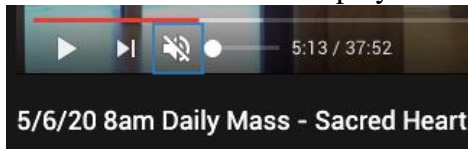


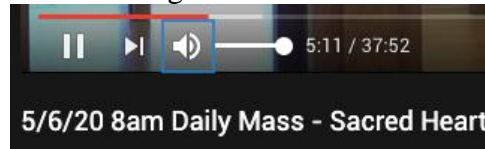
While we are thankful for the gift of technology that allows us to live-stream the Mass, we know sometimes things don't go so smooth. Even the biggest live-streamers on YouTube experience hiccups. If you're noticing something not right with the livestream, here's a few steps that should help in most cases.

No Sound:

1. Make sure the YouTube player is unmuted. You can find this by tapping or hovering your mouse over the video player. Slide the volume slider to the right for maximum volume.

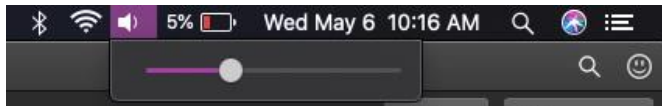


Muted

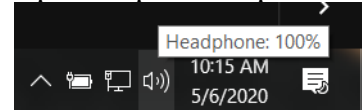


Unmuted

2. If the sound on YouTube is turned up, check your devices volume, either by using the volume buttons on your mobile device, or by turning your computers speakers up.



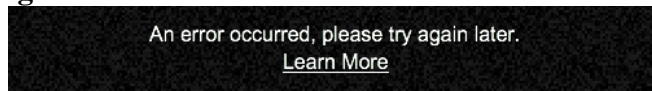
MacOS – Top Right



Windows – Bottom Right

Additionally, if you have external speakers connected to your computer or TV, make sure they are turned up as well.

No Picture/Error Message:



1. If a similar message as above appears, this is most likely a YouTube glitch. Refreshing your browser or reloading the YouTube video (click on our channel name and reselect the livestream) should successfully reload the video.



The circular arrow is the refresh symbol on almost any device/browser.



Click on our logo or name underneath the video to go to our channel page. Don't forget to subscribe while you're there!

Missed Part of Mass:

If a technical glitch or anything else causes you to miss part of Mass, you can always rewind like any other YouTube video and continue watching from there. Tap and hold or click the red dot, then drag it to where you want to continue watching from.

