



## Your DVD playback in Cineplayer is black or multi colored

Your DVD playback in Cineplayer is black, multi-colored, or there is an error initializing the video stream ,start with;

1. Download and install the latest version of Windows Media Player from Microsoft:  
<http://www.microsoft.com/windows/windowsmedia/>
2. Download and install the latest version of DirectX from Microsoft:  
<http://www.microsoft.com/windows/directx/>

**NOTE:** Do NOT install beta versions of Windows Media Player or Direct X.

- Set the Screen Resolution to 1024x768
  - ◆ Right-click on your desktop and select "Properties."
  - ◆ Click on the "Settings," tab.
  - ◆ Drag the slider under "Screen Resolution" until text under the slider says "1024 by 768 pixels"
  - ◆ Click on "OK."
  - ◆ Update your video card drivers. Many times video card manufacturers offer updates that can improve the performance of your video card. To find out what video device you need to update.
- - ◆ ◇ Windows XP: Click on **Start--> Run.** Windows Vista: Click on **Start -->** and click in the *Search* field to activate the cursor.
  - ◆ Type "dxdiag" and click on the **OK.**
  - ◆ Click the *Display* tab at the top of that window and note your Device Name and Manufacturer.
- You can access the drivers by visiting your computer manufacturer's website or by going to the video card manufacturer's website directly.
- Set the Color Quality to 16 bit
  - ◆ Right-click on your desktop and select "Properties."
  - ◆ Click on the "Settings," tab.
  - ◆ Click on the drop-down menu under "Color Quality," and select "Medium (16 bit)"
  - ◆ Click on "OK."
- Set the Refresh Rate to 75 Hz
  - ◆ Right-click on your desktop and select "Properties."
  - ◆ Click on the "Settings," tab.
  - ◆ Click on the "Advanced," button.
  - ◆ Click on the "Monitor," tab.
  - ◆ Click on the drop-down menu under "Refresh Rate," and select "75 Hz"
  - ◆ Click on "OK."
- Disable Hardware Acceleration
  - ◆ Right-click on your desktop and select "Properties."
  - ◆ Click on the "Settings," tab.
  - ◆ Click on the "Advanced," button.
  - ◆ Click on the "Troubleshoot," tab.
  - ◆ Drag the slider for Hardware acceleration all the way to "None."
  - ◆ Click on "OK."
  - ◆ Launch CinePlayer
  - ◆ Click on the "Settings" (wrench) icon.
  - ◆ Click on the "Video" tab.
  - ◆ Remove the check-mark from "Enable Hardware Acceleration (DXVA)"
  - ◆ Click on "OK"

- If these steps fail, try reinstalling Cineplayer and rebooting.
  - If you are still experiencing issues, then reinstall DirectX, but downloading the installer (link above), and installing.
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