

Frequently Asked Questions - Streaming

Question:

There is a problem with the audio when I play the streaming file. I can hear sound but it sounds like it is on fast forward. I am using RealPlayer.

Answer:

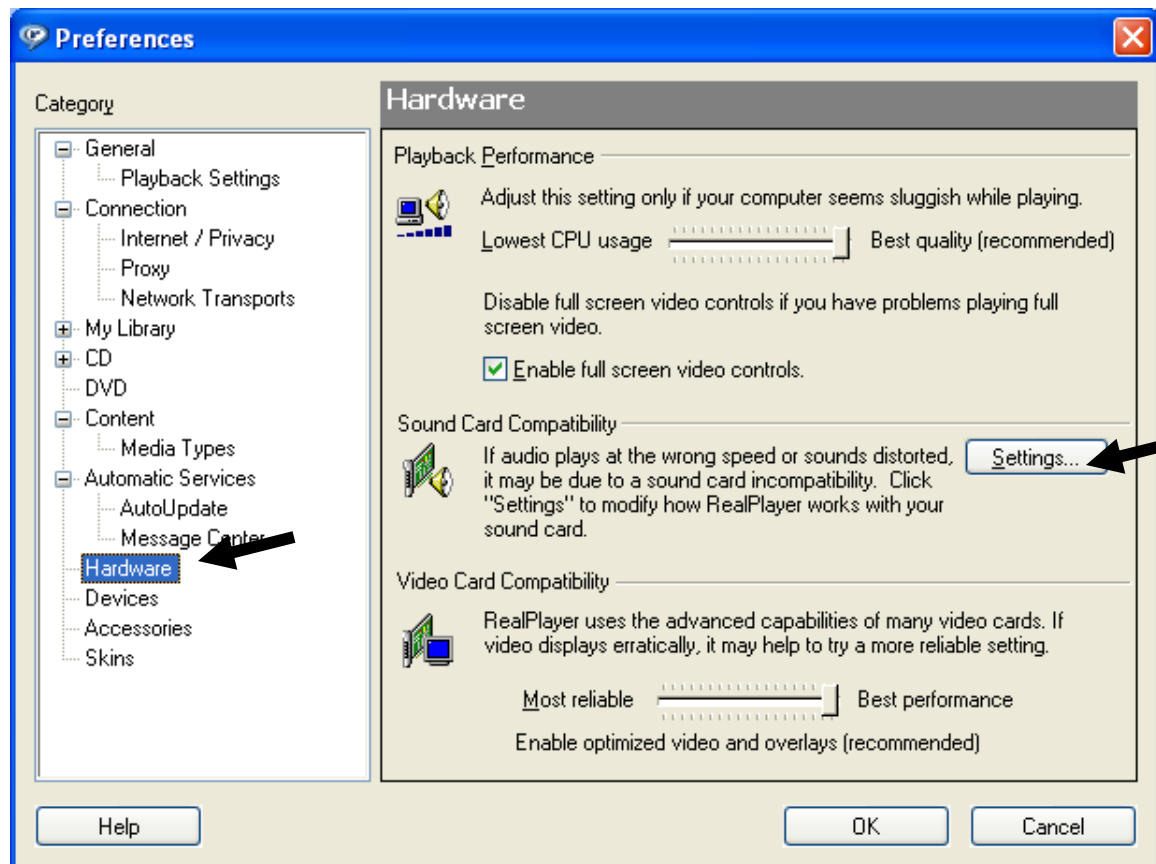
In RealPlayer, go to the **Tools** menu, select **Preferences**.

(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.)



From the Category box on the left side, select **Hardware**.

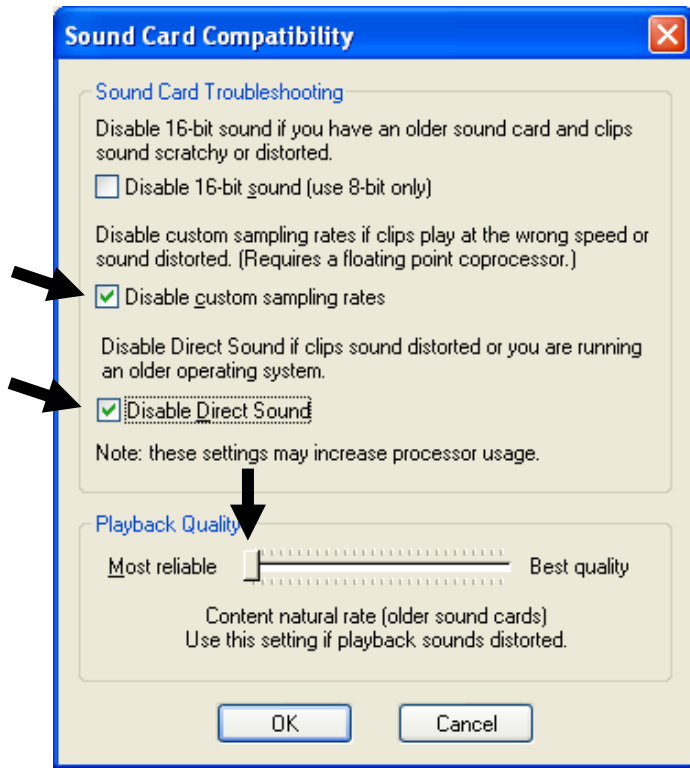
From the Hardware box on the right side, from the **Sound Card Compatibility** section, click **Settings** button.



From the Sound Card Compatibility window, change the following settings:

1. Select (click to put a **check mark** in the square)
 - Disable custom sampling rates**
 - Disable Direct Sound**
2. Move the slider closest to "**Most Reliable**"
3. Click **OK**

Play the streaming file again. You may need to close RealPlayer for the settings to take effect.



Play the file again to hear the audio properly.