

When it breaks, mid-service

FLOWCHART

Something's wrong and the service is live. This is the doc you grab. Find your problem on the pages that follow, start at the blue box, and work down. Before any of that, two things.

Before you touch anything

Change one thing at a time

Don't start flipping switches at random. Change one thing, then check. Panic-fiddling turns one problem into three, and now you don't know which change did what.

Check the most basic thing first

Is it powered, plugged in, connected and unmuted. Most disasters are a loose cable or a muted channel. Start there, every time, before anything clever.

How the flows work

START HERE

The blue box is your symptom. Begin at the top.



1 Each numbered check asks one question

A GREEN BOX

is your fix. Do this, and you're likely done.

A PLAIN BOX

sends you on. Drop down to the next check below.



IF NOTHING WORKED

The dashed box at the end of each flow tells you what to do when none of the checks fixed it.

No sound on the stream

People can see the service, but they can't hear it.

SYMPTOM

The stream is live, but there's no sound online.



1 Is there sound in the room too, on the speakers?

IF NO

It's silent everywhere, so the problem is before the desk. Turn the speaking mic on, unmute it, and bring its channel up.

IF YES

The room is fine, so the sound isn't reaching the stream. Drop to check 2.



2 Is the broadcast mix, the send that feeds the stream, muted or down?

IF YES

That's it. Unmute the broadcast send and bring it up. This is the mix that feeds the stream, separate from the room.

IF NO

The send is up but not arriving. Drop to check 3.



3 Is the streaming software's audio set to the desk feed, and the cable connected?

IF NO

Reconnect the audio cable from desk to computer, and pick that input as the audio source in the software.

IF YES

The connection has likely dropped. Restart the audio device, or the streaming software, and check its master isn't muted.



IF NOTHING WORKED

Fall back to one known-good mic straight into the computer, so the people at home hear something clean while you rebuild the proper feed.

No picture on the stream

The stream is live, but the picture is black, or frozen on one frame.

SYMPTOM

The stream is up, but there's no live picture.



1 Is the camera on, with a live picture on a monitor at the desk?

IF NO

The camera is off, asleep, or unplugged. Wake it, and check the cable from the camera to the capture device.

IF YES

The camera is fine, so the picture is lost after it. Drop to check 2.



2 Is the capture device, which brings the picture into the computer, connected and recognised?

IF NO

Reseat its cable at both ends, and reconnect it to the computer so it's picked up again.

IF YES

Drop to check 3.



3 In the streaming software, is the camera added to the scene and showing in preview?

IF NO

Add the camera source to the scene, or make its layer visible. It may just be hidden.

IF YES

Preview is fine but the stream is black, so the stream has stalled. Stop and restart the stream.



IF NOTHING WORKED

Put up a holding slide or cut to one known-good camera, restart the stream, and rebuild the full setup once you're live again.

The stream won't start

You've pressed go live, but it won't start, or it throws an error.

SYMPTOM

Go live is pressed, but the stream won't begin.



1 Is the internet working? Can the computer load a normal web page?

IF NO

It's an internet problem. Check the cable and the router, and make sure you're on the wired connection, not wifi.

IF YES

The internet is up, so it's the link to the platform. Drop to check 2.



2 Is the stream key, the code linking your software to your channel, entered and current?

IF NO OR UNSURE

Copy the current stream key from your platform and paste it into the software. Old keys quietly stop working.

IF YES

Drop to check 3.



3 Is the software warning about the connection, the bitrate, or dropped frames?

IF YES

The connection can't carry the current setting. Lower the streaming quality and try again.

IF NO

Open or set up the live event on the platform's side, then restart the streaming software and try once more.



IF NOTHING WORKED

Go live from a phone on the same channel as a backup, so the service reaches people, and fix the main path calmly afterwards.

It keeps buffering or dropping

Viewers say the stream keeps freezing, buffering, or cutting out.

SYMPTOM

The stream keeps stalling for the people watching.



1 Is it happening to everyone, or just one viewer?

JUST ONE

It's that viewer's own connection, not yours. There's nothing to fix at the desk.

EVERYONE

It's coming from your end. Drop to check 2.



2 Is the streaming computer on a wired connection, or on wifi?

ON WIFI

Move it to a wired connection. Wifi drops under load and is the usual cause of this.

ON A WIRE

Drop to check 3.



3 Is anything else heavy using the same internet? Downloads, other devices, other streams?

IF YES

Stop the other heavy use during the service, or give the stream its own connection to itself.

IF NO

Your upload just can't keep up. Lower the streaming quality, then stop and restart the stream.



IF NOTHING WORKED

Lower the quality further. A steady, lower-quality stream that holds is always better than a sharp one that keeps freezing.

The sound is there but bad

There is sound on the stream, but it's distorted, thin, or echoing.

SYMPTOM

The stream has sound, but it doesn't sound right.



1 Is it distorting, harsh or crackling?

IF YES

Something is too loud and clipping. Pull the gain, then the level, down until the meters stop hitting the top.

IF NO

Drop to check 2.



2 Is it thin and distant, like it's coming from across the room?

IF YES

The stream is likely using a camera's mic, not the desk. Feed clean audio from the desk to the streaming computer instead.

IF NO

Drop to check 3.



3 Is there an echo, with everything doubled a beat late?

IF YES

The stream's sound is getting back into the room, or a phone nearby is playing it. Move phones away from mics, and keep the stream's return out of the room.

IF NO

One source is out of balance. Fix it on the broadcast mix that feeds the stream, not the room mix, and check it on headphones from the desk.



GOING DEEPER

For anything beyond a live fix, the Livestream Audio Guide in this set covers the why behind all of these, and how to stop them coming back.

When nothing worked

When a flow runs out, you have one job: get something to the people watching, even if it isn't perfect. A holding slide with a short message. A single phone streaming just the audio. A note that you'll be back in five minutes. Then rebuild calmly. A stream that says "back shortly" is far better than a black screen and silence.

The calm is part of the fix

Half of troubleshooting live is not panicking. The people watching take their cue from how the service handles a wobble. Put up a holding screen, breathe, and work the problem one step at a time. Most things that feel like a disaster are a loose cable or a dropped connection, and they're two minutes from fixed.

Fewer things that can break

The real fix happens before Sunday. Every flow in here points back to the same handful of causes: a muted channel, a loose cable, a wifi connection, an overloaded machine. Wire what matters, give the big jobs their own machines, and run the pre-service checklist. A calm Sunday is built on a boring, dependable setup.

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The fewer things that can break, the calmer your Sundays. And once the service is out clean, turning it into clips is the easy part. **reeluse.com**