Frequently Asked Questions for Internet radio dongle product

1. **Q: What is Internet Radio?**
   A: Internet Radio means that radio stations distribute signal through Internet. As long as the computer connects to Internet, it will be able to listen to the radio without any area limitation. You can listen to the whole world music from anywhere.

2. **Q: What is iRadioPOP?**
   A: iRadioPOP is a platform which offers internet radio stations around the world. You only need to plug iRadioPOP dongle into the USB port and it will automatically pop out a player for listening to internet radio.

   Internet radio stations are categorized into regions and genres. We provide a friendly GUI leading you easily to find out the preferred stations. Each station can be voted or added to "my favorite" once you found that station was what you like.

3. **Q: Does iRadioPOP need to be installed?**
   A: iRadioPOP need to download an ActiveX control file at the first time. You only need to plug the iRadioPOP dongle into the USB port and click [OK] when the player pops out automatically; then it will take few seconds to complete download. After that, you won't need to download the file any more.

4. **Q: Does iRadioPOP has any restriction on software and hardware?**
   A: Your computer needs to install Internet Explorer6 (IE6) or Internet Explorer7 (IE7) and the operating system needs to be Windows 2000 above.

5. **Q: How to use iRadioPOP?**
   A: Plug iRadioPOP Dongle into the USB port. Please download the ActiveX control file at the first time and then just plug and play.

6. **Q: The security warning will pop out at the first time to ask whether to download the ActiveX Control - VBIRDPlayer.CAB. Will it be safe to download it?**
   A : VBIRDPlayer.CAB is necessary for playing and recording. Please click [OK] to download the ActiveX Control file - VBIRDPlayer.CAB and be relieved to enjoy iRadioPOP.

7. **Q: How to record and play the show I like?**
   A: Select the radio station you want to listen to. After connecting successfully, please click [Record] to start recording. Please click [Record] again to stop recording and it will pop out a window to ask for the destination folder and filename you want to save as. The file extension will be .wma, supported by general media players.

   If you want to play the recorded file, please find the file in the selected destination folder and double click to play by the default player.

8. **Q: Why can't iRadioPOP start automatically after plugging dongle into the USB port?**
   A: Settings of each computer will depend on version, language, and user's preferences. iRadioPOP will only provide service on computers with general settings.

So if the program cannot start automatically, please check the follow settings.

(1) Please confirm whether iRadioPOP Dongle is legal.

(2) Please confirm whether the computer has connected to the Internet.

(3) Please confirm whether the company or the Internet Service Provider has setup the firewall to prevent streaming signal transmitting.

(4) Please confirm the setting whether [Autoplay] service has been enabled. (Notice! Only XP Professional version can change Autoplay settings, please ignore this item if you are using XP Home version.) To enable, follow the steps:

   i.   [Start] → [Run] → Open: gpedit.msc
   ii. select [Computer Configuration] from left side of the window
   iii. expand folder and select [Administrative Templates]
   iv. expand folder and select [System]
   v.   select [Turn off Autoplay] from right side of the window, double click to

Repeat from step<ii>, select [User Configuration] and continue step<iii> ~ <v>. If you don't want to change this setting, you may launch the program by double clicking the iRadioPOP label which can be found on the disk list shown in [My Computer]

9. **Q: Why can't iRadioPOP play all the radio stations after starting the program?**
   A: (1) Please make sure that computer has been connected to internet first.
      (2) Please go to [Control Panel] → [Internet Explorer] → [Tools] → [Internet options] → [Security] → [Custom level] →[Download signed ActiveX controls] → Enable
      (3) Please confirm whether the operating system is XP Service Pack2. It doesn't support other operating systems like Windows XP SP1, Windows 2000, Vista and Mac, etc. (iRadioPOP will support them in the future.)

10. **Q: Why can't some radio stations be played on iRadioPOP?**
    A: Internet radio stations are usually nonprofit and low capital so they may take break sometimes or the bandwidth they provide is insufficient for too many people to connect in the same time. No need of numerous equipments is the characteristic of internet radio station so that the stations won't need to invest a lot of money. Therefore most of them are nothing more than hosted by home office or students. So the connecting problem may occur sometimes. In order to avoid this problem, we also check the stations regularly to try to shift those suspended station out from the database.

11. **Q: Why does some noise and interference may happen when listening?**
    A: iRadioPOP is a platform which provides the service of internet radio to let users connect to the radio stations through this platform to get the streaming signals. Therefore, 「Buffering」 will happen when bandwidth is insufficient or internet is congested. 「Interference」 could be caused by unstable quality provided by the internet radio station.

12.Q: Can I listen to internet radio after unplugging iRadioPOP?

A: The program will be shut down automatically after unplugging iRadioPOP Dongle, so you won't be able to listen to internet radio any more. If you unplug iRadioPOP Dongle incautiously when listening, please plug the dongle again and select the History list to get the information of the stations which was just listened. Click on the station directly to play.

13.Q: What does Kbps which shows after the station's name mean?

A: Kbps means numbers of kilobytes which transferred per second. The bigger the number it shows the more data it transfers in one second. It means that acoustics will be better but also takes more bandwidth.