

# Connection Issues

## My encoder won't connect

Common causes for this include:

### Another DJ or Auto DJ is already connected.

SHOUTcast can only have a single DJ connected at any one time. You can check if another DJ is connected by going to the [overview page](#) of your account and clicking the link directly under "**Full Server Address**" to access your server DNAS status page.

### A DJ is connected

Current Stream Information	
Server Status:	Server is currently up and public.

### No DJ connected

Current Stream Information	
Server Status:	Server is currently down.

If our Auto DJ is connected, you can click "**Auto DJ**" from the menu on the left and then "**Stop Auto DJ**" to disconnect our Auto DJ.

### The connection to the server is blocked by a firewall or filter

Many school or workplace networks block or filter traffic to non-standard ports, if you are on such a network, provide your IT administrator with the address and port of your server and ask if it's been blocked.

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