

## **FAQ for Teleconference**

### **Please mute your phone!**

- Everyone on the line, or even in San Juan can hear you eating your Rice Krispies if **you don't mute your line**. Or everyone can hear your TV in the other room, or your conversation with your family, friends, and pooches in the room, or the public place you're sitting in.
- If you don't mute yourself, you may be unknowingly speaking to 50 other people on the teleconference line when you chat with your friend, or comment about someone. Since only one person can speak at a time on the teleconference, and many want to, it helps to keep it short and sweet as fudge brownies! Many may be waiting their turn to speak. Hopefully you're comfortable that everything you say wouldn't make Jesus blush!

### **Q: What do I do if I hear noise or distortion on the line?**

- Hang up and dial in again.
- Check interference coming from inside your house caused by appliances such as refrigerators, microwaves, radios, TVs, or electronic devices like bug repellers -- any high-tech product that is either near your phone or plugged into the same circuit as your phone. Interference can also be caused by steel building construction or faulty wiring in your building.
- Either move your phone or turn off the interfering devices or appliances.
- Move to a different location in your house -- or go outside to see if reception improves.
- Use a landline phone rather than a cell phone, speaker phone, cordless extension or headset.
- Set your hearing aid, pacemaker, etc., to a different frequency.
- Call in on our alternate number: (559) 726-1300, then enter access code: 332950#
- If you continue to have problems and/or think other callers might hearing the same distortion you are, email the church at [admin@csinsanjuancapistrano.com](mailto:admin@csinsanjuancapistrano.com) (**Subject line: Attention A/V Club**) or call the church at (949) 443-2537 and leave a message on voicemail. Someone will get back with you as soon as possible.

### **Q: What do I do if I'm disconnected from the service?**

- Call in again.
- If all the phones are disconnected from the room, wait for the church to reconnect to the teleconference line.

### **Q: What do I do if my call is declined?**

- Try again, and keep trying, until you *do* get through. You will!

### **Q: What do I do if the music is unclear?**

- The quality of music heard through a phone line will never be as clear as it would be when heard live or over the Internet. If you have Internet service, you can connect to our services via Skype. See our website ([www.csinsanjuancapistrano.com](http://www.csinsanjuancapistrano.com)) homepage for the Skype number.

### **Q: How do I find the program for the Sunday church service?**

- Go to our website ([www.csinsanjuancapistrano.com](http://www.csinsanjuancapistrano.com)) and click on the PROGRAM tab at the left. You'll find the program, including hymns, Scriptural Selection, solos, benedictions, announcements, etc., plus any separate song sheets we might be singing from that day.

## **FAQ for Skype**

### **Q: What do I do to join the chatroom?**

- Be sure that your Skype and computer privacy settings allow for us to connect with you for chat. The Skype host will then add you to the chatroom. For more instructions on how to set up Skype, email [admin@csinsanjuancapistrano.com](mailto:admin@csinsanjuancapistrano.com) (Subject line: Attention A/V Club) and you will be emailed the steps to take.

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**Enjoy the services of our church-without-walls.**