The following are some steps created by IT support at Larry Huch Ministries to help troubleshoot any issues you may be having while attempting to live stream a service:

If you are watching stream on a computer.

1. Make sure you have an **up-to-date version of your Internet Browser (Firefox or Chrome).**
2. **Install and Update Adobe Flash** (*If you are using Chrome, it already has Adobe Flash installed by default*). If you are not sure if Adobe Flash is installed or updated, Click Here to check.
3. **Check Internet Connection and Bandwidth**. Live Stream requires a consistent internet connection. If you are on a shared Wi-Fi network, like what you find at a coffee shop, then you may experience interruptions because shared networks are too unreliable.

   To get good connection, I suggest plugging in an Ethernet (network cable) so your computer is directly plugged into your router instead of using Wi-Fi.

   You can run a speedtest to check your download speed. Click Here.

4. **Check your computer resources**. If you have an older computer, then the graphics card may have trouble encoding and decoding live video. Shut down all other applications and browser tabs (windows) while watching stream. Also, rebooting your computer can clear up background processes that may be eating up your CPU resources.

NOTE: If you were able to view the 1st stream service but are having trouble tuning into the 2nd Service (Example: you are getting a black screen) you must refresh your browser session/page in order for the 2nd stream service to appear. Please do not use the same browser session from the 1st stream service to view the 2nd stream service.

If you are watching stream on a mobile phone.

1. Don't use private browsing mode on Safari on iOS (If you have an iPhone)
2. Use Wi-Fi rather than 3G or 4G connection whenever possible.

We hope these suggestions help!