio Stations


The Scan feature allows you to sample RealAudio stations, similar to scanning stations on a radio.

### To begin scanning stations:

Click the  button. The RealAudio Player Plus scans for the next station. It plays the station for the user-defined time and then continues on to the next station.

**Note:** You define the amount of time that each station is played on the Preset tab of the Preferences window.

### To stop scanning and listen to current station:

Click the  button.

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

Right-click (Windows) or Control-click (Macintosh) 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.

# RealAudio Player Plus Menus

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

## File Menu

Commands from the File menu allow you to play RealAudio files without using your World Wide Web browser to find files on the Internet, to enable PerfectPlay mode, and to exit the RealAudio Player Plus.

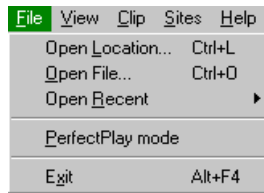


Figure 4: File menu

Menu Option	Description
Open Location...	Select this option to play RealAudio files through the Internet without using your World Wide Web browser. The Open Location dialog appears, enter the URL (Internet address) of a <i>.ra</i> or <i>.ram</i> file.
Open File...	Select this option to play a local RealAudio file. The Open File dialog appears, select a <i>.ra</i> or <i>.ram</i> file stored on your computer.

Menu Option	Description
Open Recent	Select this option to view a list of recently played clips. You can select a clip from this list to hear the clip again.
PerfectPlay Mode	<p>Select this option to switch to PerfectPlay mode; a check mark appears next to the option. This mode enables you to improve the sound quality by increasing the amount of the clip that is buffered. The time it takes to buffer the clip will be slightly longer, but sound quality, especially with a 14.4 modem, should be improved. To return to Regular mode, select this option again; the check mark is removed.</p> <p>When you use PerfectPlay mode with a live stream, you may experience occasional gaps in the audio when your RealAudio Player Plus skips to keep up with the network.</p>
Close Window (Macintosh Only)	Select this option to close a secondary window, such as the Connections Statistics window.
Exit/Quit	Select this option to exit the RealAudio Player Plus.

## View Menu

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



Figure 5: View menu

Menu Option	Description
Presets & Scan	Select this option to display the Preset and Scan buttons on the RealAudio Player Plus; a check mark appears next to the option. Select the option again to hide the buttons; 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.

Menu Option	Description
Preferences...	<p>Select this option to display the Preferences window for configuring the RealAudio Player Plus. You can set preferences from this window. For more information, refer to “Setting Preferences” on page 28.</p> <p><b>Note:</b> This option is on the Edit menu in the Macintosh version of the RealAudio Player Plus.</p>
Statistics/Connection Information	<p>Select this option to display the transmission quality information in the Connection Statistics dialog. The Connection Statistics window reports the performance of the Internet connection between the RealAudio Server and the RealAudio Player Plus. Refer to Figure 6 for an example of the Connection Statistics window.</p>
Always on Top (Windows Only)	<p>Select this option to make the RealAudio Player 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 the RealAudio Player Plus visible while you interact with your World Wide Web browser. Select this option again to allow other windows to open on top of the RealAudio Player Plus; the check mark is removed.</p>

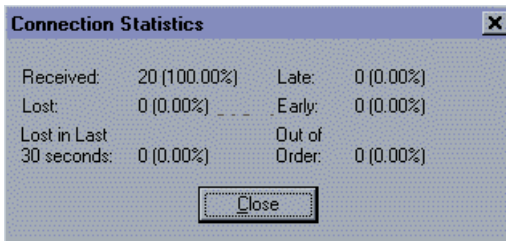


Figure 6: Connection Statistics window

## Clip Menu

Some RealAudio clips are several files played one after the other. Commands from the Clip menu allow you to move between clips in a multi-clip RealAudio (.ram) file and when scanning. They are similar to seek buttons on a CD player. If there is only one RealAudio 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 (Windows) or control-click (Macintosh) the mouse button in the RealAudio Player Plus window.

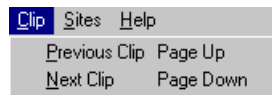


Figure 7: Clip menu

Menu Option	Description
Previous Clip	Select this option to play the previous clip in a multi-clip RealAudio (.ram) file or when scanning.
Next Clip	Select this option to play the next clip in a multi-clip RealAudio (.ram) file or when scanning.

## Sites Menu

Commands from the Sites menu allow you to access various pages at the Progressive Networks and Timecast World Wide Web sites. This feature works with popular World Wide Web browsers including Netscape Navigator, Internet Explorer, Mosaic, Spyglass Mosaic, and Spry Mosaic. If you are connected to the Internet, and your World Wide Web browser is not open, the RealAudio Player Plus opens it for you.

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

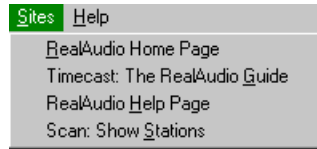


Figure 8: Sites menu

Menu Option	Description
RealAudio Home Page	Select this option to access the Progressive Networks' Home Page.
Timecast: The RealAudio Guide	Select this option to access Timecast: the RealAudio Guide. Timecast contains a list of World Wide Web sites providing RealAudio content.
RealAudio Help Page	Select this option to access the RealAudio main help page.
Scan: Show Stations	Select this option to access the RealAudio Scan Stations page. This page displays a list of the stations that will be played while scanning.

## Help Menu

Commands from the Help menu provide you with online help and information about the RealAudio Player Plus.

The latest support and technical information is available at:

*<http://www.realaudio.com/help.html>*

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

**Note:** The Macintosh version of the RealAudio Player Plus does not have a Help menu.



Figure 9: Help menu

Menu Option	Description
Contents	Select this option to open the online help for the RealAudio Player Plus.
About...	Select this option to display the RealAudio Player Plus version and Copyright information.

# Setting Preferences

You can customize the RealAudio Player Plus by changing the settings in the Preferences window. The Preferences control various aspects of the RealAudio Player Plus functionality such as the number of clips to remember, network information, and proxy information.

## General Preferences

The General tab in the Preferences window contains preferences for clip memory, Synchronized Multimedia support, and CPU usage.

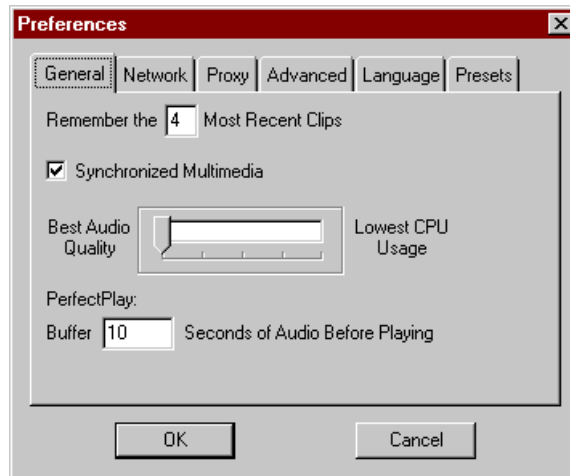


Figure 10: General tab in the Preferences window

Field	Description
Slider Seek Time (Macintosh Only)	Enter the number of seconds you want to move backward or forward when you press the Rewind or Fast Forward buttons.
Remember the Most Recent Clips	Enter the number of clips that you want the RealAudio Player Plus to remember and display when using the Open Recent option on the File menu.
Synchronized Multimedia	<p>Click this box to enable Synchronized Multimedia; a check mark appears in the box. When this option is enabled, the RealAudio Player Plus can trigger new World Wide Web pages during a RealAudio Synchronized Multimedia clip, thus providing a narrated slide show.</p> <p>You can disable this option by clicking the field again; the check mark is removed. When this option is disabled, the RealAudio Player Plus is unable to display visual content in Synchronized Multimedia sound clips.</p>
Audio Quality versus CPU Usage	You can move the slider to control the Audio Quality versus CPU Usage. To achieve the best sound quality from the RealAudio 28.8 algorithm, your computer needs to quickly process a large quantity of data. If your machine experiences a decrease in performance while playing a RealAudio file, slide this bar to change this setting. You will need to experiment to discover the best setting for your machine and Internet connection.
PerfectPlay: Buffer Seconds of Audio Before Player	Enter the amount of time (in seconds) the RealAudio Player Plus should buffer the clip before playing.

## Network Preferences

The Network tab in the Preferences window allows you to customize your network connection for the RealAudio Player Plus.

The descriptions of these preferences assume a basic knowledge of Internet protocols and firewalls. For more information about firewalls, refer to our World Wide Web site at <http://www.realaudio.com/firewall.html>.

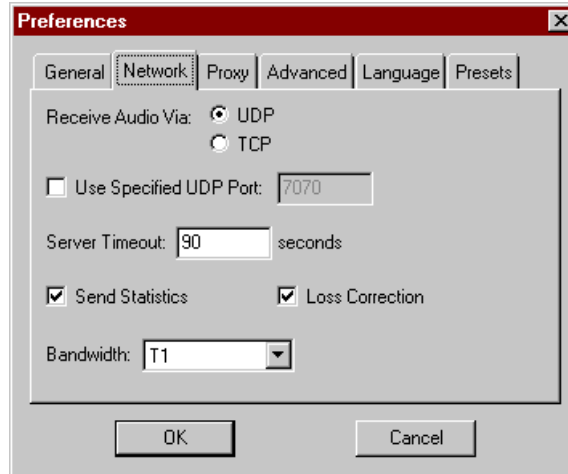


Figure 11: Network tab in the Preferences window

Field	Description
Receive Audio Via	<p>Select UDP (User Datagram Protocol) or TCP (Transmission Control Protocol) as the method for receiving audio. By default, the RealAudio Player Plus receives data packets using UDP. If you cannot receive UDP packets because you are behind a packet-filtering firewall, set this preference to TCP.</p> <p><b>Note:</b> If you use TCP with a modem, you may experience gaps in the audio stream.</p>
Use Specified Port	<p>Click this field if you want to configure the packet-filtering firewalls to receive UDP through one specified port. Enter the port number. The RealAudio Player Plus can receive UDP packets through any designated port between 1000 and 9999. Your firewall administrator should tell you what port to specify.</p> <p><b>Note:</b> RealAudio TCP packets are only received through Port 7070.</p>
Server Timeout	<p>Enter the maximum number of seconds the RealAudio Player Plus should wait to connect to a RealAudio Server. If it does not connect within the specified time period, a Retry/Cancel message is displayed. A value of 0 means that the RealAudio Player Plus never times out.</p>

Field	Description
Send Statistics	<p>Click this field if you want the RealAudio Player Plus to send connection quality statistics to the RealAudio Server after playing a clip.</p> <p>This feature helps content providers assure transmission quality. This information is basically what you see in the Connection Statistics dialog and includes the number of packets received, lost in transmission, arrived late, arrived early, and arrived out of order.</p> <p><b>Note:</b> The RealAudio Player Plus does not access or send the Server any information about your identity (your user name or e-mail address).</p>
Loss Correction	<p>Click this field if you want the RealAudio Player Plus to compensate for packets lost in transmission between the RealAudio Server and your RealAudio Player Plus. You may hear a momentary warble in the audio stream if packets are missing.</p> <p>When Loss Correction is unchecked, the lost packets are dropped, causing a skip.</p>
Bandwidth	<p>Select the appropriate bandwidth of your Internet connection.</p>

## Proxy Preferences

A proxy is a server that acts as an intermediary between a company's protected LAN and the Internet. For more information about proxies and firewalls, read <http://www.realaudio.com/firewall.html>. The proxy server insures that all data transmission between the Internet and a user on the LAN is authorized. The RealAudio Player Plus can be configured to work with proxy servers by setting the proxy preferences.

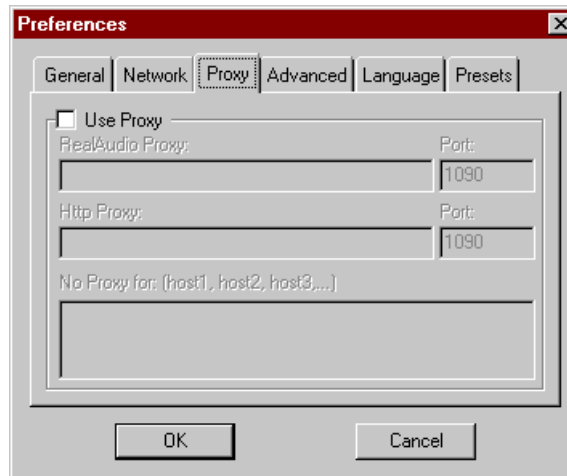


Figure 12: Proxy tab in the Preferences window

Field	Description
Use Proxy	<p>Click this box if the RealAudio Player Plus should connect to the Server using a proxy; a check mark appears in the field. Otherwise, do not click this box.</p> <p><b>Note:</b> If you are behind a firewall and do not know the host name or port number of your proxy server, ask your firewall administrator.</p>

Field	Description
RealAudio Proxy	<p>Enter the domain name or IP address of the RealAudio proxy server and port number that the RealAudio Player Plus should use to communicate with the proxy server.</p> <p><b>Note:</b> For information on RealAudio Proxy, read <a href="http://www.realaudio.com/firewall.html">http://www.realaudio.com/firewall.html</a></p>
HTTP Proxy	<p>Enter the domain name or IP address of the HTTP proxy server and port number that the RealAudio Player Plus should use to communicate with the proxy server. Check your World Wide Web browser's proxy configuration.</p>
No Proxy for: [Host 1, Host2...]	<p>If you have specified that the RealAudio Player 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.</p> <p>Your firewall administrator can provide you with this information, if appropriate.</p>

## Advanced Preferences

Options on the Advanced tab of the Preferences window override the RealAudio Player Plus defaults for sound card compatibility. You don't need these options unless you are having troubles with sound quality. Refer to "Troubleshooting" on page 39 for more information.

**Note:** The Macintosh version of the RealAudio Player Plus does not have an Advanced Preferences option.

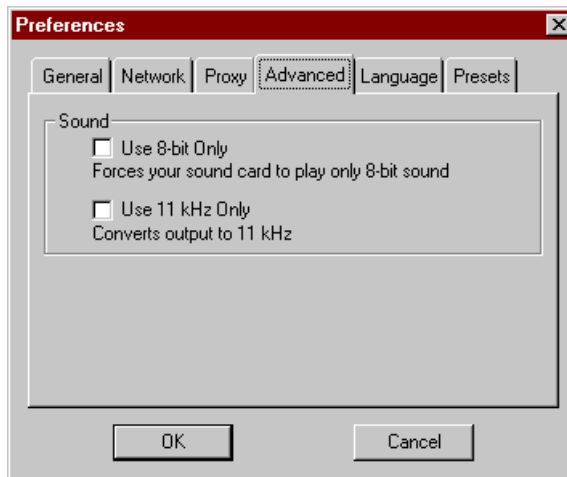


Figure 13: Advanced tab in the Preferences window

<b>Field</b>	<b>Description</b>
Use 8-bit Only	Click this field if you want to force your sound card to play only 8-bit sound; a check mark appears. Use this option only if there is evidence of compatibility problems with your sound card. The RealAudio Player Plus normally delivers 16-bit audio to the sound card. The RealAudio Player Plus should automatically detect if the sound card only supports 8-bit audio, and then deliver 8-bit audio.
Use 11 kHz Only	Click this field if you want to force your sound card to play only 11 kHz sound; a check mark appears. Use this option only if there is evidence of compatibility problems with your sound card. The RealAudio Player Plus normally delivers 8 kHz audio to the sound card. If your sound card does not support the 8 kHz sampling rate, the audio may sound high-pitched or too fast. When this option is selected, the RealAudio Player Plus changes audio to 11 kHz before delivering it to the sound card. This option increases CPU usage slightly.

## Language Preferences

The setting on the Language tab of the Preferences window determines the language used within the RealAudio Player Plus.

**Note:** The Macintosh version of the RealAudio Player Plus does not have a Language Preferences option.

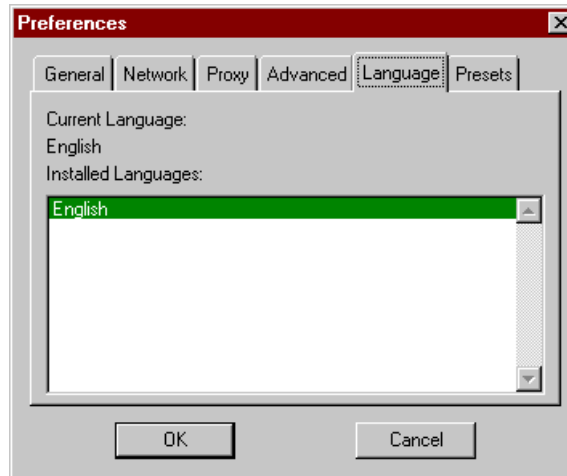


Figure 14: Language tab in the Preferences window

Field	Description
Current Language	This field displays the language being used within the RealAudio Player Plus
Installed Languages	Select the language you want to use within the RealAudio Player Plus menus and windows.  <b>Note:</b> Please contact Progressive Networks regarding information on languages available for the RealAudio Player Plus.

## Presets Preferences

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

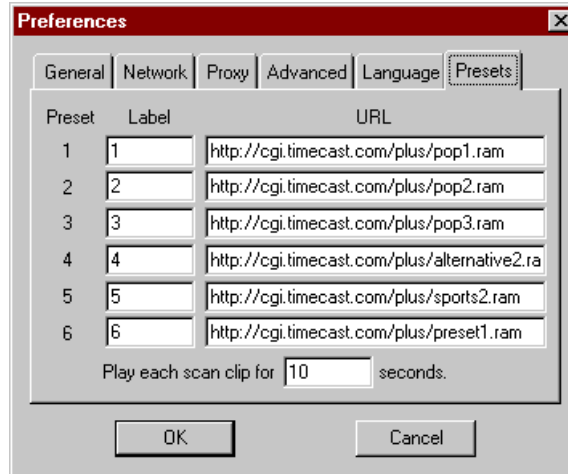


Figure 15: Presets tab in the Preferences window

Field	Description
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: <i>http://cgi2.prognet.com/plus/preset1.ram</i>
Play Each Scan Clip for Seconds	Enter the amount of time (in seconds) the RealAudio Player Plus should play each clip when scanning.

# Solving Problems

For the latest information on RealAudio products, visit the Progressive Networks home page at:

*<http://www.realaudio.com>*

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

*<http://www.realaudio.com/help.html>*

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

## Troubleshooting

### How do I configure my browser to support RealAudio?

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

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

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

4. Enter **ra,ram** in the Extensions field.
5. Select the Launch Application option. Browse and find the directory in which the RealAudio Player Plus is installed.
6. Select RealAudio (raplayer.exe) as the application to launch.

## What's wrong when the sound is poor?

The sound quality should be similar to FM mono. If the sound quality is below AM radio transmission (garbled or choppy speech, skipping, etc.), use the following to isolate and correct the problem. If the audio quality was poor when the "Setup is Complete" file was played (during the RealAudio Player Plus installation), try configuring the RealAudio Player Plus or your sound card.

If the audio quality was poor from a particular site, use the Connection Statistics window in the RealAudio Player 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 audio 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, so even though you are dialing in on a 28.8 modem, you are only receiving data at 14.4 Kbps.
2. For a 14.4 connection on an Apple Duo, go to the modem properties window and turn off the compression control. Compression uses CPU cycles that the RealAudio Player Plus may need. Since RealAudio files are already compressed, this utility is not necessary. Turning off compression will not affect your computer's other operations.
3. 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).

## Why doesn't my RealAudio Player Plus have a Volume Control slider?

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

## What causes RealAudio clips to occasionally skip?

There are two possible reasons:

- Starting or quitting large applications while playing RealAudio can cause a brief disruption of the playback.
- When you use PerfectPlay mode with a live stream, occasional gaps in the audio will occur when your RealAudio Player Plus skips to keep up with the network.

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

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

If your computer is behind a firewall, please see Progressive Networks' firewall page for more information: <http://www.realaudio.com/firewall.html>

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