



Preston Hollow Presbyterian Church

PHPC Live Streaming Troubleshooting

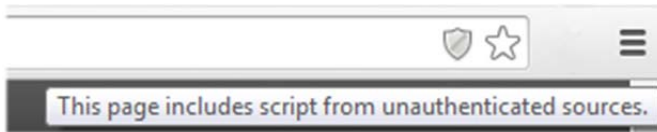
If you are having trouble viewing our live stream of the 9:30 and 11 a.m. services, here are some troubleshooting tips that may help you have the best viewing experience.

1. A blank screen on [phpc.org/livefeed](https://www.phpc.org/livefeed)

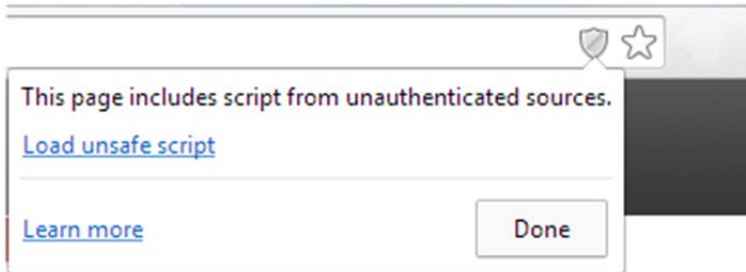
If the live stream window does not appear on the page and only a blank window appears, your web browser may be blocking the live stream plug-in.

The screenshot shows a web browser window displaying the website for Preston Hollow Presbyterian Church. The address bar shows the URL <https://www.phpc.org/index.cfm/PageID/1680/index.html>. The page features a dark red navigation bar with links for Home, About Us, Worship, Events, Ministries, and Outreach. A sidebar on the left contains a 'Media' section with links to Sermon Archives and Podcasts, Live Streaming, Radio Broadcast, Facebook Pages, Library, and Videos. The main content area is titled 'Live Streaming' and includes a welcome message: 'Welcome to our new and improved live feed! When the service is in progress, you should be able to view it below. In addition to special services, we stream our 9:30 and 11 a.m. services every Sunday. Questions? Problems? Please email Rev. Dr. Paul Seelman at pseelman@phpc.org'. Below this is a 'Guestbook' section with a form for entering a name, labeled '(*) Name:'. At the bottom of the page, there is a logo for the 'Preston Hollow Presbyterian Church FOUNDATION' with a note: 'Support for our live broadcasts was generously provided by the Preston Hollow Presbyterian Church Foundation.'

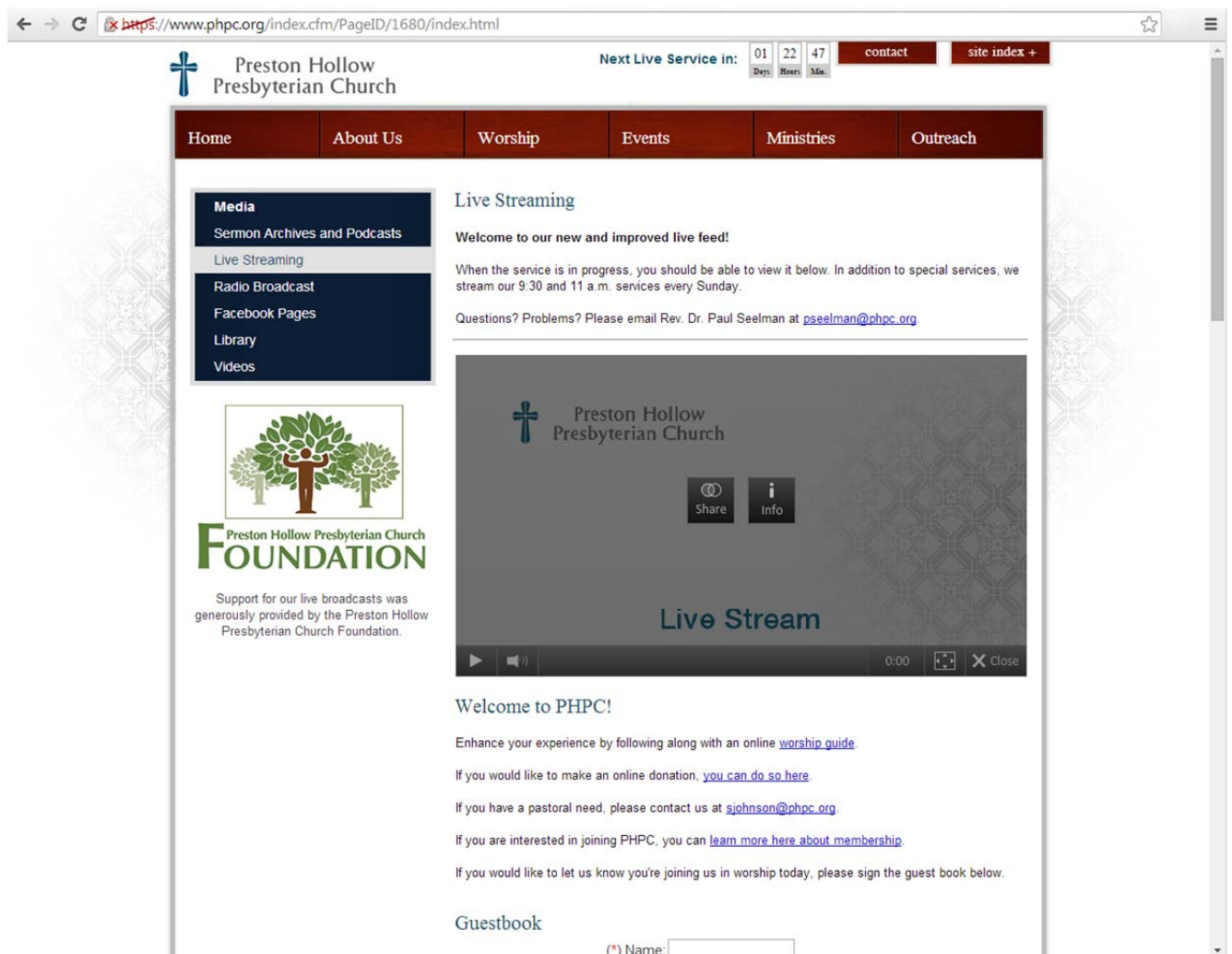
In Google Chrome (recommended), you'll need to unlock the browser in order for the live streaming window to appear. To do this, click on the small, grey shield symbol in the right hand corner on your command line. (see below)



Click the shield symbol. This will prompt you with a message to load the script.

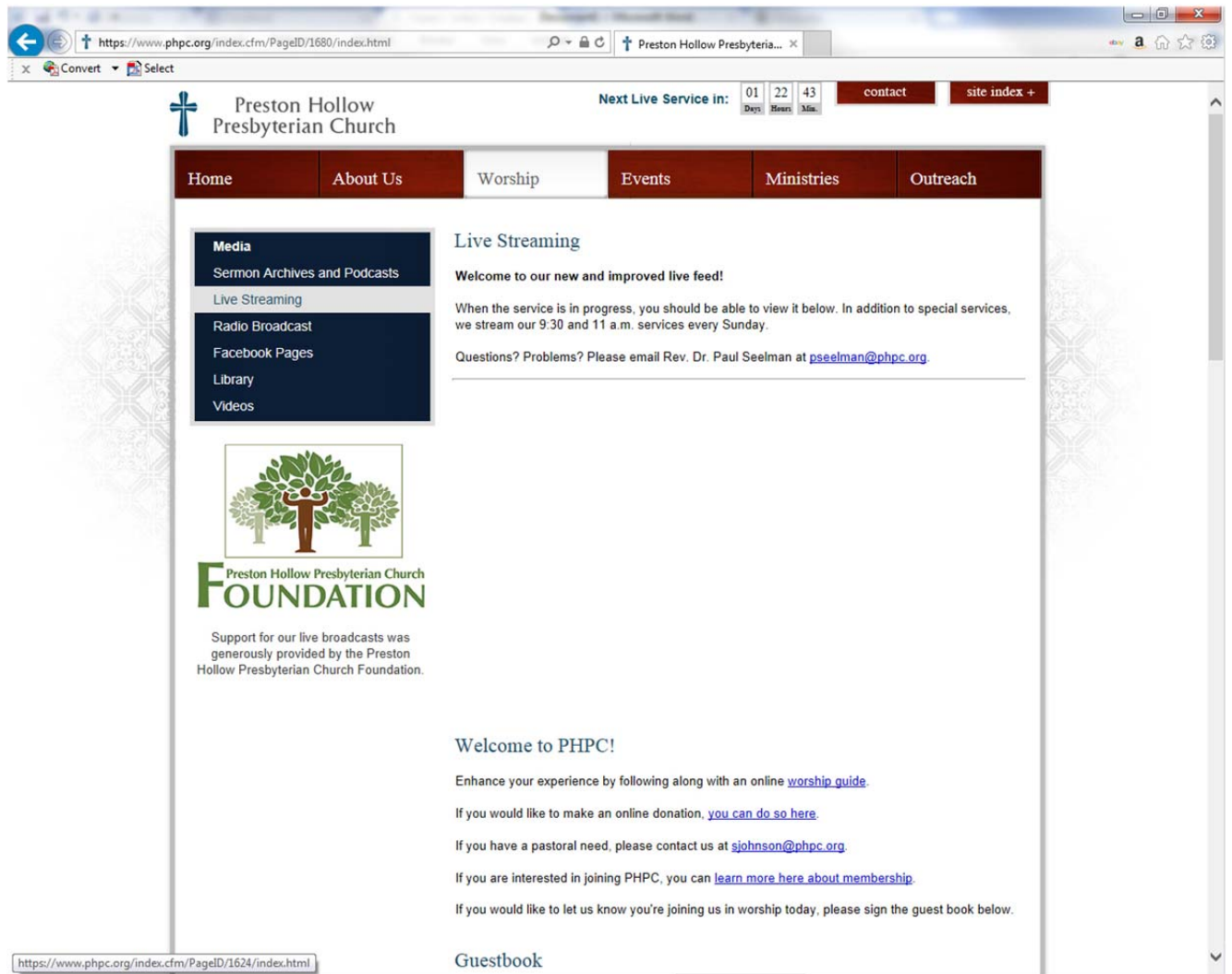


Click [Load unsafe script](#). Note: the script is safe. This error occurs because the plug-in for streaming is from another website and not phpc.org.



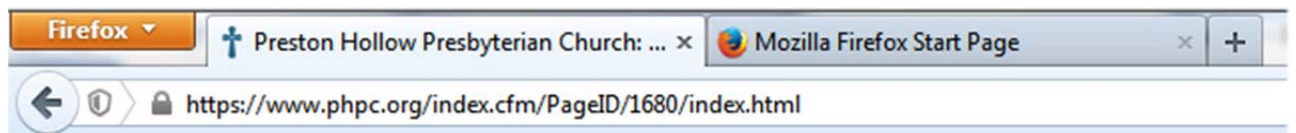
The live stream should reappear after selecting the option.

In Internet Explorer/Firefox



The screenshot shows a web browser window displaying the website for Preston Hollow Presbyterian Church. The browser's address bar shows the URL <https://www.phpc.org/index.cfm/PageID/1680/index.html>. The website header includes the church's name, a logo, and a "Next Live Service in:" timer showing 01 Day, 22 Hours, and 43 Minutes. A navigation menu contains links for Home, About Us, Worship, Events, Ministries, and Outreach. A left sidebar lists Media options: Sermon Archives and Podcasts, Live Streaming, Radio Broadcast, Facebook Pages, Library, and Videos. The main content area features a "Live Streaming" section with a welcome message and instructions on how to view the live feed. Below this is a logo for the Preston Hollow Presbyterian Church Foundation, which provides support for live broadcasts. Further down, there is a "Welcome to PHPC!" section with links for a worship guide, online donations, pastoral needs, and membership information. A "Guestbook" link is located at the bottom of the page.

If you are getting a blank screen in Internet Explorer or Mozilla Firefox, click you command line at the top of your browser.



The screenshot shows the browser's address bar with the URL <https://www.phpc.org/index.cfm/PageID/1680/index.html>. The browser is identified as Firefox. The address bar contains navigation icons (back, forward, home, search) and a lock icon indicating a secure connection.

You should see the website begin with <https://>. Simply delete the s in <https://> and press Enter.

http://www.phpc.org/index.cfm/PageID/1680/index.html


Preston Hollow Presbyterian Church

Next Live Service in: 01 22 36
Days Hours Min.

contact site index +

Home About Us Worship Events Ministries Outreach

Media
Sermon Archives and Podcasts
Live Streaming
Radio Broadcast
Facebook Pages
Library
Videos

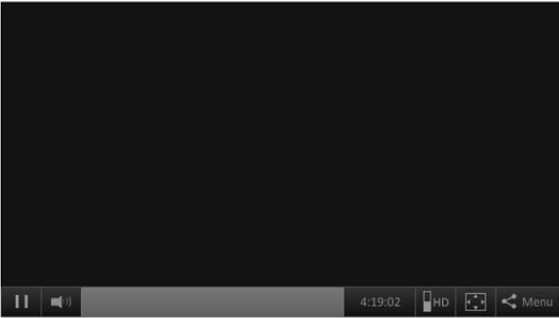

**Preston Hollow Presbyterian Church
FOUNDATION**
Support for our live broadcasts was
generously provided by the Preston
Hollow Presbyterian Church Foundation.

Live Streaming

Welcome to our new and improved live feed!

When the service is in progress, you should be able to view it below. In addition to special services, we stream our 9:30 and 11 a.m. services every Sunday.

Questions? Problems? Please email Rev. Dr. Paul Seelman at pseelman@phpc.org.



4:19:02 HD Menu

Welcome to PHPC!

Enhance your experience by following along with an online [worship guide](#).

If you would like to make an online donation, [you can do so here](#).

If you have a pastoral need, please contact us at sjohnson@phpc.org.

If you are interested in joining PHPC, you can [learn more here about membership](#).

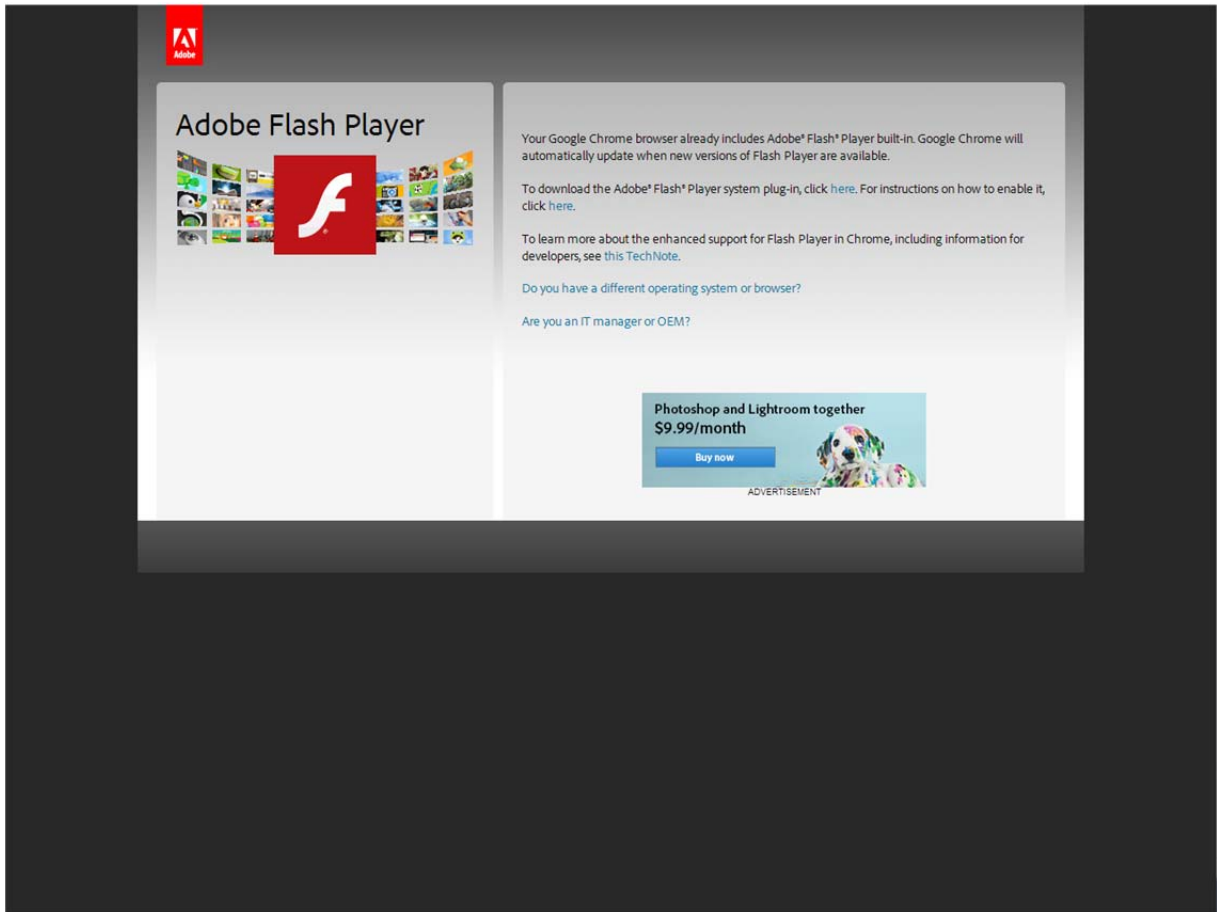
If you would like to let us know you're joining us in worship today, please sign the guest book below.

Guestbook

The live stream window should reappear.

2. Adobe Flash Player is out of date.

If you receive an error message that says your Adobe Flash Player is out of date, please visit <http://get.adobe.com/flashplayer/> and follow the installation instructions.



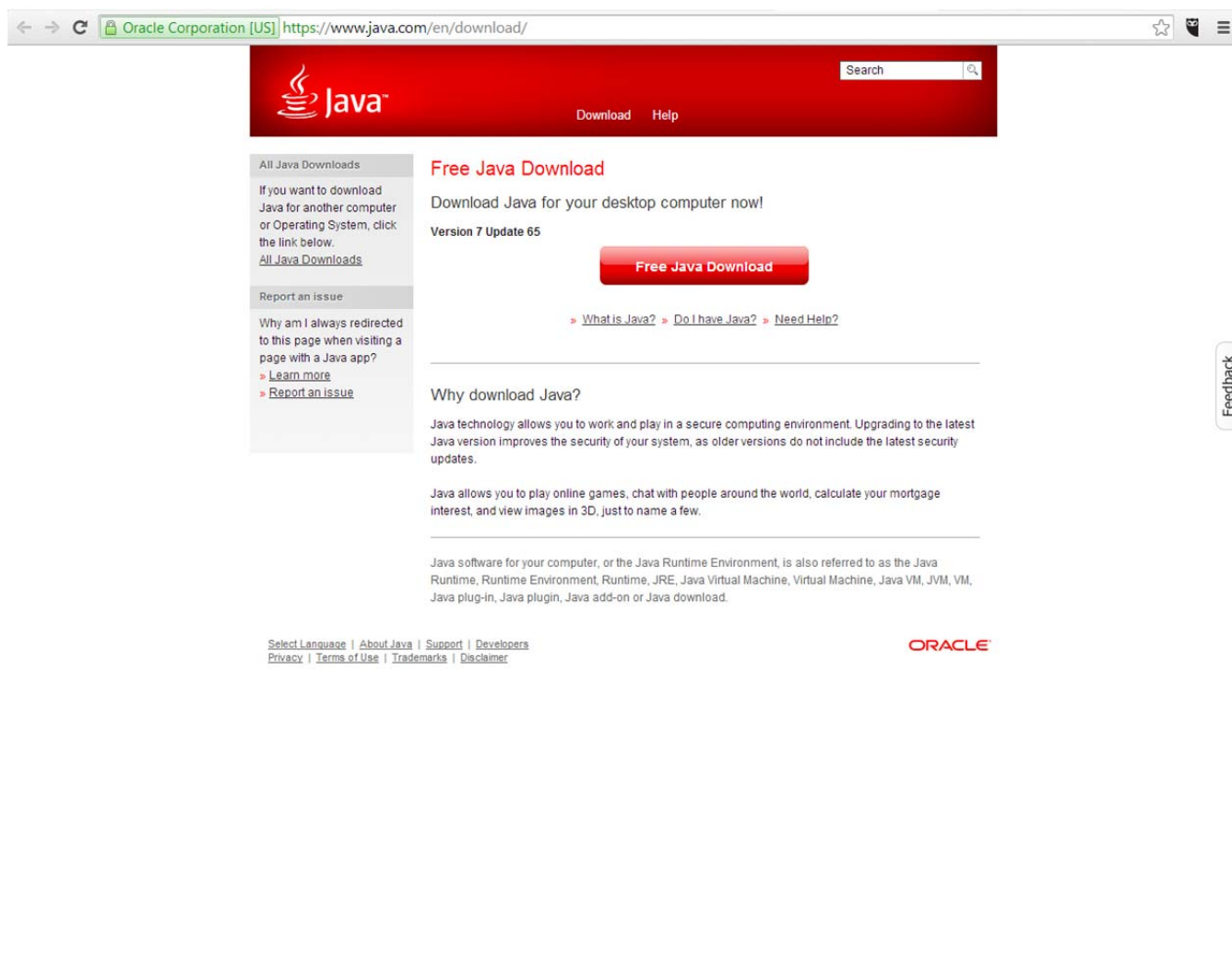
The screenshot shows the Adobe Flash Player download page. At the top left is the Adobe logo. The main heading is "Adobe Flash Player" with a large red "f" logo and a collage of small images. Below the heading, there are three columns of text:

- Column 1: "Your Google Chrome browser already includes Adobe® Flash® Player built-in. Google Chrome will automatically update when new versions of Flash Player are available."
- Column 2: "To download the Adobe® Flash® Player system plug-in, click [here](#). For instructions on how to enable it, click [here](#)."
- Column 3: "To learn more about the enhanced support for Flash Player in Chrome, including information for developers, see [this TechNote](#)."

Below the text, there are two links: "Do you have a different operating system or browser?" and "Are you an IT manager or OEM?". At the bottom right, there is an advertisement for Adobe Photoshop and Lightroom, featuring a dog's face and the text "Photoshop and Lightroom together \$9.99/month" and a "Buy now" button. The word "ADVERTISEMENT" is written in small letters below the ad.

3. Java plug-in in out of date.

If you receive an error message that says your Java plug-in is out of date, please visit <https://www.java.com/en/download/> and follow the installation instructions.



The screenshot shows the Oracle Java download page in a web browser. The browser's address bar displays "Oracle Corporation [US] https://www.java.com/en/download/". The page features a red header with the Java logo and navigation links for "Download" and "Help". A search bar is located in the top right corner of the header. The main content area is divided into a left sidebar and a main section. The sidebar contains links for "All Java Downloads", "Report an issue", and "Why am I always redirected to this page when visiting a page with a Java app?". The main section is titled "Free Java Download" and includes a sub-heading "Download Java for your desktop computer now!". Below this, it specifies "Version 7 Update 65" and features a prominent red button labeled "Free Java Download". Underneath the button are links for "What is Java?", "Do I have Java?", and "Need Help?". A section titled "Why download Java?" explains the benefits of updating to the latest version for security and functionality. At the bottom of the page, there are links for "Select Language", "About Java", "Support", "Developers", "Privacy", "Terms of Use", "Trademarks", and "Disclaimer", along with the Oracle logo.