

# LIVE STREAM TROUBLESHOOTING

## MOBILE VIEWING

The livestream player will work both on Android & iOS Devices

At the time of the scheduled service if you do not see the live stream, please refresh the page on your web browser. On mobile devices this is usually done by swiping the page down to refresh the page. Also closing and reopening the browser app you are using can help if refreshing does not work.

The live stream requires at least 5-10Mbps download speed

Test your connection here: <http://www.speedtest.net/>

## DESKTOP VIEWING

The livestream player will work on both PC & MAC

At the time of the scheduled service if you do not see the live stream, please refresh the page on your web browser.

Sometimes the cache needs to be bypassed and reloaded as the page won't display correctly. Press and hold the **“shift” button** while clicking on the **“refresh”** icon to reload the cache of the page while refreshing. This will usually clear a stuck “Off Air” message.

Requirements & Supported Browsers for desktop viewing

Please ensure you have the following:

**System Requirements:** Windows 7 or higher, Mac OS X 10.6 or higher

- Supported desktop browsers:
- Google Chrome 45+
- Mozilla Firefox 49+
- Safari 10+
- Microsoft Edge 15+

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## SOUND ISSUES

If you can't hear the live stream first check the speaker icon on the live player. If there is an X next to the speaker, then the sound on the player is muted. Click the speaker icon to turn the sound on. Then adjust the volume slider to your preference.

If you still can't hear sound. Can you hear sound from other sources? If not then there is something wrong with your soundcard or the sound coming out of your device.

Play something from another app or website such as iTunes or YouTube to make sure your speakers are on and working. Make sure to try headphones too.