

## Commonly Encountered Problems

*Note: For some stand-alone devices (such as devices by Bose, Amazon or Logitech), we cannot guarantee support, but please share the make/manufacturer and we will try to help.*

*If these tips don't help, email us at [comment@kunc.org](mailto:comment@kunc.org) with your issue, along with how you're listening, including the device you're using (mobile, computer or other) and your web browser or app.*

### I can't see the player on the website, or the player says "loading" but never plays anything.

Make sure that your browser is up-to-date. We suggest using a modern web browser, such as Google Chrome, Mozilla Firefox or Safari. Please make sure you're using the latest version of the browser.

If you have an ad-blocker or privacy extension installed on your browser, it can cause problems listening, as our player does use cookies to provide you with a better experience. You may need to whitelist [kunc.org](http://kunc.org) or turn off your adblocker.

Test the stream on another site, such with [KRCC](http://KRCC). If you're having trouble on other websites, there may be a problem with your computer or internet connection.

### The stream frequently starts and stops while I'm listening.

This issue is usually caused by a problem with your internet connection.

On mobile devices: If you're using WiFi, make sure you have a full-strength connection. If on data, make sure you're on a 4g connection, preferably full-strength. Otherwise, it may be too slow.

If you're having continuous problems at home, we suggest testing your connection speed at [fast.com](http://fast.com). If it is below 10 Mbps, then it may be too slow to support our streams. Try some of our [alternative options](#) and see if any of them work.

Your connection may also slow down during "peak" periods, namely when more people are using the connection at your house or apartment building. If you have further problems listening from home, you may need to contact your ISP.

Some businesses will block different types of content on their networks for privacy or security concerns. This could affect your ability to listen. Try using our [alternative listening options](#). If you're still having problems, contact your business's IT department or your ISP.

### I'm having problems with the app.

If you are having a technical problem with the KUNC or Colorado Sound app, please contact [support@publicmediaapps.com](mailto:support@publicmediaapps.com).

For non-official apps such as TuneIn, we make every effort to update our information for those apps, but we can't guarantee support on those. We highly recommend using the KUNC/Colorado Sound app or NPR's app for streaming. Our stream is also available on Apple Music. Depending on your device, you may be able to use some of the [alternative listening options](#).