

# Fixing Playback Issues

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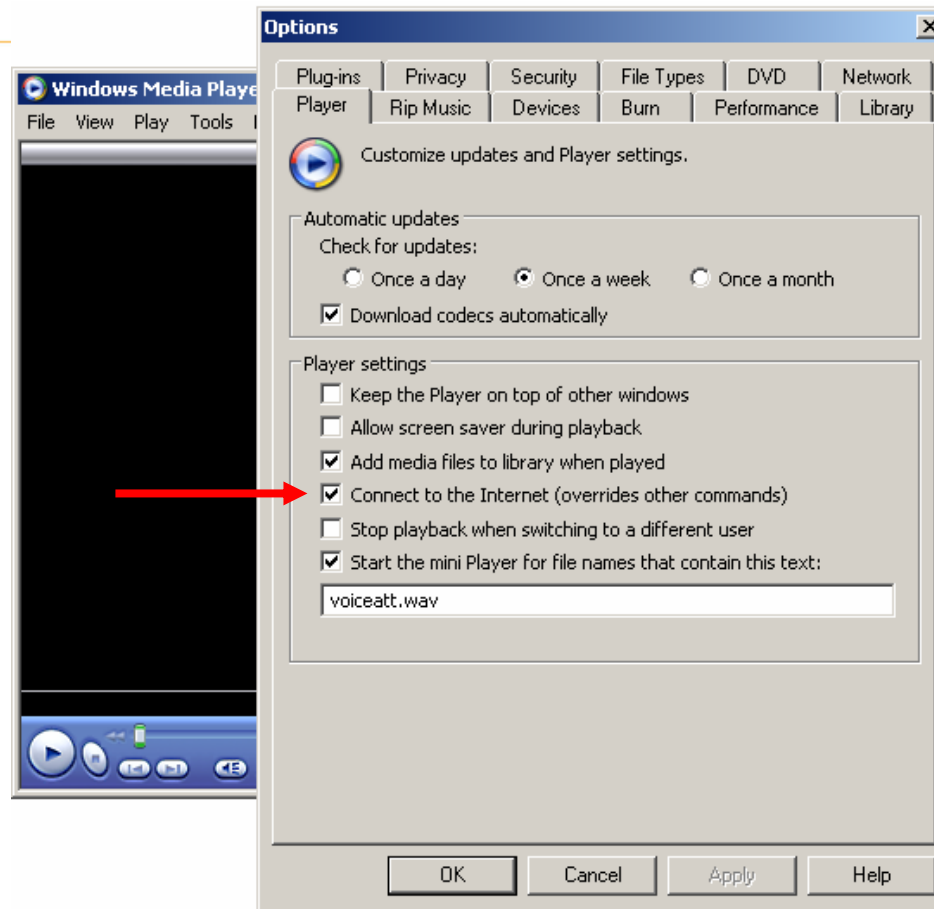
# Section 1 - Windows

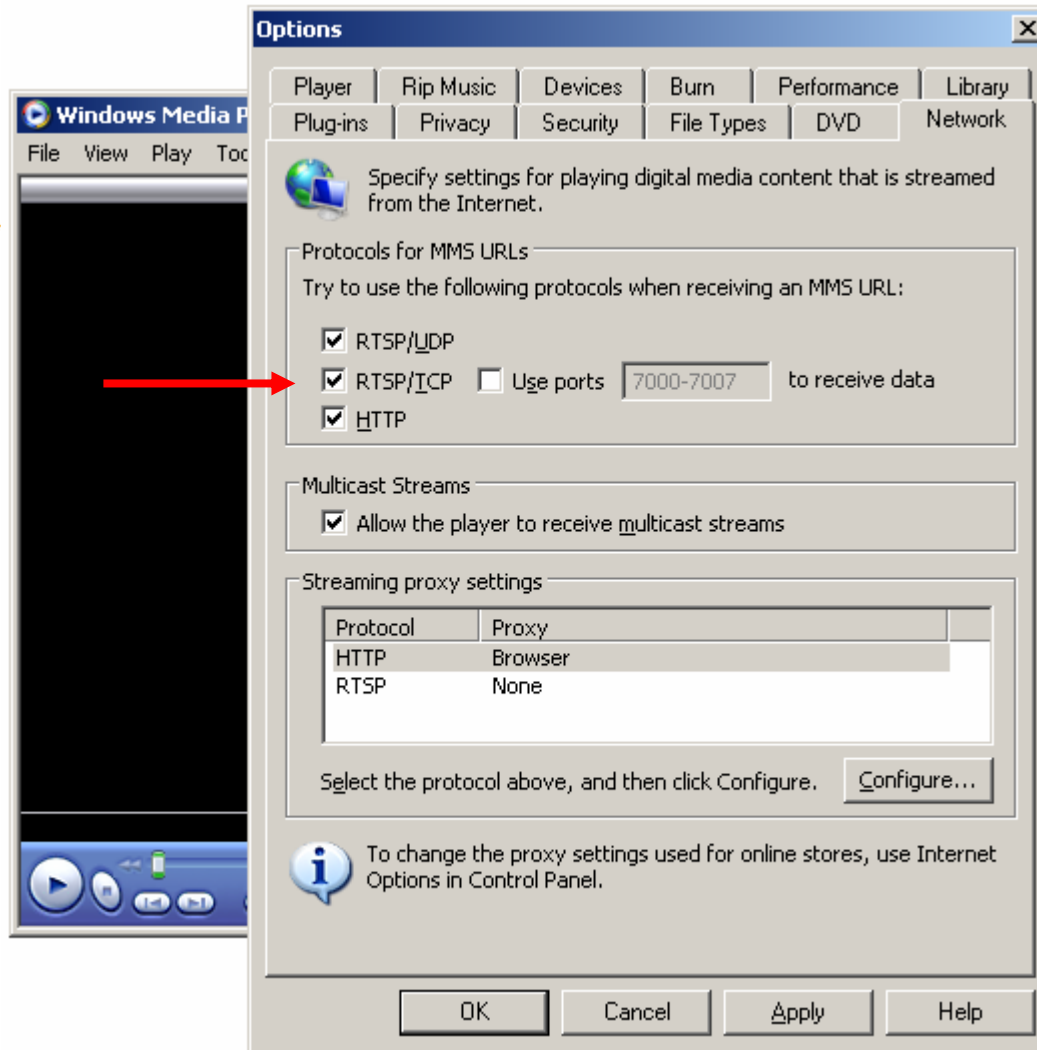
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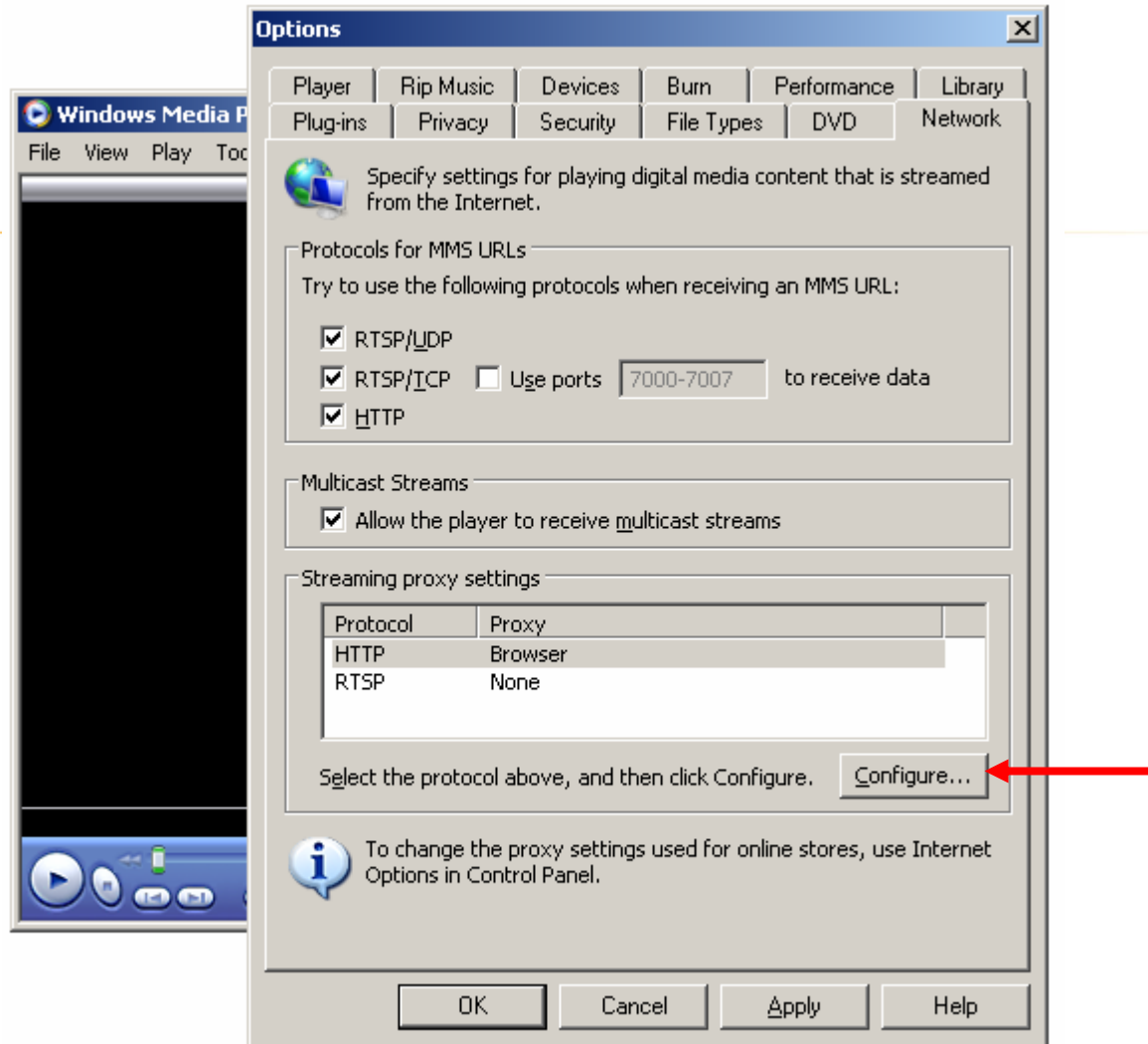
# Windows Media Player

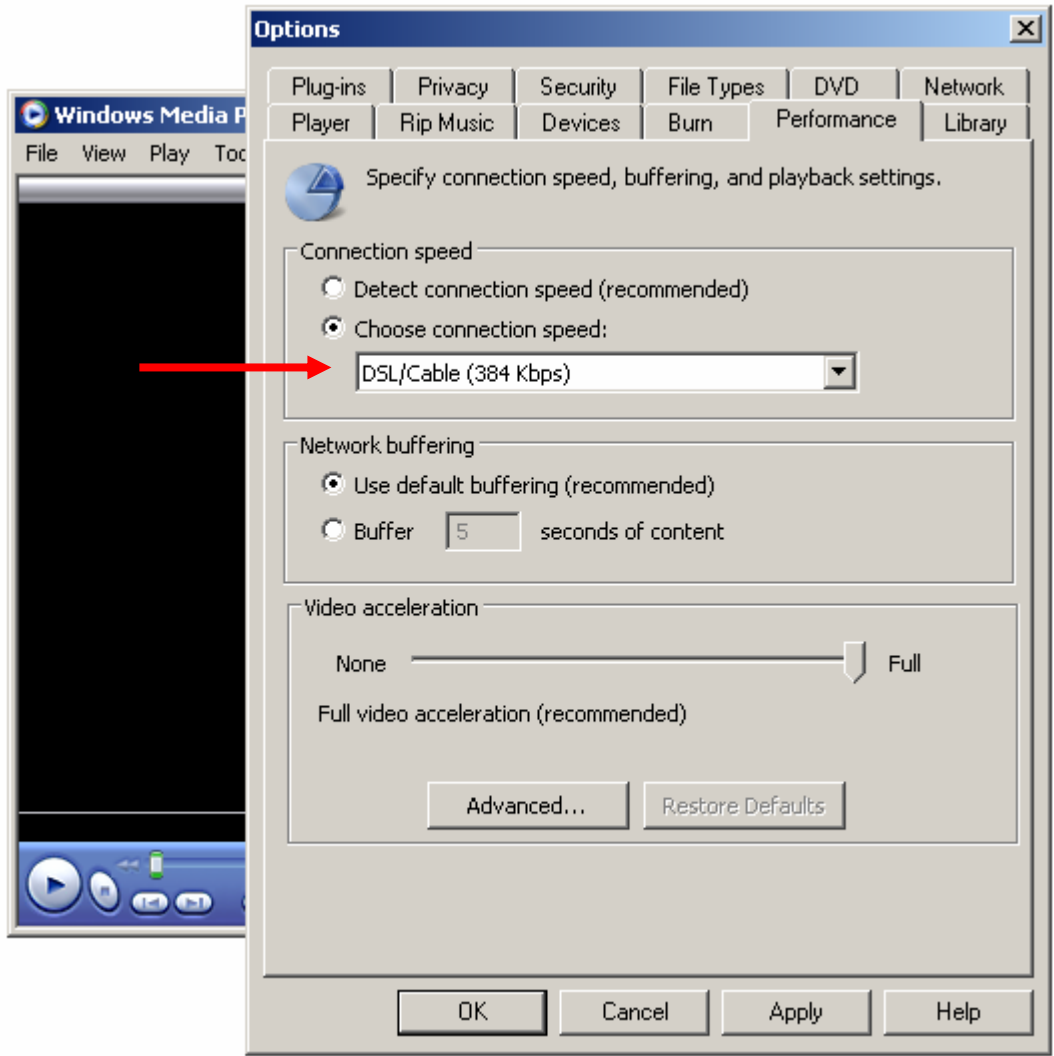
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# Tools → Options → Player







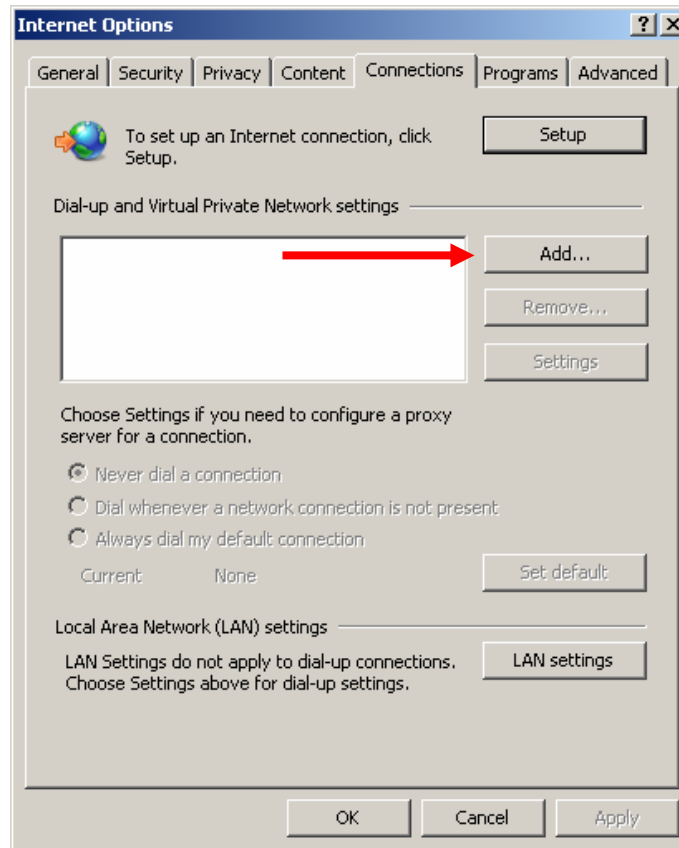


Choose a connection speed. This is optional

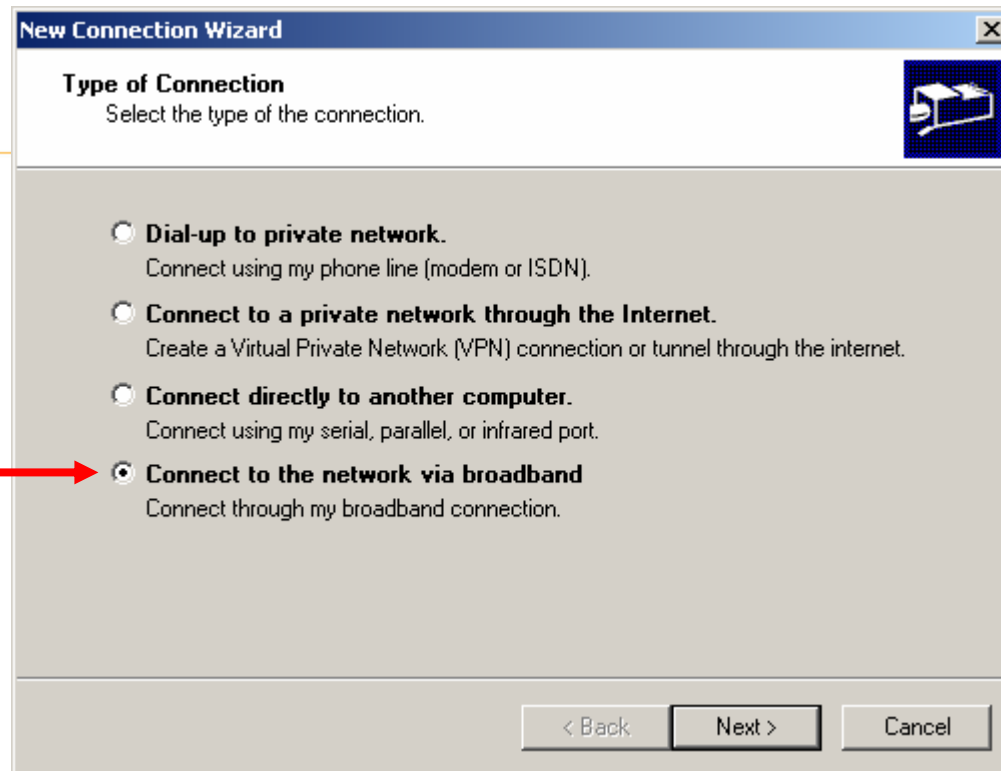
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# Internet Explorer

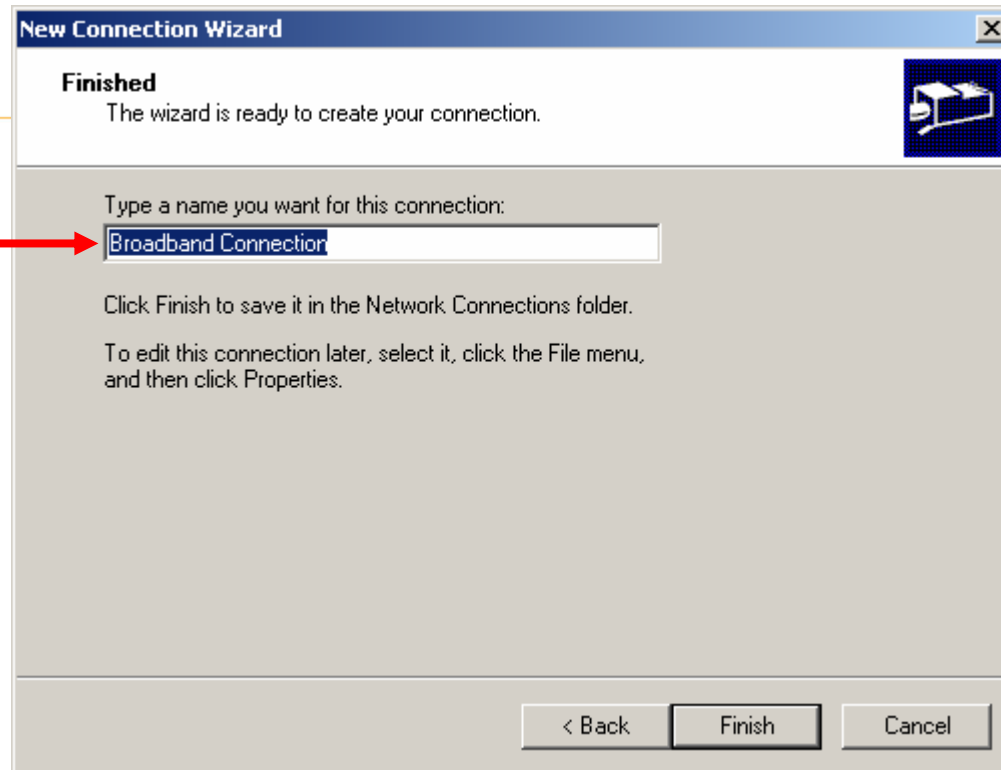
# Tools → Internet Options → Connections



If the Dial-up and Virtual Private Networks Settings box is empty click "Add"



Choose “Connect to the network via broadband”



Enter a name

**Broadband Connection settings** [X]

Automatic configuration  
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.

Automatically detect settings

Use automatic configuration script

Address:

Proxy server

Use a proxy server for this connection (These settings will not apply to other connections).

Address:  Port:

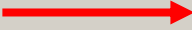
Bypass proxy server for local addresses

Dial-up settings

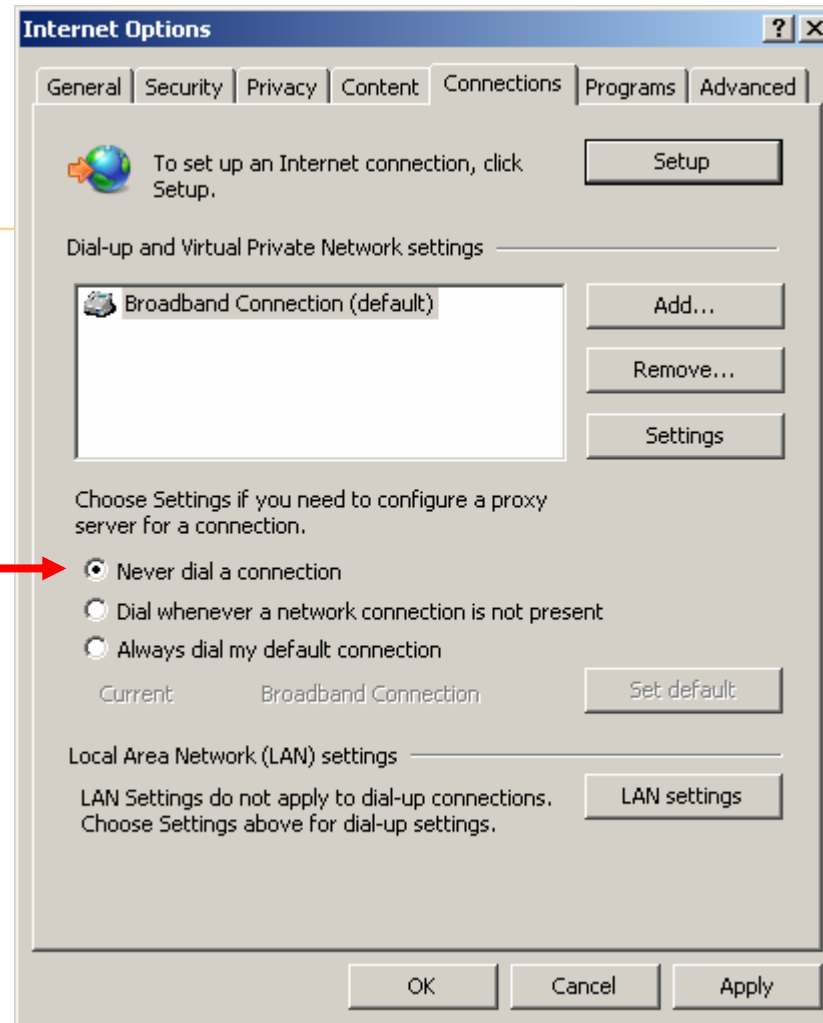
User name:

Password:

Domain:



Click OK



Select "Never dial a connection"

# If playback still doesn't work correctly

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## Reinstall Windows Media Player

[Windows Media Player can be downloaded by following this link.](#)

# Section 2 - Mac

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# Mac troubleshooting guide

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[The Mac troubleshooting guide is available at this URL](#)