

Frequently Asked Questions

For information from Microsoft on common connection errors please visit this site:

<http://www.microsoft.com/windows/windowsmedia/knowledgecenter/mediaadvice/0106.msp>

(To visit this site copy the link above and paste into the address bar of your web browser)

1) Do I need any special equipment to hear Hobe Sound Bible Church services over the Internet?

No. When you click on the '**Broadband**' or '**Dial-up**' links, it launches the Windows Media Player. If you don't have the player on your computer (you already have it if you're using Windows), please download the correct version of it from Microsoft.

2) When I try to connect to your Internet stream, nothing seems to happen. What should I do?

If you have software on your computer that automatically blocks pop-up advertisements, you may have difficulty in launching the tuner. The software cannot in some cases differentiate between an unwanted ad and the tuner. Try disabling the blocking software and then connecting to the stream.

3) Can I connect to your stream with a Mac computer?

Yes. Because of unique characteristics of Mac computers, you will have to have the Windows Media Player (for Macs) installed on your computer first.

4) How do I listen to your Internet stream from work?

Many businesses have something called a firewall that can affect how you listen to our on-line stream. If you think this may apply to you, please contact your network administrator or IT person for assistance.

5) My stream keeps cutting in and out... or stopping, what can I do?

Due to the nature of the Internet, sometimes congestion or Internet traffic can cause what is most commonly referred to as "buffering." This is where the audio seems to cut in and out, or stop altogether. This can be caused by a multitude of reasons such as:

- *Your internet provider is overloaded with users.* Like commuting on freeways, traffic on the Internet is subject to traffic jams. When things are busy on the Internet, part of the audio information can be lost. When too much information is lost, the tuner will have trouble playing our stream.
- *Bad connection to your Internet Service Provider.* You may have a poor connection to the Internet. If you're using a dial-up connection with a modem, try disconnecting then reconnecting to the Internet. Sometimes this will give you a better connection.
- *There is an outage on the Internet in the path that you take to get to our servers.* Just like electrical power failures, Internet failures can sometimes play havoc when attempting to connect to our stream.
- *You are running too many things on your computer at the same time.* Close all unnecessary programs.
- *Surfing the web while listening to our Internet stream.* If you try to view a web page with lots of graphics, your computer may not have enough capacity to simultaneously listen to our Internet stream (which requires a lot of processing power).
- *Our servers are having issues or your computer is just plain slow!*

6) The audio player seems to be playing, but I cannot hear anything. Why?

Please check the following:

- Speakers are turned on and that all the wires are plugged into the correct socket.
- Sound card is working properly.
- Volume (in the taskbar of Windows) is NOT MUTED.

7) I get an error message about 'Active X Controls'. What should I do?

In *Internet Explorer*, go to Tools > Internet Options > Security Tab > Custom Level. Look for "*Run Active X Controls and Plug-Ins*". Make sure the 'Enable' button is checked. Click

OK to apply the new settings. Then try connecting again.

8) I get an error message that says, "**The source filter for this file could not be loaded**". What should I do?

This issue happens when version 10 of the Windows Media Player is installed before XP SP2. Go to Tools > Options > Network and make sure all the checkboxes are checked.

Getting the Best Audio/Video Quality

Some of our viewers who have dial-up (i.e., slow-speed) access to the internet were getting poor quality video. In an effort to resolve this problem, we now offer **two** streams: one for high-speed (broadband) users, and another for slow-speed (dial-up) users. It's as simple as clicking the appropriate link below.

If you have a dial-up connection, be sure to click that link. You will get much better quality than if you click the broadband link.

Having trouble with the audio or video playback?
Download the latest version of [Windows Media Player](#).

Enabling Captions in Windows Media Player

In versions 7.1 and 8.0:

1. Open Windows Media Player.
2. Under "View" click "Full Mode."
3. Under "View" choose "Now Playing Tools," "Captions."

In version 9 and up:

1. Select the "Play" menu option (You may need to click the right mouse button, while hovering over the top left corner, to see the "Play" menu button).
 2. Select "Lyrics, Captions, and Subtitles" from the drop down menu.
 3. Then choose "On if Available."
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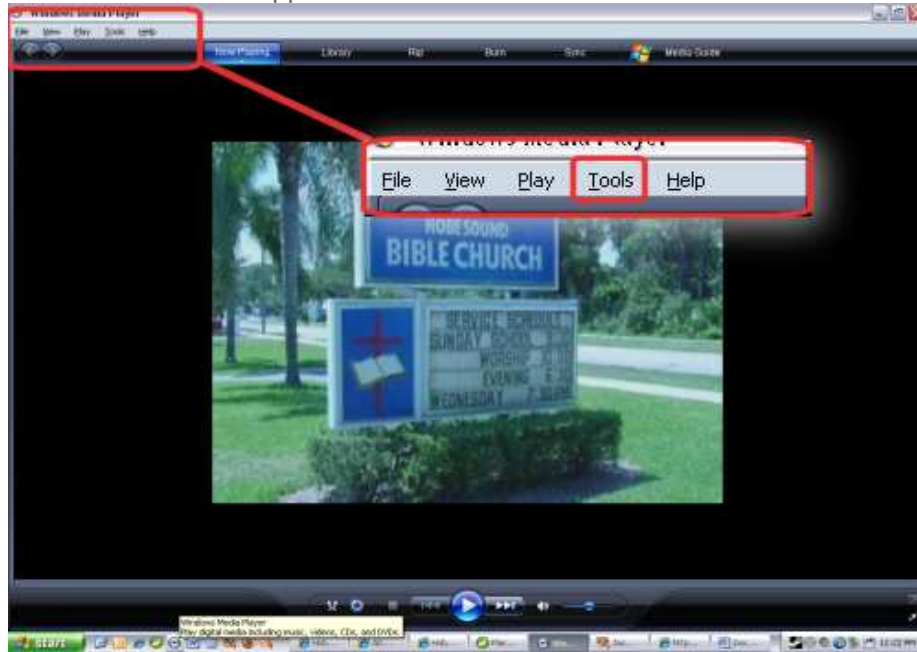
Adjust buffering in Windows Media Player

If you find that there are frequent interruptions when listening to our stream, it's possible you do not have enough 'Buffering' time in your Windows Media Player. We'll spare you all the technical details here about 'Buffering', but basically it's similar in concept to 'memory' in your computer. The more,

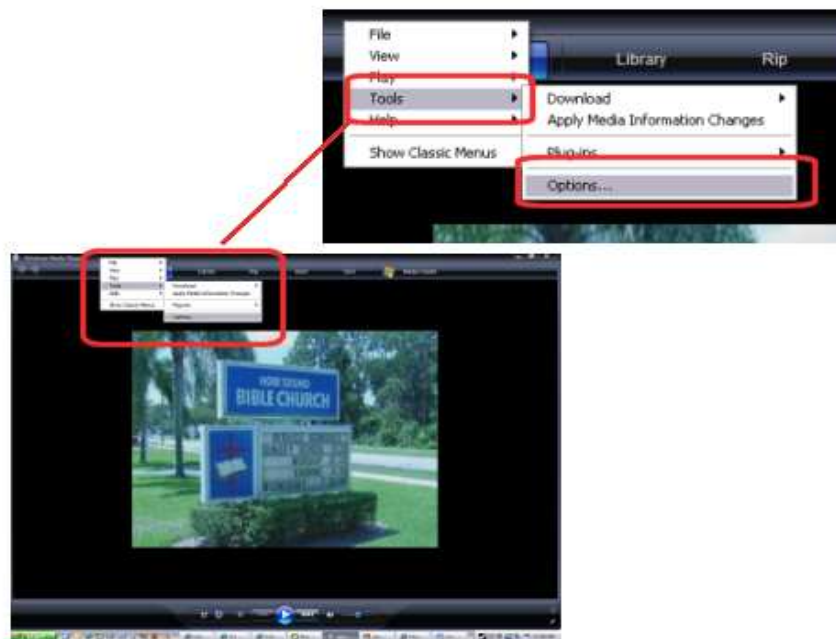
the better, in terms of the stability of the connection (but it will take longer to connect initially). Here's what to do:

1) Open your Windows Media Player:

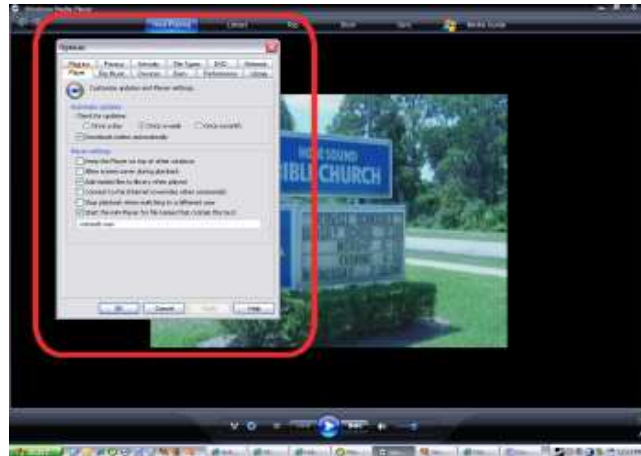
2) Click on the TOOLS tab in the upper left corner as seen below.: Then click on OPTIONS.



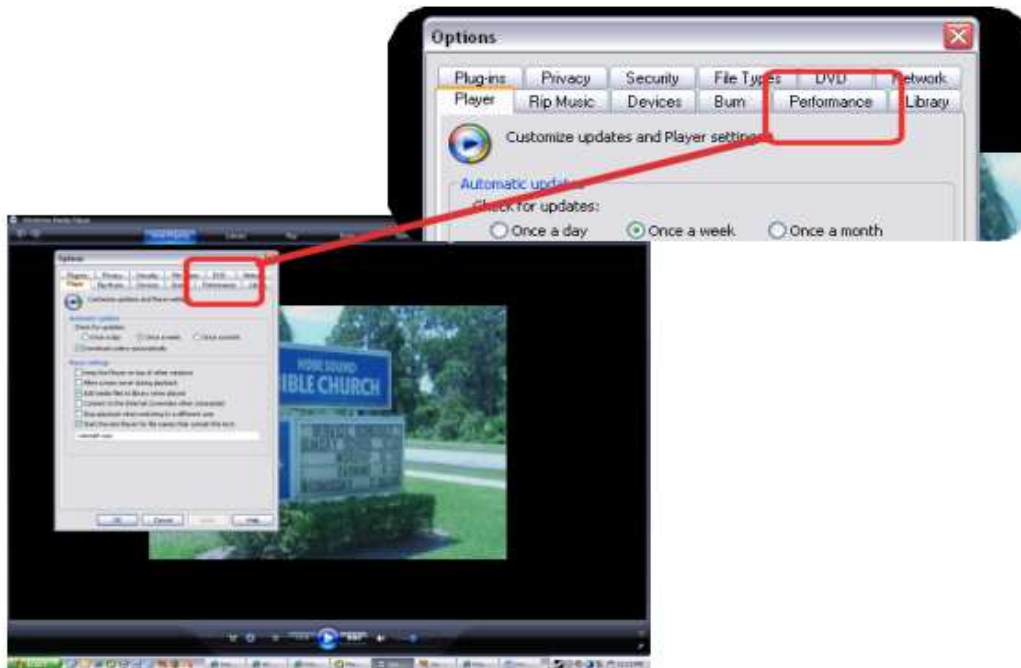
In Windows Media Player 11 you may need to click the right mouse button, while hovering over the top left corner, to see the TOOLS button as shown below.



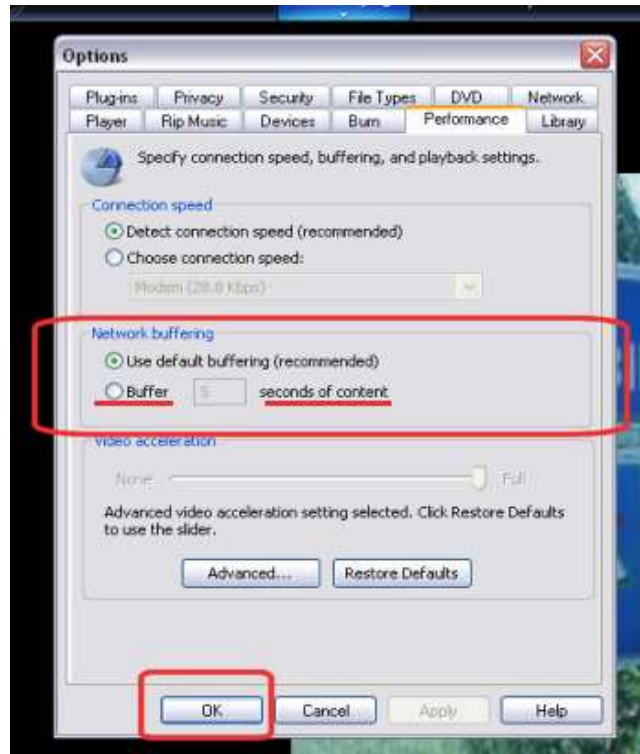
3) After clicking OPTIONS above, you'll see a new window:



4) Look for the PERFORMANCE tab on the bottom right row as seen below.



5) In the middle of the window you'll see 'NETWORK BUFFERING'. If the 'Use Default Buffering (Recommended)' is checked, change it to the selection below it that says, 'BUFFER'. Type in 30 next to 'seconds of content'.



Then hit the OK button at the bottom of the window. That's it, you're done!