

Maximizing your online Worship viewing experience

Welcome to online worship at Williamsburg Presbyterian Church. Whether LIVE or on demand REPLAY, we're glad you are here with us. This user guide provides tips to get the most out of your viewing experience.

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 - Overview of WPC YouTube live and archive pages
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Note:

The images in this document were prepared on a Windows laptop using the Chrome web browser. The image on your device may look slightly different. If you are using a tablet or phone, the control icons will look similar and may be located around the perimeter of your screen.



Williamsburg
Presbyterian Church

Overview of the MyWPC streaming page

Click **Watch Worship Services** at the top of every page of www.mywpc.org to view worship services.

Buttons to access supporting materials including **Worship Bulletin** and the **Online Friendship Register**.

The **LIVE** viewing window.

Services are LIVE from 9:20am to 10:30am ET on Sundays (only)

The **REPLAY** viewing window.

Services are available for REPLAY beginning at 11:00 am ET on Sundays

Power Tip: you can also get to this page by entering its URL into your browser: www.mywpc.org/streaming

The screenshot shows the Williamsburg Presbyterian Church website's streaming page. At the top right, a red box highlights the 'Watch Worship Services' link. Below the church logo, a navigation bar includes 'WELCOME', 'WORSHIP', 'INTERACT', 'LEARN', 'SERVE', and 'GIVE'. A 'Live Stream' section contains text about the 9:30am service and a red box around a 'YouTube' link. Below this is a row of buttons: 'GET SUNDAY BULLETIN', 'MAKE ONLINE OFFERING', 'SIGN FRIENDSHIP REGISTER', 'VISIT WPC FACEBOOK PAGE', and 'VIEW FAMILY WORSHIP SUPPLEMENT'. A 'Next Live Event Starts In...' timer shows 0:10:34:05:6. The 'LIVE' viewing window features a blue background with a church logo, the text 'In my Father's house there are many dwelling places. - John 14:2', and 'Thanks for visiting!'. Below is the 'Past Worship Services' section, with a red box around a 'Worship Services Archive' link. The 'REPLAY' viewing window shows a video player with a red box around the 'PAST WORSHIP SERVICES' title and a play button. A scroll bar is visible on the right side of the video player.

Link to our YouTube channel for **LIVE** viewing.

Why view on YouTube?

- Stream **LIVE** or **REPLAY** to your TV using Chromecast or Apple AirPlay
- View closed captioning in **REPLAY**

REPLAY on YouTube available by Sunday afternoon.
Closed captioning on YouTube is available by Monday morning.

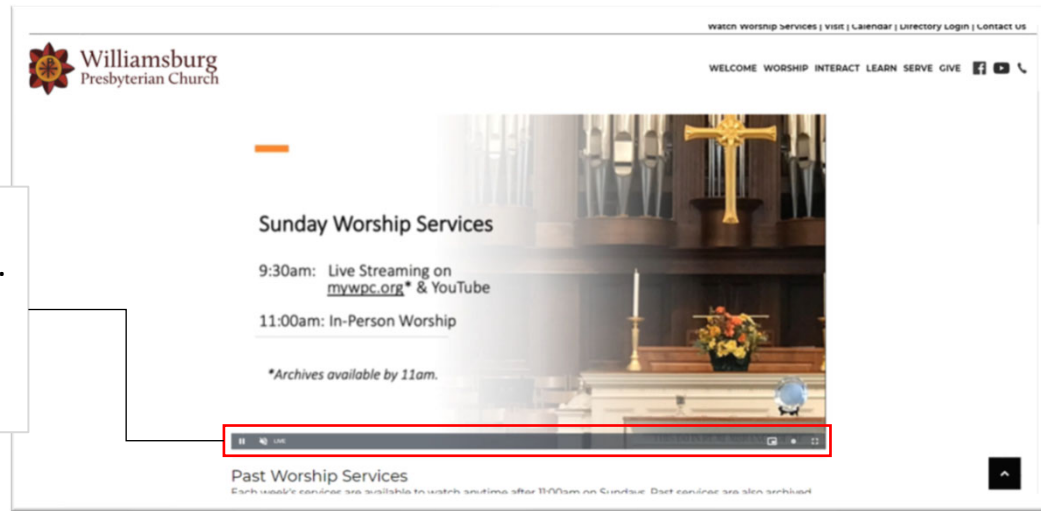
Link to our YouTube archive for **REPLAY** viewing.

Scroll bar to access more Past Worship Services

LIVE

MyWPC LIVE video window controls

Use mouse to move your cursor over the LIVE window. The control menu will display at the bottom of the window.



Picture-in-picture (a small, floating pop-up video window) and Full screen mode are two additional viewing options.

Turn on the sound by clicking on the speaker icon.



Adjust the video volume by moving the volume slider.



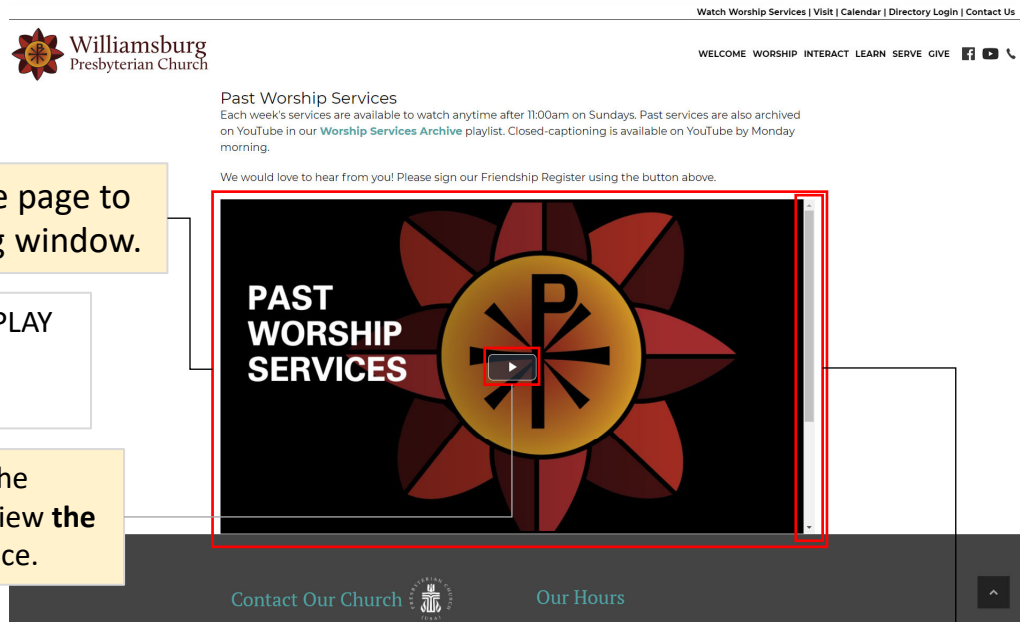
Buffering issues? Video or audio “choppy?”
Change video image resolution to a lower setting.

MyWPC Past Worship Services archive

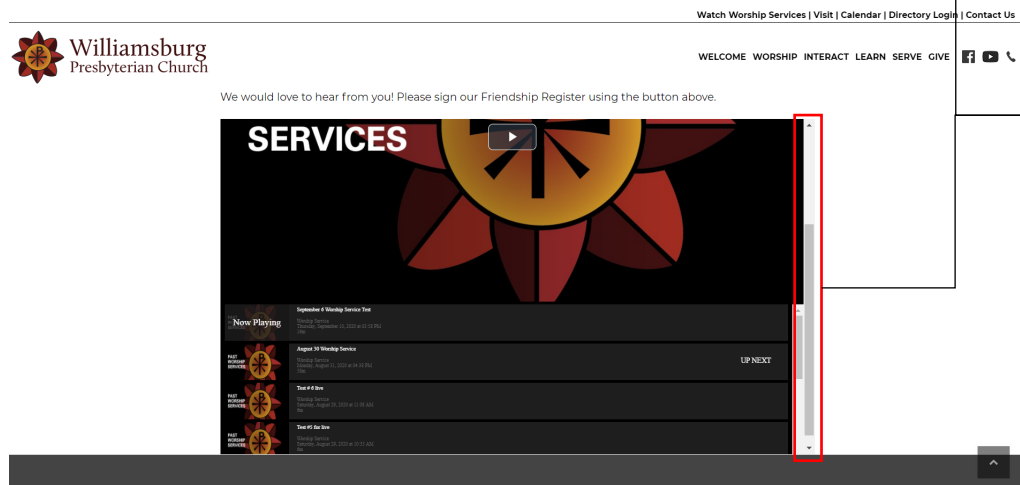
Scroll to the bottom of the page to locate the **REPLAY** viewing window.

Services are available for **REPLAY** beginning at 11:00 am ET on Sundays

Press the **PLAY** button in the center of the window to view the **most recent** worship service.



Looking for an earlier worship service? Use the in-window Scroll bar to find additional services in our archive. Click on the title of the service to view.

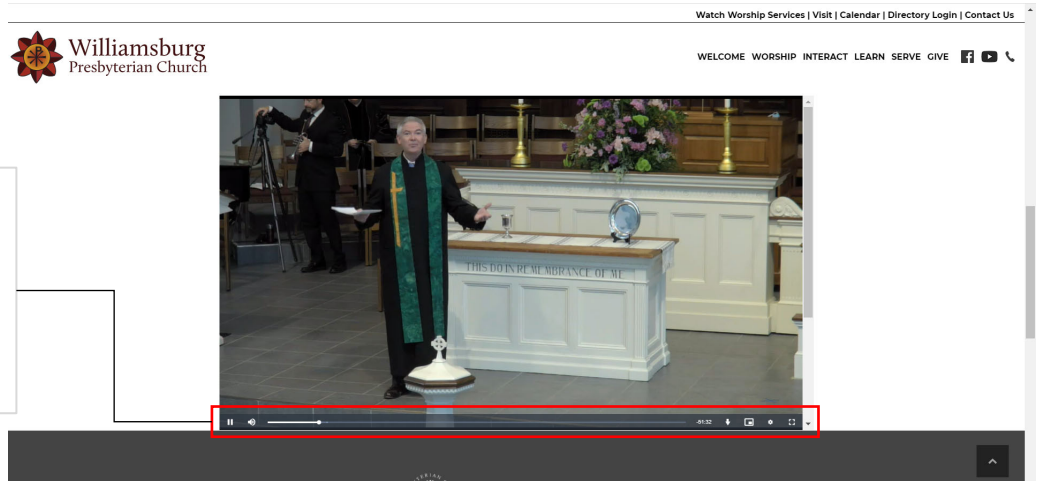


Scroll bar to access more Past Worship Services

REPLAY

MyWPC REPLAY video window controls

Use mouse to move your cursor over the REPLAY window. The control menu will display at the bottom of the window.



The volume and image resolution controls are the same as for the LIVE window.

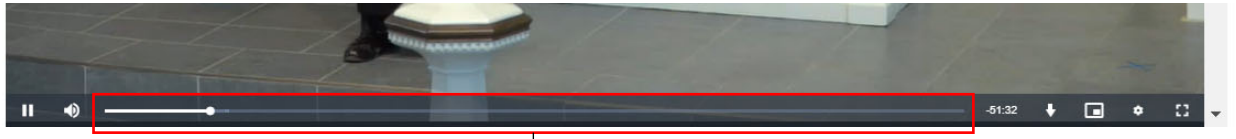
Turn on the sound by clicking on the speaker icon.



Adjust the video volume by moving the volume slider.



A play bar is added to allow you to move forward or back during the video replay. Click on the ball and drag it to the time you wish to view.



LIVE

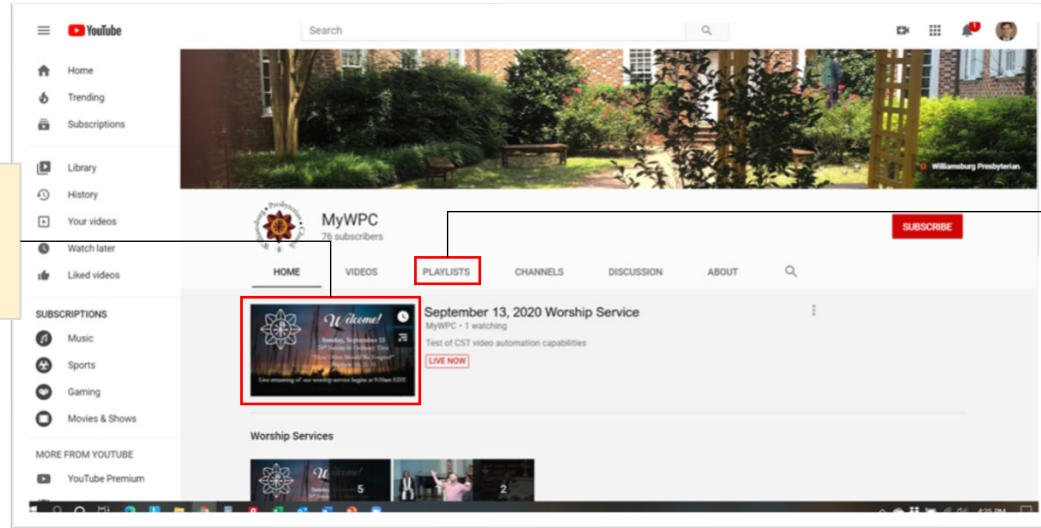
YouTube LIVE streaming page

This is also the WPC YouTube channel home page

Access this page from the [YouTube](#) link at the top of the MyWPC Watch Worship Service page.

Step 1:

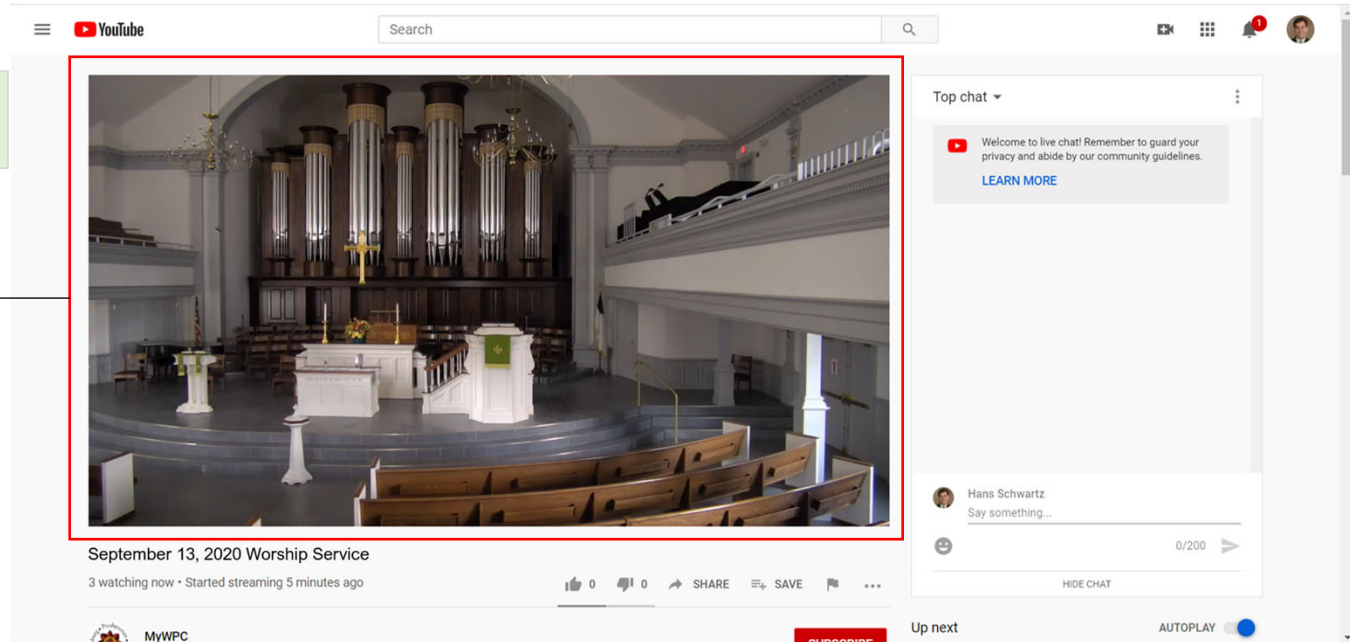
Click on the thumbnail to launch the live video window.



Power tip: the **Worship Services Archive (REPLAY)** can be found in the **PLAYLISTS** tab.

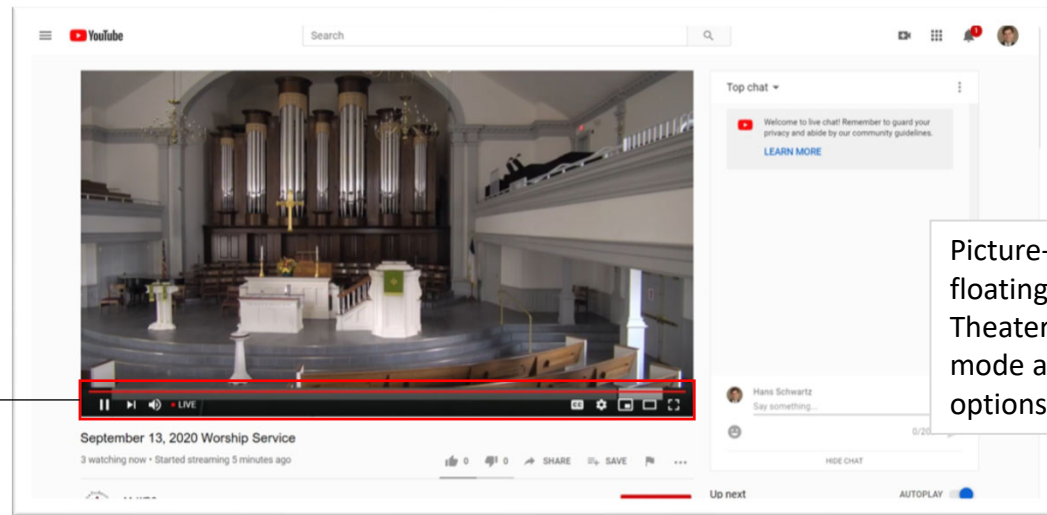
The YouTube LIVE window

Services are LIVE from 9:20am to 10:30am ET on Sundays (only)



LIVE

YouTube LIVE video window controls

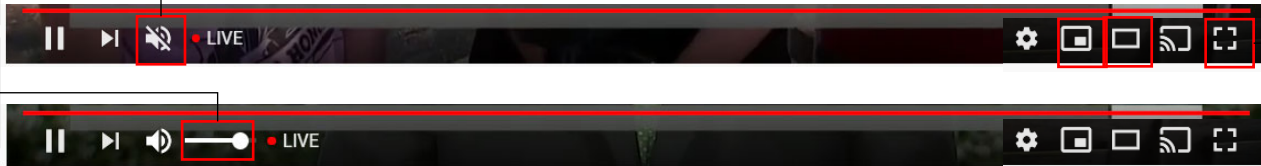


Use mouse to move your cursor over (or touch) the LIVE window to cause the control menu to display at the bottom of the window.

Picture-in-picture (a small, floating pop-up video window), Theater mode and Full screen mode are additional viewing options.

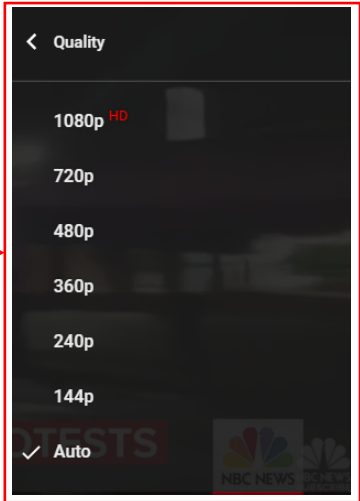
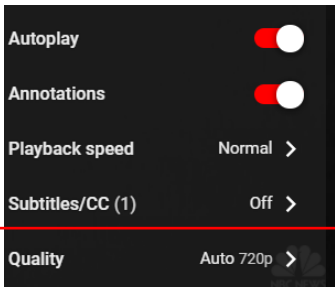
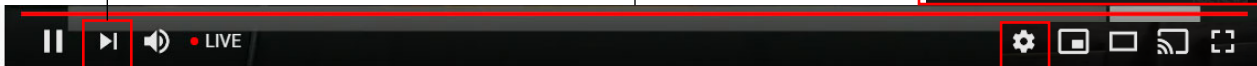
Turn on the sound by clicking on the speaker icon.

Adjust the video volume by moving the volume slider.



Power Tip: There is an active Play bar (the red line above the video controls). You can choose to pause, rewind (or back up) or resume the play of the live stream, just like on a DVR.

Fast forward to LIVE



Buffering issues? Video or audio “choppy?”
Change video image resolution to a lower setting.

REPLAY

YouTube Worship Services Archive and video window controls

Access this page from the [Worship Services Archive](#) at the bottom of the MyWPC Watch Worship Service page.

The **REPLAY** viewing window.

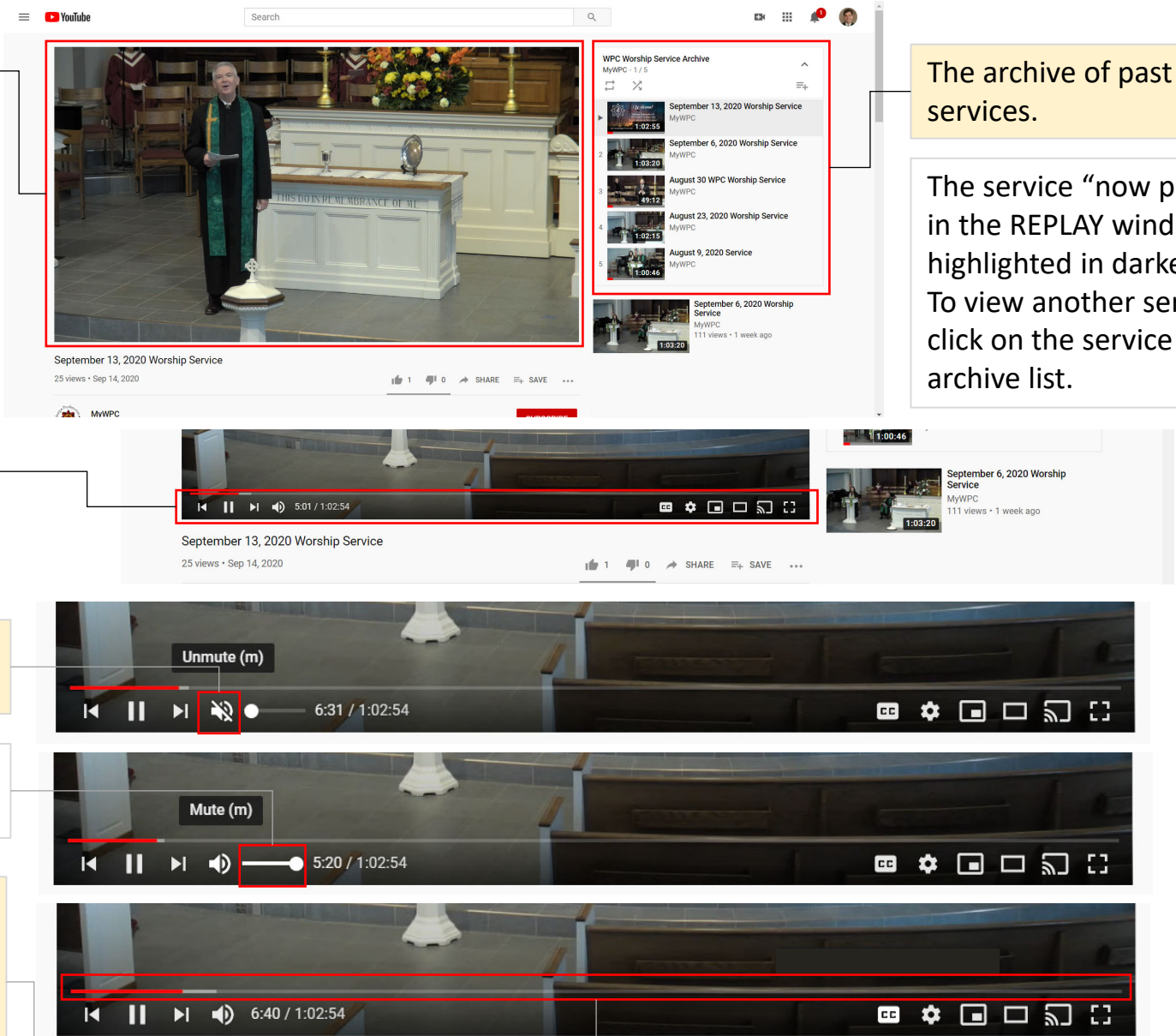
REPLAY on YouTube available by Sunday afternoon.

Use mouse to move your cursor over (or touch) the **REPLAY** window to cause the control menu to display at the bottom of the window.

Turn on the sound by clicking on the speaker icon.

Adjust the video volume by moving the volume slider.

The play bar allows you to move forward or back during the video replay. Click on the ball and drag it to the time you wish to view.

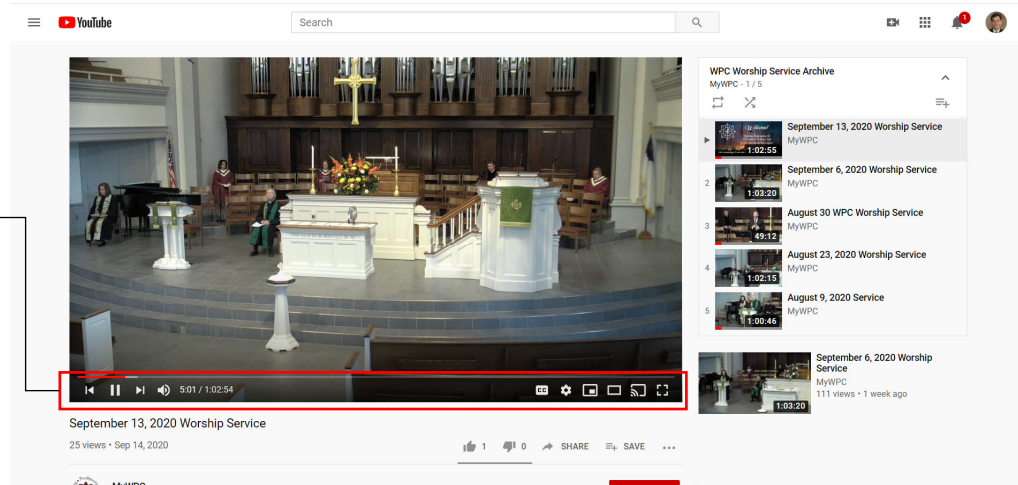


The archive of past worship services.

The service “now playing” in the **REPLAY** window is highlighted in darker gray. To view another service, click on the service in the archive list.

YouTube enhancements!

Use mouse to move your cursor over (or touch) the LIVE window to cause the control menu to display at the bottom of the window.



LIVE and **REPLAY**

Stream to your TV using Chromecast

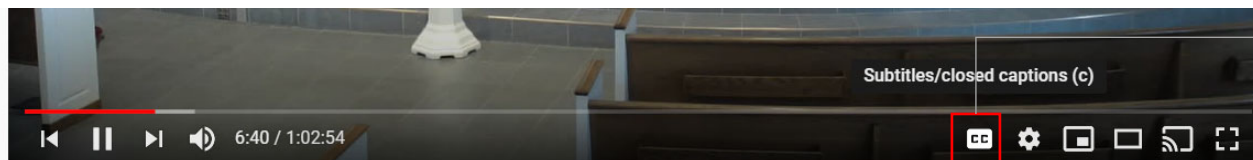
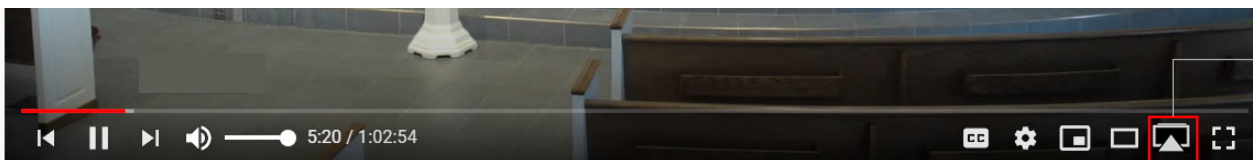
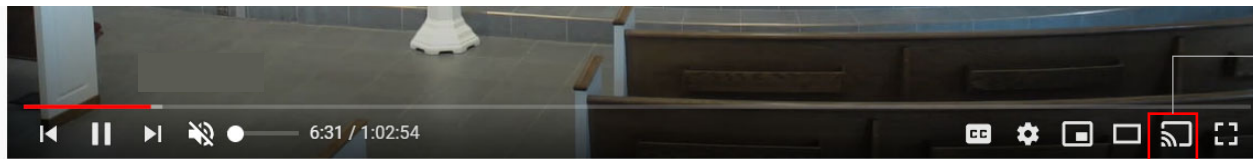
LIVE and **REPLAY**

Stream to your TV using Apple AirPlay

REPLAY only

View with Closed Captioning

Closed captioning on YouTube available by Monday morning.



Troubleshooting

Sound

Your sound level is controlled in two ways: (1) within the video itself; (2) by your device. [These controls are independent of each other.](#)

1. The video windows often launch muted. Check the speaker icon located at the bottom of the video window; if there is a line through the icon, click on it to **unmute** the sound. Some devices will allow you to also **change the volume** from within the video window. *[Refer to images on pages 3 and 5 for MyWPC or pages 7 and 8 for YouTube volume control.](#)*
2. Check your device sound level. You may need to **unmute your device or increase its volume** using the standard controls. These may include clicking on a speaker icon in your system tray at the bottom of your screen, or pressing the mute, increase (or decrease) volume function keys.

MyWPC LIVE stream buffering and network bandwidth

As you can suspect, there are many pathways and intersections between what is captured in our sanctuary and what you receive on your device. During times of high traffic, or when a network resource is not working properly, your video can become choppy (stop and start), paused or stop altogether. Here is what you can do to make it better:

1. Watch LIVE using our YouTube channel instead. *[Refer to page 2 to find the link to our YouTube channel for LIVE viewing.](#)*
2. Click on the settings little-gear icon located at the bottom of the video window. From the settings pop-up window, select a lower resolution stream. *[Refer to image on page 3 for MyWPC or page 7 for YouTube for video image resolution setting.](#)*
3. Wait until later and watch a replay of the service. *[Refer to the REPLAY instructions on page 4 for MyWPC or page 8 for YouTube.](#)*
4. Reset (turn off, wait 15 seconds, turn back on) your cable modem, router and devices, just to clear out any data that may be sitting in the buffers.
5. Call your internet service provider and report you are experiencing buffering issues when viewing live streaming video.
Note: a service charge may apply.

Watching LIVE or REPLAY via **YouTube** on a smartphone or tablet

For the best results, download and install the YouTube app on your smartphone or tablet. This should enable all the YouTube functions *[as shown on pages 6 through 9.](#)* Using the device browser to access YouTube will only provide limited function.

Need help?

Send an email message to helpdesk@mywpc.org.