

St. Luke's Livestream: Troubleshooting

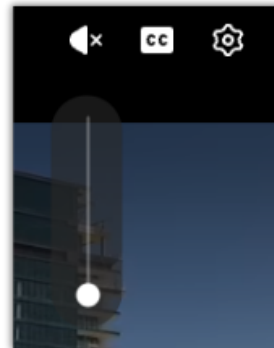
Having trouble with audio or service freezing? Try these solutions.

Trouble with Audio?

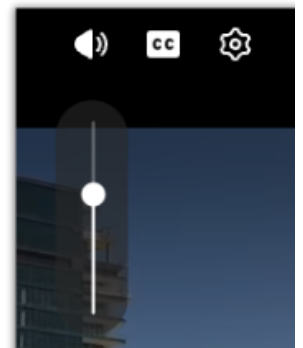
1) Using your keyboard, check that your volume is turned up and not on mute.



2) You can also check the volume on the screen and adjust it from there.

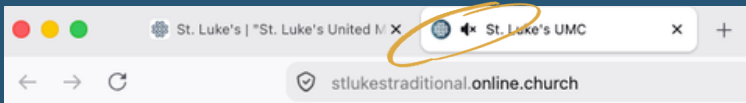
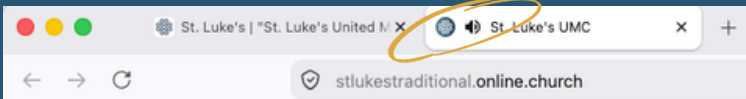


muted



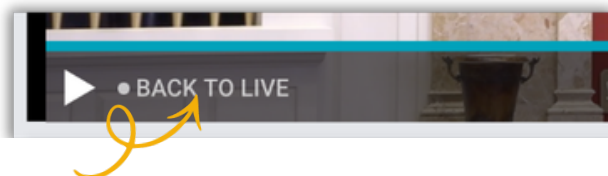
not muted

3) Finally, check that the internet tab you are using is not on mute. Click the volume icon if it is.



Livestream Frozen or Lagging?

1) First, try pausing the service and clicking "Back to Live" on the bottom left of your screen.



2) Also, try closing the browser and reopening the broadcast in a new tab.