

## HELP for FLASH PLAYER ISSUES IN WINDOWS / EDGE



Sorry you're having this difficulty. Microsoft has created this issue in Edge in the most recent Windows update. Unfortunately, we have no control over it at all. Hopefully, Microsoft will fix it in the next Windows update. In the meantime...

If you have enabled Flash and it still doesn't work in Edge, the only other thing to do is to use another browser, either Chrome, Firefox, or Internet Explorer. We recommend Chrome as it has a similar set up to Edge, with Flash built in so you don't have to, indeed can't, update Flash separately.

If you're happy with Firefox or Internet Explorer, that's fine. They each deploy Flash as a plug-in that has to be updated separately and may need to be enabled separately. If you try one of those browsers and have any difficulty, write to [help@hos.com](mailto:help@hos.com) and we'll get back to you right away with assistance.

If you want to try Chrome and you don't already have it, here's how to get and enable it for Flash and HOS.com – and make an end run around this obstacle until Microsoft fixes it:

### Get Chrome here:

<https://www.google.com/chrome/browser/>

### Enable Flash in Chrome like this:

In the address bar of Chrome, type `chrome://settings/content`  
On the Content settings screen, scroll down a little to the Flash player listing.  
Select Allow sites to run Flash, then click Done.

OR—

To manage Flash Player settings by site, click Manage exceptions...  
On the Flash exceptions screen, enter `*.hos.com` and then choose Allow  
Select Done.

More info with screenshots, from Adobe, is here:

<https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>

Scroll down to see the entry for Windows, as above but with screen shots.

Please let us know at [help@hos.com](mailto:help@hos.com) if you need further assistance. We're very sorry about this and all the inconvenience. We are close to beta testing a completely new web service that won't employ Flash at all. We hope to test later this summer and to roll out before the end of the year. In the meantime, we hope that Microsoft will correct this issue in their next update, and that you'll use another browser in the meantime.

Thank you for supporting Hearts of Space!

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