

Here you can find solutions to the most common problems of receiving and listening.
For further queries please write to: supporto@veniceclassicradio.eu

I do not know how to listen to Venice Classic Radio

 Venice Classic Radio [link](#) is a webradio, you can listen anywhere where an internet connection is present.


I press on the 'Listen' button, but the player does not appear

 In some browsers there is a [pop up blocker](#) to stop the opening of pages of unsolicited advertising.

I press on the 'Listen' button, the window opens, but a warning message appears that asks me to install something

 The player of Venice [link](#) Classic Radio, being a web application, requires no installation. However, it is possible that some browsers show a warning message asking to install something.

The reception is difficult, because several outages occur

 Listening to Venice Classic Radio requires the receipt of a continuous data stream (the so-called streaming).
For more information, [please contact](#) our support.

The reception has been always good, but today there are frequent interruptions or cannot hear anything

 The streaming takes place from our server to all receivers connected to the world through Internet.
Another cause may be attributed to traffic present in the home network: downloading some files (eg. movies, music, etc.) or using applications that use a lot of bandwidth.

While using 'Venice Player', a short interruption of about one second occurs

 The interruption of the streaming that occurs every two hours for about one second, using the Venice Player, is a known problem.