

The Ethics Centre presents

FESTIVAL OF DANGEROUS IDEAS



SYDNEY
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LIVESTREAM HELP - TROUBLESHOOTING COMMON ISSUES

WATCHING THE LIVESTREAM

1. You can access the livestream by clicking the URL included in your ticket.
2. The stream is best viewed in the Google Chrome browser, ideally on a television or desktop device.
3. The link is live at the time of the session (AEST) and available on demand for up to 14 days after the initial broadcast.

It may take up to 10 seconds for the video to appear in the preview area after the stream starts – this is normal.

TROUBLESHOOTING STEPS

If your stream is buffering, dropping frames or won't load, work through the following steps in order.

1. Check your device

Use a laptop or desktop computer to stream the session. Tablets and smartphones are more likely to have playback issues.

2. Refresh the page

Sometimes a simple reload of the stream URL clears a loading glitch.

3. Check your bandwidth

A network speed of 10Mbps or higher is required to stream even the lowest playback quality (240p). Bandwidth can fluctuate, especially on Wi-Fi or cellular networks.

Use [this speed test](#) to check your internet speed at the time of the issue.

4. Disable browser extensions, plugins, or add-ons

Third-party browser tools can cause blocked video segments, dropped frames, or buffering. Disable active extensions one by one to find the culprit, or open the stream in an incognito/private window to test.

5. Restart your router and modem

Unplug the power cord from both devices, wait a moment, then reconnect. This hard reboot refreshes your connection and can improve playback.

6. Update your browser

Make sure you're running the latest version of your browser. Check browsehappy.com for the current version of each major browser.

7. Close excess browser tabs or applications

Too many open tabs or apps can slow everything down, including video playback. Fully close background apps rather than just minimising them – this is especially easy to overlook on mobile devices.

8. Clear your browser's cache

Clearing your cache resolves a wide range of playback issues.

9. Disable or enable hardware acceleration

Hardware acceleration improves performance but can conflict with older graphics cards. Try toggling this setting in your browser preferences to see if it helps.

10. Check your firewall settings

Confirm that RTMPS is allowed through your firewall.

11. Switch to Google Chrome

If you're going live from your own computer (e.g. as a speaker or host), use Google Chrome – it offers the most reliable performance for streaming.

STILL EXPERIENCING ISSUES?

If problems persist after trying the steps above, contact our team at boxoffice@festivalofdangerousideas.com and we'll help you get sorted.
