

OAKHILLS

CHURCH

LIVE Stream Troubleshooting Tips

If you are experiencing difficulties in your video feed please try the following troubleshooting technique:

1. Launch your web browser.
2. Open the Oak Hills Church website (oakhillschurch.com).
3. Open the LIVE Stream window (Click the countdown clock at the top of the page).
<http://oakhillschurch.com/live-stream/>.
4. Right Click on the video player (the black video frame in the middle of the screen).
5. Select settings to adjust the settings for Adobe Flash Player.
6. In the settings "Display" tab **uncheck** "Enable Hardware Acceleration."
7. Close the Adobe Flash Player settings box.
8. On the keyboard, press the CTRL key and F5 key at the same time (this will refresh your screen; you may not see any visible result of this action).

**To see results of the troubleshooting steps above we recommend you apply the settings change during the live stream service times (Saturday at 5 PM, Sunday at 8:15, 9:45 and 11:30 AM, CST), or check back the following weekend to see the results. Videos will only appear during streaming service times.*

If following these steps does not solve your problem contact us via e-mail at information@oakhillschurch.com with the following information:

1. Type of computer you are using (Mac or PC, brand name).
2. Web browser you are using (Safari, Internet Explorer, Firefox).
3. Type of internet connection you are using (Dial-up, DSL, Cable, Wireless, Hardwire).
4. Have you viewed LIVE Stream before from this computer, at this location, without experiencing any problems?

Please allow up to 72 hours for response to your troubleshooting inquiry.