

Cineplayer 3 x fails to play audio and video

• Corel Other

Use these steps if Cineplayer 3.x fails to play audio and video

- 1. Complete the instructions listed in the article <u>Your DVD playback in Cineplayer is black, or multi-colored</u>. These directions will set your computer to the default requirements that Cineplayer needs for playback.
- 2. Update the latest drivers for your video card. You can access the drivers by visiting your computer manufacturer's website or by going to the video card manufacturer's website directly.
- 3. Update the drivers for your sound card. You can access the drivers by visiting your computer manufacturer's website or by going to the audio card manufacturer's website directly.
- 4. If you are still unable to playback audio or video, please download and install this patch to resolve the issue. Be sure when downloading you save it to your desktop. Double click the installer to begin installation of the patch and follow the on-screen instructions.

NOTE:If you receive a message when installing the patch saying that it does not apply to your version, please be sure you have completed steps 1 - 3 above.

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