

StreamTroubleshooting10.09

Question: I'm a windows user using Firefox and your stream doesnt play. why?

Answer:

Follow these steps for windows users only:

- 1) Make sure you have upgraded to Firefox version 3. You can download it for free from <http://www.mozilla.com/en-US/firefox/?from=getfirefox>.
- 2) Download the IE Tab plugin for Firefox 3 from <https://addons.mozilla.org/en-US/firefox/addon/1419>.
- 3) Install the plugin then be sure to restart Firefox.
- 4) From the Firefox menu, choose Tools, then choose IE Tab Options.
- 5) Copy and paste this into the URL field: `*/cc-common/ondemand/player.html*` (be sure to include the "*" at beginning and the end as seen in the example above).
- 6) Click Add.
- 7) Click OK.
- 8) Launch our Streaming Player by either clicking the "Listen Live" button near our logo, or by clicking here.
- 9) Our player should now play as expected.

** windows Vista Users: To install addons to Firefox, right-click on the Firefox icon on your desktop and choose "Run as Administrator". Then install the addon using the steps above.

Question: What system requirements are required for using your player?

Answer:

- 1) windows 2000/XP/Vista or Mac OS X or higher.
- 2) Windows Requirements:
 - Internet Explorer 6 or higher or Firefox 2 with the ActiveX plugin installed. (Firefox 3 users should follow these steps). Safari for windows is not recommended.
 - Your browser's Javascript functions must be enabled.
 - Your browser must allow popups.
 - Windows Media Player 8 or higher.
 - Windows Troubleshooting Tips
- 3) Mac Requirements:
 - Firefox 2. Firefox 3 is supported, but you may encounter odd behavior such as duplicated video. (Safari is supported, but not recommended).
 - Quicktime
 - Flip4Mac WMV Tools for Quicktime.
 - Your browser's Javascript functions must be enabled.
 - Your browser must allow popups.
 - Mac Troubleshooting Tips
- 4) Linux Requirements:
 - Download the mplayer plugin for Firefox from <http://www.linux-sxs.org/multimedia/mplayermozplug.html>.
 - Unfortunately we do not offer more support for Linux at this time.

Question: My tuner says "buffering" a lot and drops in and out. what's the deal?

Answer:

- We recommend a broadband connection when use our site as well as viewing our on demand content and listening to our online stream. Slower connections may cause the content to constantly buffer or never load.

Question: The player redirects me to a page saying I am not allowed to listen. why?

Answer:

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- Due to licensing restrictions, we are not able to allow access to our streaming and on demand content from outside the United States.
- If you are located on a US Military Base, fill out the form to request access. If you have done this once before, please note that military bases frequently change their internet protocol, so if you were unblocked once before and are blocked now, please send the request again and we will update our settings. It is difficult to keep up to date with these changes, so we apologize.
- Sometimes businesses route their internet connection outside of the country. This is often the case with companies who have headquarters outside the US (Honda, Hyundai, for example). Even if your office is located in the US, we would not be able to unblock you. Sorry!
- If you feel you are being incorrectly blocked, please email us here with your IP address (<http://whatismyipaddress.com/>).

Question: why do I hear different commercials, public service announcements and music when you are playing commercials over the actual airwaves?

Answer:

- Contracts with certain voice-over actors/talent and commercial production agencies prohibit us from carrying our normal over-the-air commercials. Most of these are extracted from the stream. We then insert specials ads into the stream so you don't hear dead air for minutes at a time. We play free public service announcements as way of helping non-profit and community groups get their messages out. We sometimes play some music, because... well, we're radio - and we like music.

Question: why am I hearing your stream on a delay from the over the air broadcasts?

Answer:

- We send our over the air signal to a streaming company who then processes it and sends it out over the internet. This creates some delay. More delay is caused intentionally to allow the tuner a "buffer" which picks up scrambled bits and then reassembles them so that it sounds as if nothing has been missed in the process. In other words, it creates less drop-out this way.

Question: Can I participate in on-air contests I hear about through the online stream?

Answer:

- Station contests are only open to listeners who reside within the Station's TSA (total survey area) as defined by Arbitron Inc. Station listeners via internet streaming should not participate in on-air contesting due to technical delay and geographic scope of the internet.
- This means if you do not live in an area where you can hear the station normally on the radio, you would not be eligible to win any on-air contests.

Question: My pop-up window loads but I don't see any text/buttons/tabs/player. why?

Answer:

- Javascript must be enabled to view the player.
- If Javascript is enabled and you are still unable to view the player, please reset your browser's security settings to the default level.

Question: I clicked on listen live on your homepage but nothing happened. why?

Answer:

- You must allow popups to view the player.

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- When clicking to launch the player, you may see a notification at the top of your browser. If using Firefox, click Options and select always allow popups from this site. The Google and Yahoo toolbar may also be blocking the popup.
- To prevent this from occurring again, you might want to configure your browser's popup settings to allow <http://www.700w1w.com> as an exception.

Question: How do I report errors or get answers to questions not on this list?

Answer:

- Email us here roy@myclassiccountry.com
- Please provide as much information as you can to help us troubleshoot your specific issue. Include a link to this site in your email as well as your Operating System and version (Windows, Mac OS, etc) and internet browser you are using (Internet Explorer, Firefox, Safari, etc). We will do our best to address your problem, however we do not have 24 hour support, so we cannot respond back to everyone.
- The recipients of this email will not be able to answer general questions about this radio stations' contests or on-air programming.
- The recipients of this email cannot guarantee a response.

Windows Users:

The player pop-up window opens, and I see a windows Media Player on the left side of the screen, but nothing plays. why?

It looks like there are two windows Media Player control bars on the left side of the screen. why?

Sometimes when I click to view a video or other content, the windows Media Player on the left side of the screen has a black area on top of it or shows some weird color while it plays the song. why?

The pop-up window loads and shows a list of tabs, but then they disappear and nothing is shown on the player for about thirty seconds. Then an image appears under the tabs and nothing plays. why?

The video I was watching ended and the player played a song I didn't click on. why?

The video I was watching ended and nothing else happened. why?

I clicked on Videos and see a list of artist names, but I don't see any videos to play. How do I see videos for an artist?

The song I was listening to stopped and another I didn't click on started playing. why?

A different song or video than the one I clicked on played. why?

I've tried everything and I still cannot get your stream to play. why?

I'm a windows user and I keep getting a message saying the "media is not available". why?

Question: The pop-up window opens, and I see a windows Media Player on the left side of the screen, but nothing plays. why?

Answer:

- You must have Javascript enabled for your browser.
- You must be using Internet Explorer 6 or higher or Firefox 2 with the ActiveX plugin installed. (Firefox 3 users should follow these steps).
- You must be using Windows Media Player 8 or higher.
- Your browser's security settings must be set to the default level.

Question: It looks like there are two windows Media Player control bars on the left hand side of the screen. why?

Answer:

- This is an issue seen when using the Firefox browser. Follow these steps for using our player with Firefox.

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Question: The pop-up window loads and shows a list of tabs, but then they disappear and nothing is shown on the player for about 30 seconds. Then an image appears under the tabs and nothing plays. why?

Answer:

- This is an issue seen when using the Firefox browser. Follow these steps for using our player with Firefox.

Question: I've tried everything and I still cannot get your stream to play. why?

Answer:

Firefox users: Follow these steps for using our player with Firefox.

Internet Explorer users, follow these steps below:

- Go to Tools > Internet Options
- Select the Security tab
- Move the slider to Medium-High. Click Apply, click OK, restart your browser. Try our stream again.
- If that doesn't work, go to Tools > Internet Options
- Select the Security tab
- Scroll down to Active X controls and plug-ins
- 'Binary and Script behaviors' set to enable
- 'Run Active X controls and plug-ins' set to enable
- 'Script Active X controls marked safe for scripting' set to enable
- Under Scripting, 'Active Scripting' set to enable
- Click OK and retry our stream again.

Mac Users:

I don't see a QuickTime Player or a QuickTime Player logo and I don't hear anything. why?

My browser says I need a plugin of type 'video/quicktime'. why do I see this?

I see a QuickTime logo or Player, but I don't hear anything. why?

I have QuickTime and Flip4Mac installed. why does the browser always open an external QuickTime Player to play your stream?

What is Flip4Mac Windows Media Components for QuickTime?

Where can I get Flip4Mac Windows Media Components for QuickTime?

The pop-up window loads and shows a list of tabs, but then they disappear and the browser appears to "freeze" for a long period of time. why?

The video I was watching ended and the player played a song I didn't click on. why?

The video I was watching ended and the player stopped playing. why?

I clicked on Videos and see a list of artist names, but I don't see any videos to play. How do I see videos for an artist?

The song I was listening to stopped and another I didn't click on started playing. why?

When the song I was listening to stopped, the player stopped playing. why?

A different song or video than the one I clicked on played instead. why?

All the songs or videos take a long time to play. why?

Question: I don't see a QuickTime Player or a QuickTime Player logo and I don't hear anything. why?

Answer:

- You must have Apple's QuickTime player and Flip4Mac WMV Tools for QuickTime in order to view content.
- Please download from <http://www.apple.com/quicktime/download/>

- Please download from http://www.flip4mac.com/wmv_download.htm

Question: My browser says I need a plugin of type 'video/quicktime'. why do I see this?

Answer:

- You must have Apple's QuickTime player and Flip4Mac WMV Tools for QuickTime in order to view content.
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Question: I see a QuickTime Logo/Player, why don't I hear anything?

Answer:

- The content you are looking for has expired, please select another tab or item in the playlist to view content.
- If this does not work, please verify that Javascript is enabled and you have QuickTime and Flip4Mac WMV Tools for QuickTime installed.

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Question: I have QuickTime and Flip4Mac. why does the browser always open an external QuickTime Player to play my stream?

Answer:

- Your settings for Flip4Mac WMV Tools for QuickTime are incorrect.
- Please open System Preferences by clicking the "Apple Symbol" in the upper left corner of your screen selecting the Flip4Mac icon in the list that is displayed.
- Click the "Browser" tab, un-check Launch QuickTime Player.

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Question: What is Flip4Mac Windows Media Components for QuickTime?

Answer:

- Flip4Mac WMV is a collection of QuickTime components that allow you to play, import, and export Windows Media video and audio files on your Mac using your favorite QuickTime-based applications.

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Question: Where can I get Flip4Mac Windows Media Components for QuickTime?

Answer:

- http://www.flip4mac.com/wmv_download.htm