



CHRIST CHURCH
VERO BEACH

Frequently Asked Questions about our Live Stream

How does the live stream work?

Our AV team uses an encoder to send live video from our cameras and audio from the soundboard to a hosting site who then sends the data electronically to any device connected to the link.

How do I connect to the church service online?

From our website, ChristChurchVero.org, click the STREAMING tab to open a page containing the streaming and worship resources. Click the image of our church at the top of the page to connect to the live stream. We start streaming approximately 10 minutes prior the beginning of the Sunday, Wednesday, and Thursday services.

Why can't I connect to the live stream?

Streaming requires an internet connection on both ends, so **check if your device is connected to the internet**. If there is no internet service at church (i.e., a power outage, equipment failure, etc.), we are unable to stream any data and the entire AV crew is working feverishly to troubleshoot the reason and re-establish a connection as soon as possible.

Other common issues include necessary system updates that haven't been installed, bad data hung up in your browser's cache, other applications running competing for download speed, and problems with the internet browser itself. To rectify these issues:

- install any pending system updates (look in Settings)
- refresh your browser or clear the data cache. (unaffiliated [video about how to clear the memory cache](#))
- close other programs or apps during the live stream
- try a different internet browser (Chrome, Internet Explorer, Safari, Opera, Edge, et al)
- restart your computer or device

Why can't I hear anything even though I'm connected to the stream?

The most common reason is the user's device has been muted or the volume level is low (often these are two separate areas on your device.)

Why does the connection buffer for so long?

Generally, these issues are related to the individual user's device and equipment: **outdated technology, slow internet speed, slow modem connection speed, and slow router connections** are the most common factors. The online traffic is sometimes a factor if servers become overloaded.

Video streaming involves data transfer to devices at a particular bitrate (speed), and a user's equipment receives data (Megabits per second, Mbps) at a particular rate and both impact video quality and reception. Your device has to download a certain amount of data before playing a video, and a slow connection speed will consistently hinder the rate at which audio and video data are downloaded, causing buffering. And frustration.

Your modem connection to the internet might need to be upgraded if it is too slow. You should have a minimum of 10 Mbps download rate, and 25 Mbps is better.

Alternatively, the problem might be an older router that is not equipped to provide you with the maximum speed needed for your home internet network. If your wireless router is not outdated, check for signal interference (i.e., walls, bookcases, and other obstacles) or consider buying a range booster.