

Video Won't Play

1. Desktop

- Test Internet - Make sure your internet is working. Try visiting some other websites on your computer or device.
- Test Wifi - If you are using wifi, try turning off your wifi for 5 seconds and turning it back on.
- Do A Refresh - Try refreshing your browser. Often refreshing your browser will help.



- If you are still having an issue, please email us the date, service time, device, browser, and a description of the problem.

2. Mobile App

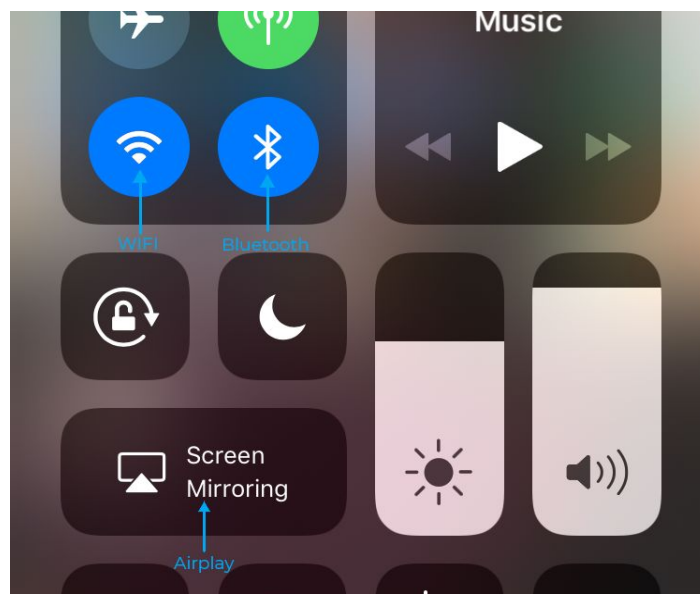
- Test Internet - Make sure your internet is working. Try visiting some other websites on your computer or device.
- Test Wifi - If you are using wifi, try turning off your wifi for 5 seconds and turning it back on.
- Do A Refresh - If you are on the mobile app, click the back button then click the Watch Live button to refresh the online campus page.

3. iPhone or iPad

- Test Internet - Make sure your internet is working. Try visiting some other websites on your computer or device.
- Test Wifi - If you are using wifi, try turning off your wifi for 5 seconds and turning it back on.
- Test Data - Check that your phone is receiving a strong service signal (more than one bar).

4. Apple TV + Airplay

- Test Internet - Make sure your internet is working. Try visiting some other websites on your computer or device.
- Test Wifi - If you are using wifi, try turning off your wifi for 5 seconds and turning it back on.
- Do A Refresh - If you are on the mobile app, click the back button then click the Watch Live button to refresh the online campus page.
- Reset Airplay - If you are trying to use Airplay to send video to your Apple TV turn on the following in this order: first turn on your wifi, then turn on bluetooth, then Airplay to Apple TV, then select mirror, and finally click play.



Video or Audio Is Frozen, Choppy, or Buffering

1. Check your network connection to be sure you are connected to the internet.
2. Multiple users on your home network watching video at the same time may interfere with the quality of video streaming.
3. Test your bandwidth speed - www.speedtest.net. For the best viewing experience, you will need at least 500 Kbps (download speed).

Still Having Trouble:

1. Email: support@christian.life