

Frequently Asked Questions

Question:

My streaming video doesn't look or sound right. What can I do to fix it?

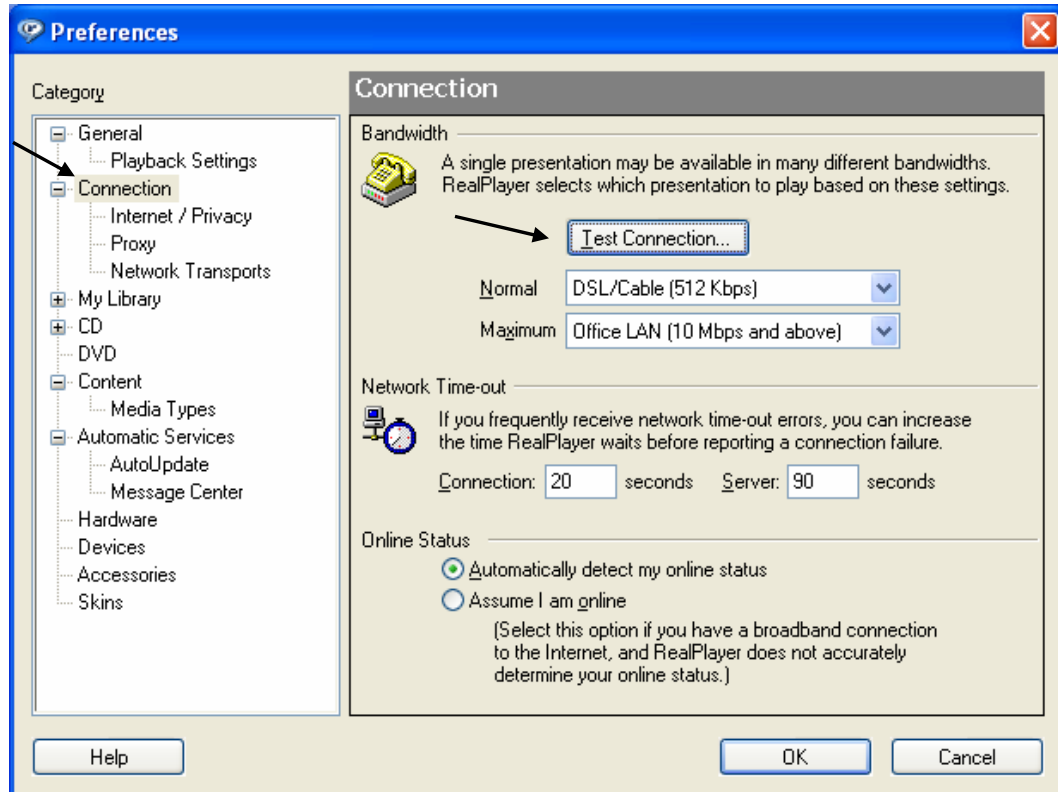
Answer:

Follow these 7 steps to update your RealPlayer settings to best match your Internet connection speed.

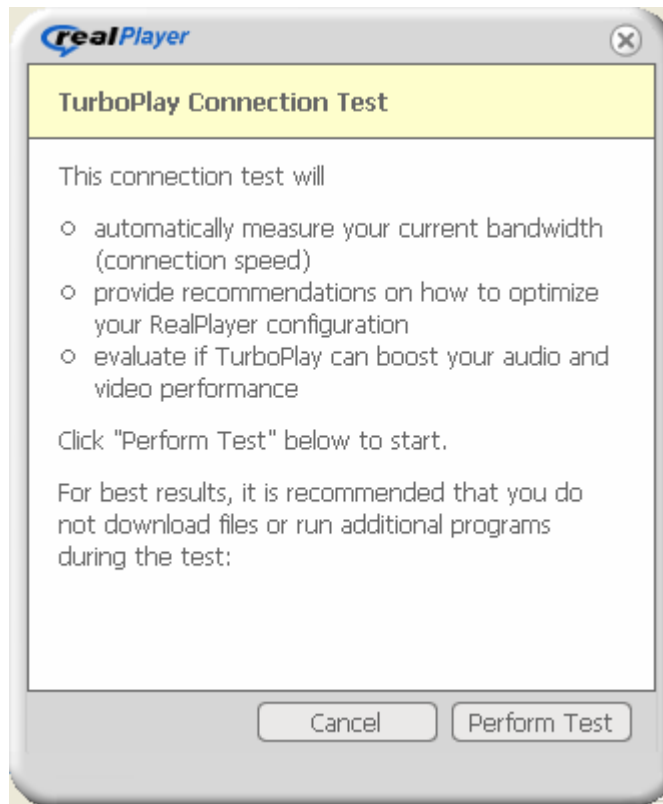
1. Open **RealPlayer** by starting the streaming video. Pause or stop the video.
2. From the RealPlayer menu, go to the **Tools** menu, select **Preferences**.
(If you do not see the Tools menu, you may need to place your mouse over the double arrows >> to see the additional menu options.)



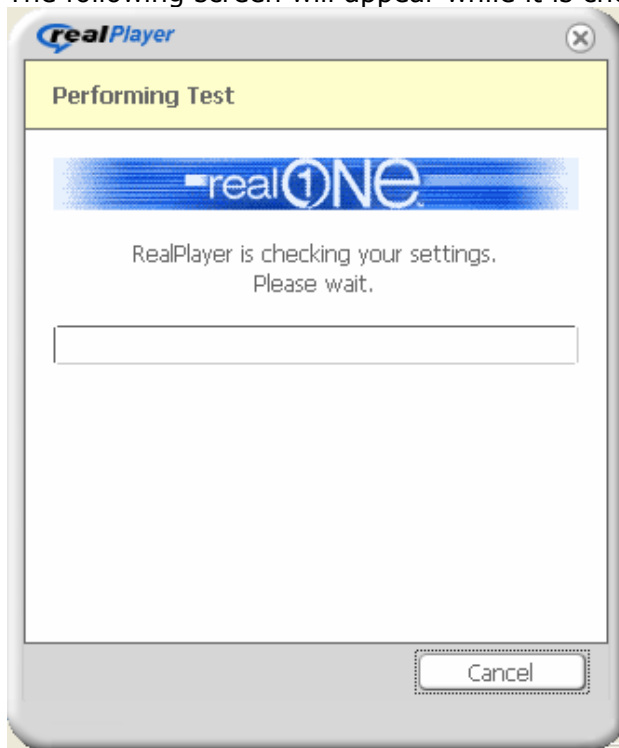
- The Preferences window will open.
From the Category box on the left side, click **Connection**.
On the right side of the screen (now titled Connection), from the Bandwidth section, click **Test Connection** button.



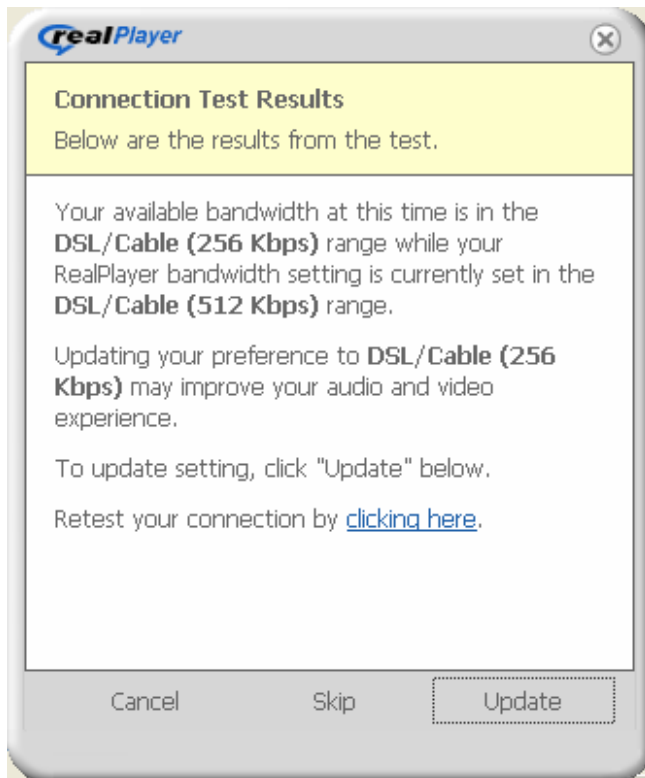
4. The following screen will appear. Click **Perform Test**.



The following screen will appear while it is checking your settings.



5. A similar screen to the one below will appear. Click **Update** if that option is available.



6. If you clicked update, then the following screen will appear. Click **OK** on this screen and any remaining screens to close them.



7. Replay the streaming video to ensure the audio is working properly. If the audio is still not functioning properly email videohelp@msvu.ca .