

Watching Livestreamed events is a great way of keeping connected and we value your support in viewing our Live-Streamed Masses

Unfortunately a small number of viewers have had issues - this is everything from Telstra / internet provider stop working (this happened about a month ago where anybody watching Mass on Telstra lost it due to Telstra outage) but most commonly Issues with individual setups everything from the modem onwards including their devices there watching it on.

My suggestion would be that they do the following trouble shooting

Close and reopen your browser/app. Use chrome if possible.

If no audio, click/touch on video window.

Run a dedicated speed Test. Telstra users <https://speedtest.telstra.com/support/test>

Check internet connection – go to YouTube and see if you get video and audio.

Hot spot from another internet connection – eg turn Wi-Fi off and connect via hotspot

Reboot / turn on and off your device

Use another device

Reboot your modem

Finally if all fails we keep an archive of each Mass on the main page so you can check back in and watch at your convenience or even use it to repeat a homily.