MASTER's CALL
A voice archive compilation of World Teacher Trust

Master's Call – FAQ

(http://www.masters-call.net)

(Answers to the Frequently Asked Questions)

Contents

Master's Call (Recorded archives)

How can I access recorded audio from Master's Call website?

To be able to access and listen the recorded lectures of Master E.K and Master K.P.K online on Master's Call website, read the following instructions:

Pre-requisites:
- A personal computer with an active internet connection (Windows, MAC & Linux (desktop versions like ubuntu) are supported) is required.
- Windows Media Player, WinAmp or iTunes – one of these music players should be pre-installed. Please make sure to have the latest version of one of these players are installed. During installation, when asked for, select files with "**.m3u**" extension are played automatically with the player being installed.

Step#1: Make sure above pre-requisites are met and the personal computer is ready to be used with Master's Call website.
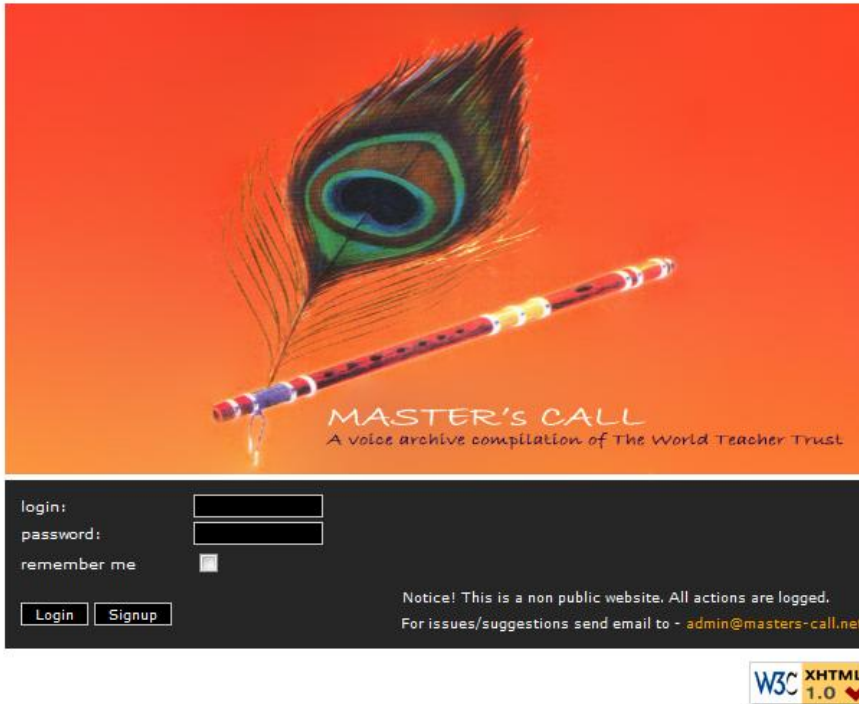**Step#2:** Using a web browser like "Internet Explorer "visit the website http://www.masters-call.net.
Step#3: If you already have a user account on the website, proceed to login by providing "login:" and "password:" and click on "Login" button. If you do not have an account on this website, then check the next question on how to create an account on Master's Call website.
Step#4: On entering into the website successfully, on the right hand side, drill down into the appropriate folder to reach the track to be played. Click on the track, which should start playing automatically in your favorite player that has been installed as part of pre-requisites. Any issues in playing may be addressed by email to admin@masters-call.net. Also note that some of the common issues may be addressed in following FAQs.

I do not have a user account on masters-call.net. How can I create one?

Kindly follow the instructions in previous question till Step#2. The following (or similar) home page should appear on your browser window.

Click on "Signup" button to get the pop-up sign up form as shown below.

Fill in the **Name**, in preferred format "Firstname Lastname". Choose a **Login** name which will be your user name and should be used each time to login to the website. Choose a **password** that can be remembered easily. Passwords given in this website are encrypted and cannot be seen even by the website administrator. They are case-sensitive. Please give an appropriate **comment**, like which WTT branch you belong to and city and any such useful details. Most important thing is to give a valid **email** ID here. Kindly cross verify and provide valid email address to be informed of any changes and additions to the website. Now, select the "Save" button to save your details. Look for the confirmation message at the bottom of the form. On successful login creation, close this form and proceed to login as mentioned in **Step#3** and **Step#4** in previous question.

Please note that, registration is open to everyone as of now, but based on the need, it could be moderated and a new account needs to be approved by the administrator before the user can log in.

What are the supported web browsers?

Masters-Call.net has been tested using Microsoft Internet Explorer 6 and above, Mozilla FireFox 2.0 and above and Google Chrome beta. FireFox and Chrome are preferred.

A file with name like "kp468450.m3u" is prompted to be saved, or saved onto my computer. And then nothing happens. What's going on?

After logging into website, drill down to the desired album and click on the track, sometimes a file with .m3u extension, like the name mentioned above is asked to be saved, or saved automatically onto your computer and then nothing happens. This means that the .m3u file-association is non-existent. When a media or music player is installed, at the end of installation process, the program tries to associate itself to all the common media file extensions. At that point, one need to make sure that .m3u file extension is being chosen to be played with the player.

If due to any reason, that step has been missed, or after a period of time, it is found that the settings have changed, do the following.

Save the .m3u file as prompted by the browser, and traverse to the saved file using the Windows Explorer. Right click on the file and select "Properties". Select the "Change" button for "Opens with:" option and choose your favorite media player. Kindly use one of the 3 supported media players viz. Windows media player, Apple iTunes or WinAmp. After changing the association, further clicks in website should automatically launch the desired player and play the track.
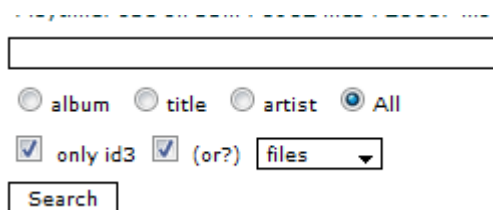
In case of any other operating system, or any further issues, please feel free to write to admin@masters-call.net.

I have an issue which is not covered in this document. What should I do?

Write an email to admin@masters-call.net. Please describe in detail what the issue is. More details and the issue scenarios will help resolve the issue quicker. Any email sent to this email ID will be addressed within 24 hours of time, keeping in view of various user TimeZones.

I'm looking for specific album, how can I find it in the Master's Call website?

An attempt has been made to categorize the albums for easy traversal. Still, at times, it could be challenging to find something specific that you are looking for. In that case, kindly use the search box which is by default towards the left hand side after logging into the website.

You may restrict the search to album/title/artist or All. Usually "All" is preferred as it searches everything. Enter a keyword, like the place where the seminar was conducted, or the year, or the title of the seminar, or any other key words. Keep other default values as-is and click on "Search". Try various searches to find the desired album. Once found, clicking on the search result will take the user to appropriate album.

How do I check for recent additions to the website?

In general, to find the recent events/lectures added to the website, you may do the following:

- ❖ Check the "**Bulletin**" with title "**RECENT ADDITIONS**", which could be read by pressing the link that says "**more**" under the Bulletin box on left hand side.
- ❖ New additions may be found by pressing "Check"->"Whats new" button.
- ❖ In search box (towards left), select "All" option and give a key word relating to the event. This option may be used to find a specific event.

Do we have any other language options in Masters-Call.net?

Yes. Default language is English and the home page is always displayed in English. After logging in, the user may select "Options" button on the left hand side bottom under the section "My" and change the "Language" to one of the available languages and "Save".

Can I let my friends know about Master's Call services? They are not associated with WTT.

Please feel free to share the website to like-minded people after briefing about W.T.T and its activities.

How can I help?

If you wish to volunteer, kindly write to admin@masters-call.net about how you might be able to contribute and help for the website activity.

If you personally have, or know a source that have archives of Master's discourses, kindly try to share them so that they can be collected and aggregated into one master archive.

If you wish to give a donation for the cause, you may write to above email ID for details.

Is there a way to listen to Master's discourses live on internet, apart from the archives that are available on Masters-Call.net?

Yes. Efforts for such live broadcast had been underway and were attempted since past few years. An ideal solution, in-terms of logistics and infrastructure, is being researched in lines of it being integrated and meshed into Masters-Call.net website. For time being, this facility is being explored using a 3rd party service provider to broadcast Master's discourses and various WTT events live. This is done using a website called WiZiQ.com, under the theme of a virtual classroom. Various FAQ regarding this website and live broadcast are covered in next section.

Can I download discourses from this website?

Download option will be eventually available. As of now it is not publicly available and should be explicitly requested by sending email to admin@masters-call.net. A notification with guidelines would be sent to all the users when the download option will be made available for everyone.