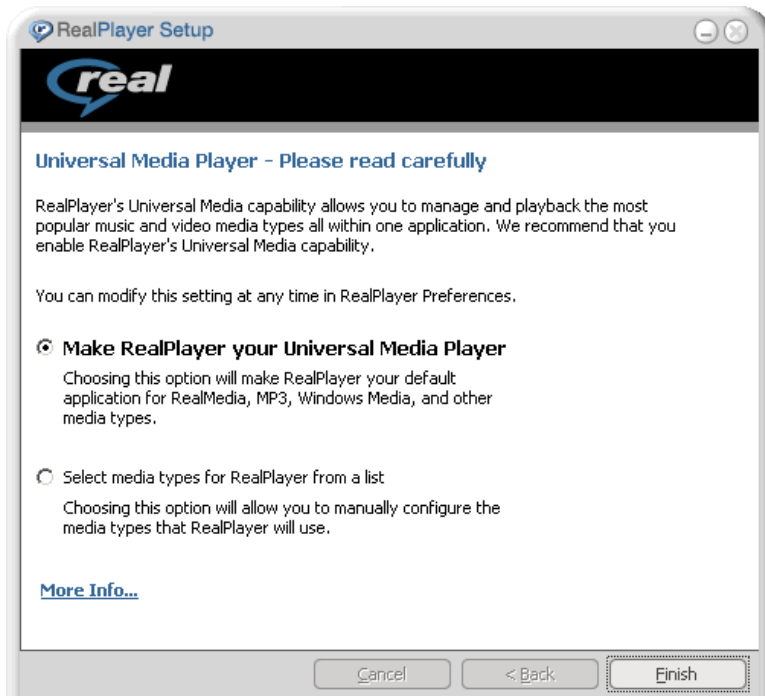


Re-Installing Real Player for Streaming Video Clip Playback

Problem: When trying to play a streaming video clip, the link opens a web page with a “Page Cannot Be Displayed” browser error.

Solution: Please follow these instructions to reinstall and configure Real Player to play streaming video clips.

1. Please go to the Real website, and follow their instructions to download and install their latest FREE RealPlayer – <http://www.real.com>



2. During installation the following setup screen gives you a choice. If you choose **Make RealPlayer Your Universal Media Player**, the Real Player will configure itself for the streaming protocols you need. Click **Finish** when you have made your choice. Then complete the installation and you are done.

However, if you choose to manually **Select Media Types for Real Player from a list**, then you will need to select that choice, click **Finish**, and then follow the instructions below to make sure your Real Player is correctly configured.

3. From the **Media Types** window scroll down to locate **Other Media** heading
4. Click the check boxes next to **SMIL Multimedia Presentation**, **Real-Time Streaming Protocol** and **Streaming Media Metatile** selection boxes
5. Select **Finish** to close the Media Types dialog Box
6. Select the **BASIC setup from the** next screen to finish the installation of the free player.
7. Follow the instructions to finish your installation.

