

Nexus Church Online

Streaming Support Infosheet

We are committed to being a Church that is multi-generational, soul-winning, missional, word-based, pentecostal, and at this time we'll continue to be missional seeking to reach and bless our local and global community.

Nexus Church will host online Sunday services at 9.30am and 5pm each week, as well as stream a growing list of different events daily. To watch or find out more, tune into www.nexus.online.church

This information is designed to support you in accessing this online video channel.

FAQs & Troubleshooting

Before trying to find the cause of the problem, please first try the following:

1. Ensure that your device is running the latest OS version available.
Try looking in your 'Settings' and then click on 'Software Update'
2. Ensure that your web browser has been updated to the latest available version.
Try opening your browser settings, then click on 'About'

Will my device work?

You can watch Nexus Online Church on *any* device that can access the Internet and has a web browser like Google, Chrome, Firefox, Safari, Edge and more.


This includes computers and laptops, tablet devices, smartphones, Smart TV's as well as some gaming devices such as Xbox, Playstation, etc.

I'm watching on my tablet device or smartphone.

Wherever possible, make sure that your device is connected to a WiFi network so as to not use mobile data which may have associated costs, depending on your data plan.

I want the video to fill the screen.

You need to put the video into "fullscreen".

1. Bring your mouse over the video. On a touchscreen, if the play/pause/mute functions aren't showing, touch the screen.
2. The fullscreen icon will show up in the bottom, right-hand corner of the video. 
3. Press this button to put the video into fullscreen.

If you have an Apple device and you are using Safari browser it does not allow full screen - for an unknown reason! If you would like to view Church Online in fullscreen, simply switch over to the Google [Chrome](http://www.google.com) browser. Other browsers may work, but have not been tested by our team.

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I'm seeing a picture but I can't hear any sound.

1. Is your device volume turned up?
2. Once your device volume is turned up, bring your mouse over the video. On a touchscreen, if the play/pause/mute functions aren't showing, touch the screen.
3. There will be an icon at the bottom of the video that looks like a speaker. Click/press this icon to unmute the video.



Unmuted (you should hear sound)



Muted

4. Ensure that the stream volume is turned up to full.



Low volume



Medium volume



Full volume

5. If you are plugged into a TV, ensure that the volume on your TV is turned up.
6. If your TV is connected to a home sound system, ensure that the volume on your home sound system is turned up.

I'm connected to my TV with an HDMI cable, but the video is not showing on my TV.

1. Follow the HDMI cable into the TV and make note of the name of the input on the TV that the HDMI cable is plugged into. It will likely be something like "HDMI 1", "HDMI 2", etc.
2. With your remote or on the back of the TV, press the button labeled "Input" or "Source" and ensure the TV is set to the input that your cable is plugged into.

Can't easily find this input/source button? Look for the icon that looks like this:



3. If the video is still not showing on your TV, with the cables plugged in, the TV on, and the TV set to the correct input, reboot your computer.
4. If you can see your computer background on your TV, but can't see the windows on your computer, go to [google.com](https://www.google.com) and search for "set desktop to mirror [your platform]".

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For example “set desktop to mirror mac” or “set desktop to mirror windows 10” or “set desktop to mirror windows 7”