

Audio Files Won't Play

Q. My sound won't play some files. I have checked my sound card, my speakers and cables. All is ok.

A. This sounds like you've got a sound program associated with ALL sound files, but some players cannot play some types of audio files.

Try this:

1. Instead of just doubleclicking the audio file you're received attached to an email, just download it.
2. Now open a player other than the one you have set as your default. For instance if you're using iTunes as your default, open Windows Media Player, click File and locate the file you downloaded. Click the file and then click Open to see if WMP can play the audio file.
3. OR while signed online, click the big E on your desktop to bring up Internet Explorer, click File and Browse to locate the file you downloaded. Doubleclick that file and see if IE can play it for you.

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