

KFUO AM850 STREAMING LISTENER FREQUENTLY ASKED QUESTIONS:

Q: My computer won't play the KFUE AM850 Internet audio stream or the audio quality is poor, what is wrong and how can I fix it?

A: Connection and/or audio quality problems generally fall into one of several categories -- problems with the listener's connection to the Internet, problems with the listener's PC, and/or problems with the listener's Macintosh. Each of these is addressed below.

Q: I can't listen to the KFUE AM850 Internet audio stream and I think the problem might involve my Internet connection, what can I do?

A: The KFUE AM850 Internet audio stream is encoded at 20 kbps. Internet connections that do not have an uninterrupted 20 kbps or greater capacity will produce a choppy audio connection that frequently stops and restarts. The solution to this problem involves increasing the speed/capacity of the Internet connection to something greater than 48 kbps.

Q: I'm having a problem listening to the KFUE AM850 Internet audio stream on my PC, what can I do?

A: The KFUE AM850 Internet audio stream is encoded in a format that must be decoded and played by the Microsoft Windows Media Player or another locally-installed player program that is capable of playing Windows Media Audio encoded content. PC listeners who pick on the Listen Live link on [www.kfuoam.org](http://www.kfuoam.org), but do not see a Windows Media Player window appear on their screens should check to make sure that Microsoft Windows Media Player (a program that can be downloaded free from [www.microsoft.com/windows/windowsmedia/default.msp](http://www.microsoft.com/windows/windowsmedia/default.msp)) or a compatible program is properly installed and configured on their PC.

Q: I'm having a problem listening to the KFUE AM850 Internet audio stream on my Mac, what can I do?

A: The KFUE AM850 Internet audio stream is encoded in Windows Media Audio format, a format that must be decoded and played by Microsoft Windows Media Player or another locally-installed player that is capable of playing content encoded in Windows Media format. MAC listeners who pick on the Listen Live link on [www.kfuoam.org](http://www.kfuoam.org), but do not see a Windows Media Player or similar window appear on their screens should check to make sure that a Microsoft Windows Media Player or a compatible program is properly installed and configured on their MAC. Many of our Mac listeners have reported great success using the Flip4Mac player -- a Windows Media Audio-compatible player for Macs that is available for free download from a number of websites including:

<http://www.microsoft.com/windows/windowsmedia/player/wmcomponents.msp>