

## Assumption Cathedral Live Streaming Frequently Asked Questions (FAQs)

### **UPDATED 6/21/21**

For some time streaming of our services has been a goal of the Cathedral and the Technology Committee, to provide those who are unable to attend services in person the ability to participate. With recent upgrades to our internet connectivity we took steps in that direction. And our plans included expansion of wireless access inside the Cathedral and installation of audio/video equipment for streaming.

With COVID-19, the Technology Committee had to move **quickly** to provide **basic** streaming service, installing and configuration equipment in one week. We continue to work on improvements including better audio and additional cameras.

During unprecedented times we are doing all that we can to keep the faithful engaged as best possible.

### **When will you be broadcasting services?**

To know when a stream is going to occur please read the weekly bulletin that is being sent out from the church office that will have a list of all services currently offered streaming. If you are not part of the parish wide emails please email the church office at [info@assumptioncathedral.org](mailto:info@assumptioncathedral.org) to request being added to the list.

### **Why are you not zooming into the royal gates?**

The camera setup for our Cathedral is unmanned and allows for minimal interaction by the technology committee and priests during services. The camera zoom for the service will normally be set to show the Platitera & Solea, allowing the faithful to see and recognize our church. Those views provide a wide angle viewing of the beauty of our Cathedral home. Additional cameras may be setup in the future.

### **Why does the audio have so much echo or seemed distorted?**

The echo has been corrected; sound is being taken directly from the Cathedral's sound system. This new setup will have at times some distortion when the chanting of the services becomes a bit loud. This is normal and will be **addressed** later when new microphones are installed later this year.

### **Where can I watch streaming of the services?**

Services will now be streamed on both Facebook and YouTube.

- To watch on **Facebook**, if you are on Facebook, go to the Assumption of the Theotokos Greek Orthodox Metropolis Cathedral of Denver page, and watch the live stream on the page. You can set up notifications to be made aware of when the live stream begins. You do not need to be a Facebook user to watch the live stream. In order to watch the livestream while not being a Facebook user, simply navigate to this link within your browser on your PC/Phone/Tablet:  
<https://www.facebook.com/AssumptionTheotokosMetropolisCathedralDenver>

- To watch on **YouTube** (you do NOT have to log into or join YouTube) within your browser on your PC/Phone/Tablet navigate to this link  
<https://www.youtube.com/user/TheotokosDenver>

### **I'm not a Facebook user, how can I join?**

Go to <https://www.facebook.com/help/188157731232424?helpref=topg> for instructions. We recommend becoming familiar with privacy settings and dual authentication (using your phone to get codes to log in).

### **Do I have to join Facebook?**

**NO.** From the internet browser on your PC, phone or tablet go to our Facebook page <https://www.facebook.com/AssumptionTheotokosMetropolisCathedralDenver> and scroll down to the VIDEO section when a live stream is occurring. To know when a stream is going to occur please read the weekly bulletin that is being sent out from the church office that will have a list of all services currently offered streaming. If you are not part of the parish wide emails please email the church office at [info@assumptioncathedral.org](mailto:info@assumptioncathedral.org) to request being added to the list.

### **I am not a YouTube user; how can I subscribe to be notified of streams/services?**

You will need to have a Google account to be able to sign into YouTube. However, you don't need to have a Gmail account to have a Google account. You can certainly watch YouTube without signing in, but will not be notified of services starting. To subscribe to our channel, watch this video to learn how to subscribe to a channel  
<https://www.youtube.com/watch?v=xV6aWmLr4ZA>

### **It's hard to see and hear on my phone or tablet, what other options are there?**

If you have a "smart tv" you may be able to download the Facebook app. If not, you can use a streaming device like Apple TV, Fire TV, or Chromecast. You can download the Facebook Watch app on such a device OR you can AirPlay/Cast the video from your phone or tablet to the TV. You WILL need to be part of Facebook to connect to some of these "smart tv" platforms, more information at  
<https://www.facebook.com/help/1871313656439201>.

### **What can I do to stay more connected?**

Like our Facebook page for the Cathedral at <https://www.facebook.com/AssumptionTheotokosMetropolisCathedralDenver> and turn on notifications so you know when services are being broadcast. We will be posting our Sunday Bulletin there as well as via the email lists. If you would like to be added to our parish-wide email broadcasts, send a note to [info@assumptioncathedral.org](mailto:info@assumptioncathedral.org). Also please share our page and broadcasts to family and friends. We also now have an Instagram page where you can follow us as well, our page is [@assumptioncathedraldenver](https://www.instagram.com/assumptioncathedraldenver/) and can be found here <https://www.instagram.com/assumptioncathedraldenver/> we will NOT be streaming to this account only our Facebook and YouTube channels will have streaming of services.

You can view more information about our Cathedral at <http://www.assumptioncathedral.org>.

The Greek Orthodox Archdiocese Daily Readings app can be found at <https://www.goarch.org/-/daily-reading-app>.

**DISCLAIMER**

Both of our streaming platforms (Facebook and YouTube) are free services provided by them to their users. There may instances where their platforms may be unavailable to us as we stream a service, or to you on your devices. The Cathedral is unable to ensure that we have 100% uptime based on their practices, internet outages or other issues that are outside our control. We appreciate your understanding.