Community Radio for Northern Colorado — KUNC *and* The Colorado Sound

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 *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 or turn off your adblocker.

Test the stream on another site. 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. 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 hare having a technical problem with the KUNC app, please contact support@publicmediaapps.com. For issues with The Colorado Sound app, please contact us at comment@kunc.org.

For third-party 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 and Colorado Sound apps or websites or the NPR One app for streaming. Depending on your device, you may be able to use some of the [alternative listening options](#).