



FIRST
PRESBYTERIAN
MARIETTA

FPC TECH SUPPORT TEAM

We are here to help and we want you to have the best experience possible while you worship with us online. The back of this flyer contains some resources to help you if you are having trouble connecting to our streams.

If you experience trouble with your initial stream preference, please try to connect using one of the other offerings:



Website:
fpcmarietta.org/live-stream/



Facebook:
facebook.com/fpcmarietta



Livestream from Vimeo:
vimeo.com/event/11114



Livestream on YouTube:
Go to YouTube.com and search "FPC Marietta"



FPC Mobile App:
Download from the App Store (iPhone/iPad) from your mobile phone or tablet. Search for "FPC Marietta"



FPC Mobile App:
Download from Google Play (Android) from your mobile phone or tablet. Search for "FPC Marietta"

NEED ADDITIONAL SUPPORT?

Please contact the Tech Support Team.

Online: fpcmarietta.org/live-stream/having-trouble/

Email: techsupport@fpcmarietta.org

Phone: 678-741-8560

Troubleshooting the Video Stream on Facebook

NO AUDIO

Check to make sure the volume icon is not muted. Make sure there isn't an "x" next to the volume symbol on the video. If there is an "x," click the icon to restore the sound and then adjust the volume to suit your preferences.

Check to make sure sound is not muted on your device. Look at the volume control on the taskbar or drop-down menu, or the volume icon could be in one of the bottom corners.

Check to make sure sound is not muted on your browser. Check your browser's settings under content settings.

Check to see if other apps or programs have sound. If they do, it will likely be a Facebook issue, if not, there may be trouble with your device. Try restarting your device. If you are on a mobile device, try uninstalling and reinstalling Facebook.

App Video Stream Troubleshooting

The FPC app displays the service using Vimeo. Use the same troubleshooting tips above.

TROUBLE DOWNLOADING

If you have trouble downloading from the App Store, go to: support.apple.com

If you have trouble downloading from Google Play, go to: support.google.com/googleplay

YouTube Stream Troubleshooting

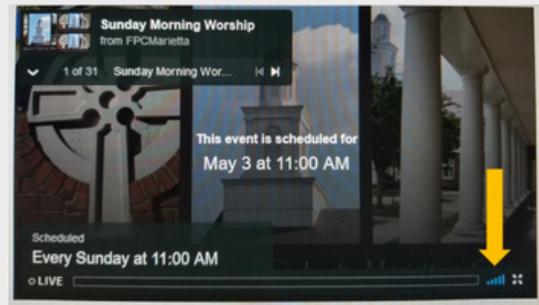
YouTube has support for all video streaming issues. Go to: support.google.com/youtube

Troubleshooting the Video Stream on Website or Vimeo

NO AUDIO

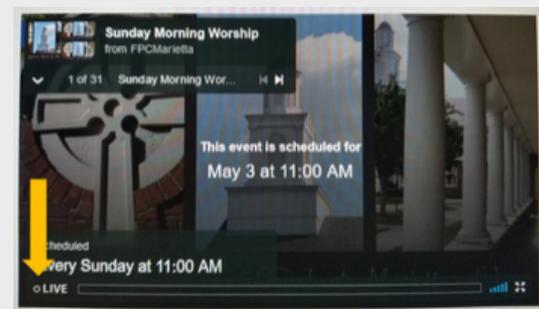
Check to make sure your computer audio settings are turned up and not muted.

Check to make sure that the volume is not muted on the live video (see image below)



NO VIDEO

Check the LIVE button on the stream. If not glowing red, the stream has not started yet. (see image below)



UNABLE TO GET STREAM FULL SIZE

Select the full screen icon on the bottom right of the stream. (see image below)

