

# Notes on receiving the Live Stream

The live stream is available at <http://www.philipandjohn.org/stream.html>. Links to this are also available on the Church's homepage.

When the Mass is not in progress a black screen is normal, indicating the stream is OFFLINE. When the broadcast starts the purple banner at the bottom changes colour to green, indicating that the stream is now live. You will automatically receive the stream from the Church, there is no need to refresh your browser.

Please be aware if watching this from a mobile device using cellular data, this can consume a large amount of your data allowance; It is best viewed using WiFi.

If you want to watch the Mass in full screen, then simply press the icon shown below in the stream. To exit full screen press the escape key.




## Issues

### No Sound

Make sure that your device's sound is turned up and not muted. There is also a mute button and volume level in the stream itself as indicated above. By default, when the stream starts the volume will be set to unmute and maximum volume. You may still need to make sure your devices volume is turned up.

### Picture quality is poor or stops and starts

This is normally caused by a bad Internet connection to your device. The Internet connection at the Church is actually very high speed and more than enough for live streaming. If this persists please try reloading the web page, usually by pressing F5 on the computer or the reload icon  in your browser. If running on WiFi in your home try moving nearer to your broadband router, this will increase the connection speed. However, the speed required is relatively low and it is not expected that anyone will experience issues.