



Online Audio and Video Streaming

Trouble Shooting Guide

This document will assist you with the basic issues that individuals have while using the livestream of the services on a computer. This guide will use Internet explorer as a web browser, but the results may vary on other browsers such as Firefox, Chrome and Safari. This guide does not address mobile devices. If you are still having trouble with the webcast email us at streaming@calvarygr.org

Service Webcast Schedule

Calvary has 3 Sunday morning service which are broadcast.

8:10 Audio Only: 9:40 and 11:15 Video Webcast

During the summer months there are only 2 service which are both video webcasts.

Audio or Video Will Not Play

Our livestream uses Adobe Flash player which is embedded in your Internet browser. If Flash is properly installed and the service is live the video will appear as in image 1 during our second and third services. Our first service is audio only, therefore you will see a graphic on the screen and hear the audio playing. If Flash player is not installed on your computer the livestream will not work as seen in image 2. To install Adobe Flash player go to <http://get.adobe.com/flashplayer/>

Flash player is already embedded in some Internet browsers such as Internet Explorer on Windows 8 and on Chrome. It is also important to keep your Flash player updated.

Please Remember: There are many different variables that can cause issues with the streaming. These variables include web browsers used, the speed of your internet connection, the performance of your computer, other software programs running on your computer, software updates, and more. Streaming on a wireless connection is not recommended.



Image 1

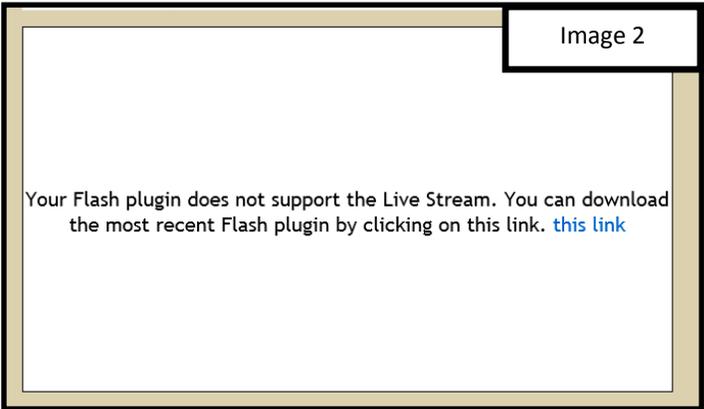


Image 2

Basic Trouble Shooting Tips

1) Try refreshing your Internet browsers	4) Make sure Windows (or OS for Mac) and Flash are updated
2) Close other software programs	5) Make sure the Flash plugin is enabled in your browser
3) Close your Internet browser and reopen it	6) Try using another Internet browser
3) Restart your computer	7) Try hardwiring your computer so it does not rely on WiFi



Basic Overview

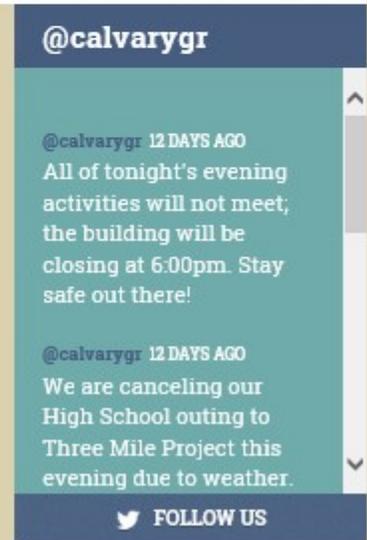
Quality Settings

The livestream is an adaptive stream which means the quality will be selected automatically based on your internet connection speed. Depending on your connection you may receive one of three streams. High quality video, medium quality video and a very slow connections may receive an audio only broadcast.

You can test your connection speed at <http://www.speedtest.net>



We're Live Now!



TROUBLESHOOTING GUIDE

SERMON ARCHIVE

SUNDAYS AT CALVARY

Player control bar

Player volume control

Press for full-screen video

8:10am Audio Only Webcast

During the 8:10 audio only livestream the player will appear similar to the image to the right. Note the players control bar at the bottom of the player will disappear once you move your cursor off the player. Move your cursor over the player at the control bar will reappear.

