

Livestream Help Guide

Technology can be difficult to maneuver at times, especially if you're unfamiliar with it. We understand that technology may not be intuitive for everyone, but using it is essential in our day. If this guide doesn't help you, please feel free to reach out to the church office at (618) 382-7081 during regular office hours and we'll be happy to direct you to someone who can help you directly.

We do occasionally have problems with the stream on our end. We typically know about them quickly. Remember, the people working behind the scenes to make sure the livestream works correctly are volunteers and the process & setup is more complicated than you might think. We are happy for you to let us know if something isn't working, but make sure you've gone through this help guide. It will help you determine if the problem is on your end or ours.

***Problem:* I can't hear the Livestream.**

A few things to try if you're watching on your phone:

- Make sure your phone isn't on silent, and that your phone's volume is turned up.
- Make sure the player that you're watching the video in isn't muted, or that the volume is turned down. These controls are usually around the play/pause button. This may vary depending on where you're watching the video.
- Make sure your phone isn't paired to a bluetooth device that you aren't using.

If you're watching on a TV:

- Make sure your TV is turned up and not on mute.
- If you have other speaker arrangements like a sound bar or surround sound system, make sure those things are on and the volumes are set appropriately.
- If you've plugged in your computer to your TV, make sure that the audio is set to come through the HDMI cable instead of the computer's speakers.

***Problem:* I missed Sunday's stream, and now I can't find where to go back and see it.**

It helps to understand how our process works in order to know where to go to find past streams. When we go live, we're live on both Facebook and YouTube, but the best place to find an organized list of our past services is on YouTube. After church is over, YouTube has to process the stream and save it as a video,

and this can take anywhere from a few minutes to a few hours on Sunday afternoons. Once this process is complete, the video is added by our staff to the “Past Services” playlist on our YouTube channel. This is something we have to do manually every week, so it doesn’t make it into that playlist until Monday morning, or Tuesday at the latest. However, if you are trying to access the service on Sunday afternoon, navigate to YouTube and search for “First Christian Carmi.” You’ll find our channel and see the livestream there as long as it’s been finalized by YouTube. It won’t be on our “Past Services” playlist, but you’ll still be able to access it from the general list of our videos.

Another small tip: *Make sure you’re looking at the date the video was streamed if you’re having trouble finding the most recent service.* Sometimes the title for the stream doesn’t update and you might see two videos with the same title, but notice that they have different dates or lengths. We do our best to keep this from happening, but it does happen once in a while. If you’re having trouble, this is something you can try!

We do our best to make sure things are running smoothly, and we look to expand this help guide in the future to better serve those seeking to view our livestream. If this guide doesn’t contain the information you need, please call the church office at (618) 382-7081 during regular office hours, or send an email to fccstreamhelp@gmail.com.