



Please try these quick troubleshooting steps that solve the most common issues:

- If the webpage is not loading, the video is not playing, or the audio and video are out of sync, simply refresh the page or try opening it in a different browser — Chrome usually works best.
- If you have no sound, make sure your device volume is turned up and that the volume slider on the video player is not muted.
- If captions or subtitles are not showing, look for the “CC” button at the bottom of the player and click it, or click the gear icon and turn subtitles on there.
- For full screen, click the four-arrow icon on the player. On mobile, you may first need to tap the arrow to expand the controls and then click the four-arrow icon.
- You can scroll back up to four hours in the live stream by dragging the gold progress bar.
- Most session videos become available for replay at the bottom of the livestream page about 15 to 20 minutes after each session ends.

If you’ve tried these steps and are still having trouble, please send an email to blendedandblessed@familylife.com or chat with our team on the livestream page.