

# PURPOSE CHURCH ONLINE SERVICE - HOW TO WATCH & TROUBLESHOOTING

## WAYS TO WATCH

There are four ways to watch online: [Website](#), [YouTube](#), [Vimeo](#) & [Facebook](#)

**ON-DEMAND** on [YouTube](#), [Facebook](#) & [Vimeo](#) and [Podcasts](#) of Sermons.

ON-DEMAND will be available immediately following our morning live stream of the Online Service.

**Website:** <https://purposechurch.com/live>

**YouTube:** <https://www.youtube.com/purposechurch> (Best for viewing on TVs) Be sure to subscribe!

**VIMEO:** <https://vimeo.com/purposechurchvideo>

**Facebook:** <https://www.facebook.com/PurposePomona>

**Closed Captioning:** Closed Captioning is available on our [Facebook Live Stream](#) in real time.

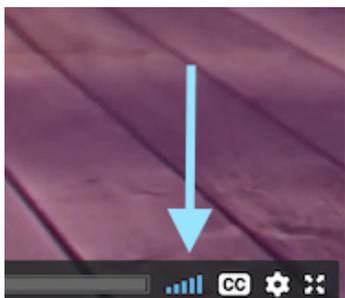
Mute the audio on the video player and the Captioning will begin realtime. Captioning is also available on our [YouTube On-Demand](#) archive video later in the week.

**Traditional Service [Music Archive](#):** If you would like re-watch or share the music from our Traditional service (At this time we will not be able to archive all of the Traditional music from the In Person Traditional service but we will soon...)

## TROUBLESHOOTING TECHNICAL ISSUES

### SOUND ISSUES

On our web page the player defaults to mute on most devices, click on the video to un mute or in the right bottom corner of the player the volume can be adjusted.



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 (YouTube & Facebook) 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 might be an issue with your soundcard or the sound coming out of your device.

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

## WATCHING ON A TV

YouTube is the easiest way to view our online service and on-demand videos on a TV. Most smart TVs or smart devices will already have the YouTube app installed. Be sure to subscribe and you will not have to search for Purpose Church.

Vimeo (our web live stream) also works on many smart devices.

If watching on facebook you will most likely need to cast the video from your phone, tablet or computer to your tv. Search Google for “how to cast video” to your particular device to a tv. Most streaming devices allow you to easily cast video: Apple TV, Roku, Amazon Fire & Chromecast are examples of devices that all can cast content that you might already have at home.

## MOBILE VIEWING

The livestream player will work both on Android & iOS Devices

Be sure to subscribe to our [YouTube Page](#) and Like our [Facebook page](#) for notifications when we are live. You can also get the YouTube, Facebook or Vimeo app for your device to make the mobile viewing experience better. [YouTube IOS](#) or [YouTube Android](#). [Facebook IOS](#) or [Facebook Android](#). [Vimeo IOS](#) or [Vimeo Android](#).

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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