

Check the livestream in the faithful app

Compare the control-area status with the place and controls shown to livestream viewers.

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Before you begin

- ✓ You have Manage livestreams access to read the control area.
- ✓ In the faithful app, select the same community and use an active connection.

1 STEP 1 OF 3 · 1 MIN

Check the place in the control area

Open Screens → Live and identify the place to check. With several places, each row has its own status; do not infer every place’s status from the first row.

On air indicates source status. Check the actual signal quality on the page used by viewers.

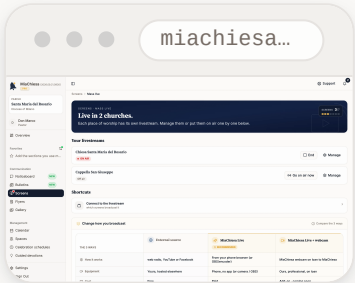


Fig. 1 The control area distinguishes the two places of worship.

2 STEP 2 OF 3 · 2 MIN

Open the faithful view

In the faithful app, open Live Mass for the correct community. If several places appear, select the one to check. When Watch the livestream is available in the control area, it opens this view in the same tab.

Check the place name, status, picture and audio. If the place is off air, an ended-stream message is not evidence of a working signal.

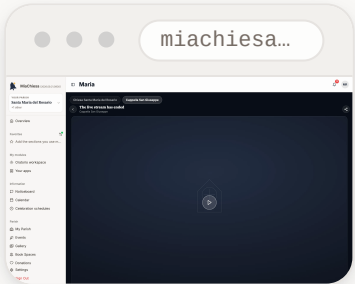


Fig. 2 The selected place is not broadcasting; this screen does not demonstrate video playback.

3

STEP 3 OF 3 · 2 MIN

Check the link before sharing

Open Share and check the community link. The player's selected place is not retained in that link; recipients choose the place on the page.

Before sending the link, check on the receiving device that it opens the intended community and livestream. Social controls open their services; opening the dialog alone sends no messages.

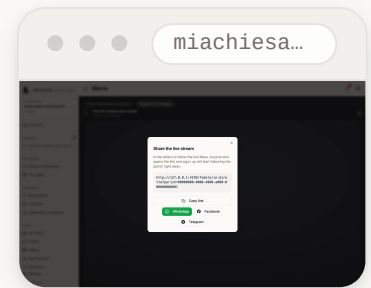


Fig. 3 The dialog shows the link; no message has been sent.

What you have achieved

- ✓ You compared the control area with the faithful view.
- ✓ You checked the place and link before sharing.

Troubleshooting

The control area says On air but the player does not play



Check the selected place, connection and signal on the external service. Reload after checking the source; status alone does not guarantee that a video is available or embeddable.