

# Frequently Asked Questions

## **RealJukebox would not install.**

- Click *Finish* and then exit the install window.

## **I cannot encode songs using RealJukebox.**

- Make sure you have a full-duplex sound card installed.

## **My Computer locks up when I insert the CompactFlash card.**

- Check all connections.
- Remove card, reboot your computer, and try again.

## **The light on the external drive does not flash.**

- Check all connections.
- Reboot your computer.

## **Player turns itself off.**

- Player will turn itself off when left in pause mode for a length of time.
- Make sure there are files on the CompactFlash card.
- Batteries may be weak (replace batteries).

## **Lyra Player displays “No CF Card” when I turn it on.**

- Install the CompactFlash card properly in the Lyra before turning it on.

## **RealJukebox does not display my CD track titles.**

- Ensure that you are connected to the internet.
- If software is installed in a LAN environment, contact your system administrator.

## **RealJukebox does not recognize the CompactFlash card.**

- Check all connections.
- Ensure card is inserted correctly in the external hard drive (dog side up).
- Press F5 to refresh the Music Library.
- Remove CompactFlash card, reboot your computer, and try again.

## **I get skips and/or pops in the audio tracks on my Lyra player.**

- Re-record audio track with no other applications running.
- Transfer the track to your CompactFlash card and try again.
- If you hear the same pops and click with RealJukebox try to record a different track.
- Refer to RealNetworks help via <http://www.real.com/rjcentra/>.

## **No audio from Lyra during playback.**

- Check headset connections.
- Try transferring different songs to CompactFlash card.

# **Important Information**

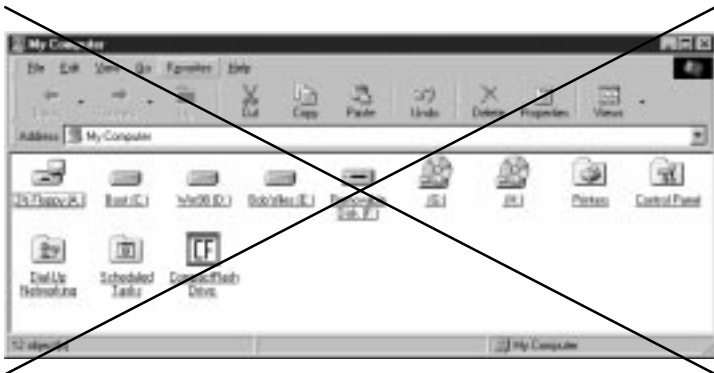
**Please Read Before  
Saving and Transferring  
Music to the  
CompactFlash\* Card  
to Play on Your  
Lyra™ Player**

**Refer to the Owner's Manual for detailed information on installing and using the external hard drive, Lyra™ Player, and software.**

**Use Lyra compatible software (i.e., RealJukebox\*) to transfer the audio files to the CompactFlash Card.**



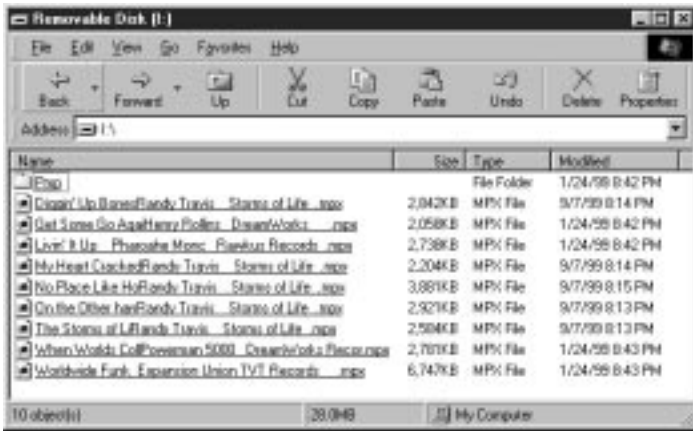
**Note:** You must use the Lyra compatible software when transferring or deleting files from the CompactFlash card that is to be used with the Lyra player. **It is very important that you wait 5 seconds (12 seconds for NT users) after the file has finished transferring before removing the CompactFlash card.**



If you try to play a CompactFlash card that has music transferred from any other method (i.e., *My Computer*), it will result in an error and not play.

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Files transferred to the CompactFlash card using Lyra compatible software are converted to an encrypted format.



This is why the Lyra player will not play the songs that are transferred to the CompactFlash card through any other means than Lyra compatible software. This encrypted format also prevents songs recorded on the CompactFlash card being played on your computer.

## Final Thoughts



When songs are transferred to the CompactFlash card, the Lyra compatible software creates a PMP (hardware directory) file on the card. This folder ensures that your selections will play in the Lyra player. If you remove this directory from the card, your songs will not play.

**Note:** Transfer the files again to recreate the PMP file on the CompactFlash card.