



## **Taking care of DVD's**

- Always store the disc in a protective case or wallet
- Handle the disc by the centre hole or outer edges only
- Do not slide the disc across a work surface
- Handle the disc with clean, dry hands
- Do not wipe the printed surface under any circumstances
- Do not clean either surface with any liquid solution

## **Are discs easily damaged?**

DVD discs are an interactive and convenient resource but they are not indestructible. Scratches, smudges, finger prints and scuffs can all lead to playback problems.

## **Why does my disc skip or pause during playback?**

Most DVD players will play discs properly, however not all DVD players will play all types of DVD discs. Unfortunately, it is impossible to guarantee perfect playback on all DVD players produced. Often there is nothing wrong with the disc even though it will not play 100% perfectly in a particular player. This is due, in part, to so many different types of players and discs. Try the disc in another make of DVD player; if it does the same, the disc could be damaged. If it plays in another player then the first player could be incompatible.

## **The disc does not play on my computer?**

There are many possible reasons for this:

- a) A CD drive is installed instead of a DVD drive
- b) There isn't any DVD playing software installed (e.g. PowerDVD, WinDVD)
- c) The computer graphics card is not capable of DVD playback
- d) There are too many other applications running
- e) The computer hardware or software is not configured correctly, may require Video Acceleration turning on off or increasing.
- f) The computer is not powerful enough to play DVD discs
- g) The disc is scratched, marked or damaged
- h) Older DVD drives are not able to play DVD recordable discs.

Prove that the disc is functional by playing it on a stand alone DVD player. If it plays correctly, then the PC is possibly affected by one of the above problems.

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