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**STREAMING FREQUENTLY ASKED QUESTIONS**

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**How do I watch this Riverside Theatres Digital performance?**

This performance can be streamed live from Riverside Theatres into your home. Click the image link on your ticket, which will open the live stream in an internet browser on your computer or device (e.g. Internet Explorer, Google Chrome, Microsoft Edge, Safari). Once the performance is ready to start, the stream will start automatically.

**Can I watch this performance at any time?**

No – this performance will be streamed totally live, and once only, at 5pm on the date listed above. Riverside Theatres Digital will be bringing the theatre to your living room, so make sure you are set up and ready to go in time for the performance to start.

**What devices can I watch this performance on?**

You can view this Riverside Theatres Digital performance on any device capable of opening the above YouTube link. This includes computers, tablets and mobile phones.

If you have a Google Chromecast or a compatible Smart TV, you will also be able to cast this performance to your TV using the  button on the stream link above from your mobile device.

If the  symbol doesn't appear you may need to download the YouTube app onto your device.

If you are an Apple TV user, you can share the stream via AirPlay using the  button from your Mac, iPhone or iPad.

**How do I make this video larger?**

By default the stream will open in a standard YouTube window, which reduces it to a smaller size on your screen. To get the best viewing experience possible, select the  button in the bottom right hand corner of the video to have it fill your whole screen.

**I can't hear any sound in this video, or it is too quiet...**

Make sure that any speakers you are using to view the performance are connected, or that your device's volume is not on silent, and is set up to a suitable volume.

If you are watching from a computer, make sure your YouTube player volume is set to 100%. Hover over the volume button - which will look like either  or  - and slide the volume slider that appears all the way to the right, like this: 

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## **TROUBLESHOOTING**

### **Q - The screen is pixelated, too blurry, too slow or keeps freezing**

#### **A – Try the following steps:**

1. Refresh your browser or you may need to upgrade to the most recent version of your browser. These could be Google Chrome, Internet Explorer etc.
2. Close all unnecessary applications and tabs, which may be running on your computer or smart device.
3. Check your internet speed. You will need about 10-15Mbps (megabits per second) to get a clear unblurred picture. You can check your connection speed, (from the device you are streaming from) here <https://speedtest.telstra.com/> . Please remember that if you are sharing Wi-Fi with another user in the household, any other internet activity will also effect this (eg. using Netflix or online gaming). To keep the picture clearer, just have your streaming device running while you watch and turn everything else off. If after all this you still have low Mbps, you may need to contact your internet provider to upgrade to faster speeds.
4. Try to keep your device as close to your modem as possible. If the device is far from the modem, it may slow the connection speed. For example if your modem is on the ground floor of your house and you try to watch your device from upstairs in your bedroom, the Wi-Fi signal will have to pass through walls, which may impair the speed.
5. If watching from a phone or computer using its own data such as 4G, this is often not as strong, fast or reliable as Wi-Fi and you may have issues with buffering and picture quality.
6. Check your internet provider has not scheduled maintenance on that day. You can usually check on their website to see if there has been any maintenance or outages.
7. Check your data limit. If you have passed your data limit, streaming will become very slow and may even stop. If so, contact your internet provider to add more data.
8. Try restarting your modem, router and streaming device. Try turning everything off and waiting 30 seconds and turning it on again.

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If you feel like you have tried everything and still need help please give us a call on **02 8839 3399** and we will try our best to help you.

We hope you enjoy your viewing experience.