

If you are experiencing problems with the broadcast, please try the following:

1. Use Microsoft Windows Media Player ver 11
2. Ensure your Windows Media Player **buffer size** is set to **20-30 seconds** by clicking on "Tools" --> "Options" --> "Performance" --> "Network Buffering" in Windows
3. In regard to disconnects you may experience, many ISPs automatically disconnect subscribers if no user activity is sensed by the ISP's system after a defined period of time, such as 15-30 minutes. Please contact your ISP to see if this is the case.

Please contact [Reynolds@co.fairbanks.ak.us](mailto:Reynolds@co.fairbanks.ak.us) with questions and/or comments. We are aware there are problems with buffering and disconnects and are working towards a solution. This is a new venture for us here at the borough, and we are striving to make this a reliable resource for everyone.