CyberBass Troubleshooting Tips

CyberBass was recently updated using HTML5 audio standards. In that new standards have been applied to the programing, a new set of troubleshooting tips will evolve over time. Here is a list of the advantages and disadvantages of the new standards:

- ✋☺ HTML5 standards work with most operating systems and browsers including tablets and smart phones.
- ✋☹ HTML5 audio will not work with Internet Explorer 9 and below. If you are running this browser, try Chrome, Firefox, Safari, or Opera. You can also update to Microsoft 10 and their new internet browser Edge.
- ✋☹ HTML5 audio will not play back MIDI files. You will hear playback of an MP3 file. If you have connections with the technology industry, please encourage the powers that be to incorporate MIDI playback.
- ✋☺ Speed Control: Now available and programmed on the learning page. Click on the 'Slower' or 'Faster' button until you reach your desired speed. Minimum speed is 75%. Maximum speed is 125%. Click 'Normal' to return to 100%.
  - ✋☹ Speed controls may not work with tablets or smart phones.
  - ✋☹ Since HTML5 plays back MP3, there will be some distortion when you slow down or speed up the track. The irony is that this distortion becomes more pronounced with higher fidelity speakers.
- ✋☺ Bump Buttons: Need to quickly replay a portion of the track? You can bump back 10 seconds (-10 Sec) or 3 seconds (-3 Sec). If you need to quickly move forward through a track, you can bump forward 3 seconds (+3 Sec) or 10 seconds (+10 Sec).
- ✋☺ Looping Functions: This is experimental, but seems to be working. You can loop those tricky parts to play over and over. 'A' represents the start of the loop in seconds. 'B' is the end of the loop in seconds.
  - ✋☺ Use the loop function after you have started the movement.
  - ✋☺ Note the time of the beginning and end of a segment of interest to use this function. You can get this from the player. Since the player shows progress in minutes and seconds, you must convert to seconds. I.e. 2:34 on the player is 2 minutes and 34 seconds. Enter 154 seconds (2*60 + 34) in the A or B box.
  - ✋☺ When loop is set up, click 'Loop A-B'.
  - ✋☺ Refine your loop the nearest tenth of a second. i.e. A=10.4 and B=15.6.
  - ✋☺ End the loop by clicking 'End Loop'.
  - ✋☹ If you are having looping issues after ending loop play, i.e. player continues to loop though you have stopped this function, refresh the page.

Please remember, I am not Google, Microsoft, or Yahoo. I am one man managing a project that became bigger than I ever imagined.

Best Regards and Break-a-Leg!!!

The CyberBass

OS/Browser	Symptom	Possible Solution
General	**Player plays, but there is no sound**	There are so many reasons why sound may not play. It is hard to diagnose. Here are some general trouble shooting techniques (I know that not all of these apply to you): 1. Speakers are not plugged in. 2. Playback is muted. There is a mixing board that you can access by double clicking the small speaker icon on the lower left hand portion of your screen to check this. Still no sound … try some of the troubleshooting steps below specific to your system.
	Player plays, but cannot hear selected part.	The part of interest plays back in the right speaker. Make sure that the right speaker is connected and that your sound balance is not shifted to the left. Balance functions can be accessed by clicking the small speaker icon on the lower left hand portion of your screen
	Player does not play properly in my internet browser.	For the time being, my recommendation is to switch browsers. I.e. if CyberBass does not work properly in FireFox, try Chrome or Internet Explorer.
	Cannot download audio files	Audio files are freely available for playback on line. They are not available for download for the following reasons: 1. Audio files propagate easily. In the past entire pages of CyberBass lifted and incorporated onto other websites without attribution. 2. The CyberBass Project pays for the expense of running the website by selling learning CDs produced from audio files. There are several sites listed at http://www.cyberbass.com/Content/Great_Midi_Sites.htm that will give you downloadable access to thousands of audio files.