



## ASBURY FIRST STREAMING FREQUENTLY ASKED QUESTIONS (FAQ)

### PROBLEM CHECKING IN

We are glad you are here and would love to hear from you. Feel free to send us an email at [asburytech@asburyfirst.org](mailto:asburytech@asburyfirst.org) with your name, where you are visiting from and any comments.

### STREAMING WON'T LOAD

If the service is not loading or playing, please click in the center of the Asbury First Streaming Ministry image. *(There is a slightly washed out translucent play button.)*

Once playing, you can seek anywhere you'd like within the current broadcast, especially if you missed the prelude or beginning of the service.

If that doesn't work still, please try different web browsers (*Microsoft Edge, Internet Explorer, Google Chrome, Mozilla Firefox, Safari, etc.*).

Sometimes the load on local networks is heavy at the user end and prevents the service from loading. If that is the case, you can watch the recorded version of the service at your convenience later. To revisit the recorded broadcast at any point in the future, it's available on the Media Archive web page.

<https://www.asburyfirst.org/worship/videoarchive>

### STREAMING CUTTING OUT

For the portion missed when cut off, you may access the new BoxCast feature of live DVR by simply seeking in the video player back to the point where you first got cutoff. To revisit the recorded broadcast at any point in the future, it's available on the Media Archive web page.

<https://www.asburyfirst.org/worship/videoarchive>

### NO SOUND ON LIVE STREAMING

Try reloading the webpage.

### RADIO BROADCAST CUT OUT AND IS STREAMING A DIFFERENT CHANNEL

Our 11 am worship service is broadcast on *WRFZ 106.3 Rochester Free Radio*. You can also call our toll-free number to listen to the service at *1-833-829-1050*.

Doublecheck the tuned frequency on your radio or watch live (audio & video) on your computer, phone, or streaming stick (*Apple TV, Amazon Fire TV, Google Chromecast, etc.*).

<https://www.asburyfirst.org/worship/live>