

new hope  **LIVE
STREAM
FAQ**



FACEBOOK

Q: Where do I find the livestream of our worship on facebook?

A: The best way is to like our facebook page, New Hope Presbyterian Church, then on the morning of worship, go to our page and just keep refreshing our feed until it pops up. You can also find it if you go to our videos section.

Q: Why is some of our music muted on the recording of our livestream?

A: Facebook has algorithms that protect copyright material. Even if we do have the CCLI license to use some songs, facebook mutes it. If you would like to hear the full service with all our music, just watch it on Vimeo or Youtube.

Q: Do I need a facebook account to watch New Hope's livestream on facebook?

A: Yes, you will be unable to see it without a facebook account.



VIMEO

Q: What can I do if the live stream keeps buffering?

A: There are many variables of why this could be happening, but the quickest fix could be adjusting the video quality.

[You can watch how to do that by clicking here.](#)

Q: How do I find New Hope's Vimeo page?

A: It can be difficult to navigate Vimeo, [but you can click here to go straight to our page](#), subscribe in order to find it back quickly.





YOUTUBE

Q: How do I find New Hope on YouTube?

A: [Easy, Click here.](#) Then subscribe so you can find it back.

Q: How can I change the video quality on youtube?

A: [Click here for a helpful video to show how to change the streaming quality on all the youtube apps.](#)

Q: How can I find the live streaming worship service?

A: On Sunday mornings around 10:35 we start broadcasting and a live video should show up on our page.



GENERAL FAQ

Q: I can't seem to find the livestream on vimeo, facebook, or youtube. What can I do?

A: Sometimes devices become outdated and companies no longer update their apps for those devices, so live streaming may not be available on them.

Below are links that will show you what devices work and don't work.

[Vimeo](#)

[Youtube](#)

It's important to always update your apps on any device in order to keep it functioning properly.

Q: Can I watch New Hope's Live Stream on our TV?

A: Yes, there are a couple ways to do this. First if you have a smart tv, the easiest is going to be using the Youtube app. Second, you can hook your computer up to your TV with an HDMI cord, but only if your computer has an HDMI output.

Q: Is there a central place to find all of New Hope's profiles on social media?

A: Yes! Go to our homepage and scroll all the way to the bottom, on our bottom menu you will see several boxes with icons in them, if you click them they bring you straight to Twitter, Facebook, Instagram, Youtube, Vimeo, and our Podcast.

Q: I am having troubles connecting, buffering, and dropping the signal for the New Hope live stream, what do I do?

A: Unfortunately alot of this has nothing to do on our end. Sometimes it can be your home internet speed, where you are in your house, because the wifi signal may be spotty. Sometimes it can be helpful to unplug your router, wait 20 seconds, and plug it back in. And give it a couple minutes to reset. Wifi Extenders are pretty inexpensive and can expand the signal of our wifi throughout your home.

You may also need to upgrade your download speeds if you are having no luck playing any videos. Contact your internet provider to update your service.

Q: What are the best devices to watch New Hope's livestream on?

A: Your computer will always be the best through your browser, your phone or ipad/tablet are second best if you navigate those well, and your Smart TV also works well, but harder to troubleshoot on our end.

