



Welcome to the Doc Edge Virtual Cinema “How To Watch” Guide.

Table of Content

Click the title to go to the relevant page.

How to create an account	2
How to find a film	3
How to add a film to wishlist	4
How to rent a film	4
How to purchase festival passes	5
How to watch films	7
Doc Edge App - Your library on your mobile devices.	8
<i>Casting to TV from mobile app</i>	8
<i>How to find the app on Apple TV</i>	9
How to remove adblockers	10
How to cast on my TV	12
<i>Casting from smartphones</i>	12
<i>Using Chromecast</i>	12
<i>"Available for specific video sites" message</i>	12
No video / black screen but hearing sound	13
“Somebody cut the wrong wire!” Error Messages	13
Unsupported Browser Message	15
How to check browser version	16

If you need assistance, please email info@docedge.nz or phone 09 360 0329 and someone from the team will respond as soon as possible.

How to create an account

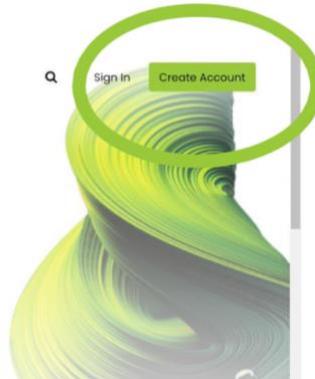
1. Go to our Virtual Cinema website <https://vc.docedge.nz>.
2. On the top right of the screen, click **Create Account**.



Home Feature Films A-Z Short Films A-Z Films By Category Ticket Info How to Fest FAQ [docedge.nz](#)

Welcome to Doc Edge Virtual Festival 2022 – bringing cinema to you at home.

The 17th Edition is now live. Tickets are available now. 112 films / 73 Features, 39 Shorts for 40 days / 1 June-10 July 2022. Enjoy the Festival.



3. A box like the one below will pop up asking for your details: *Name, Email Address, Password, Confirm Your Password, Birth Date, Gender (optional), Sign up for our free newsletter (optional)*.



Home Feature Films A-Z Short Films A-Z Films By Category Ticket Info How to Fest FAQ [docedge.nz](#)

Create New Account

[Already have an account? Sign in](#)

Name

Email address

Password

Confirm your password

Birth date

Day Month Year

Gender

Sign up for our free newsletter

I agree to all the [terms & conditions](#)

Q | Sign In [Create Account](#)

4. Click **Submit**.
5. You will see the home page again, but you will be signed in (see the person icon in the top



Feature Films A-Z Short Films A-Z Films By Category Ticket Info How to Fest FAQ [docedge.nz](#)

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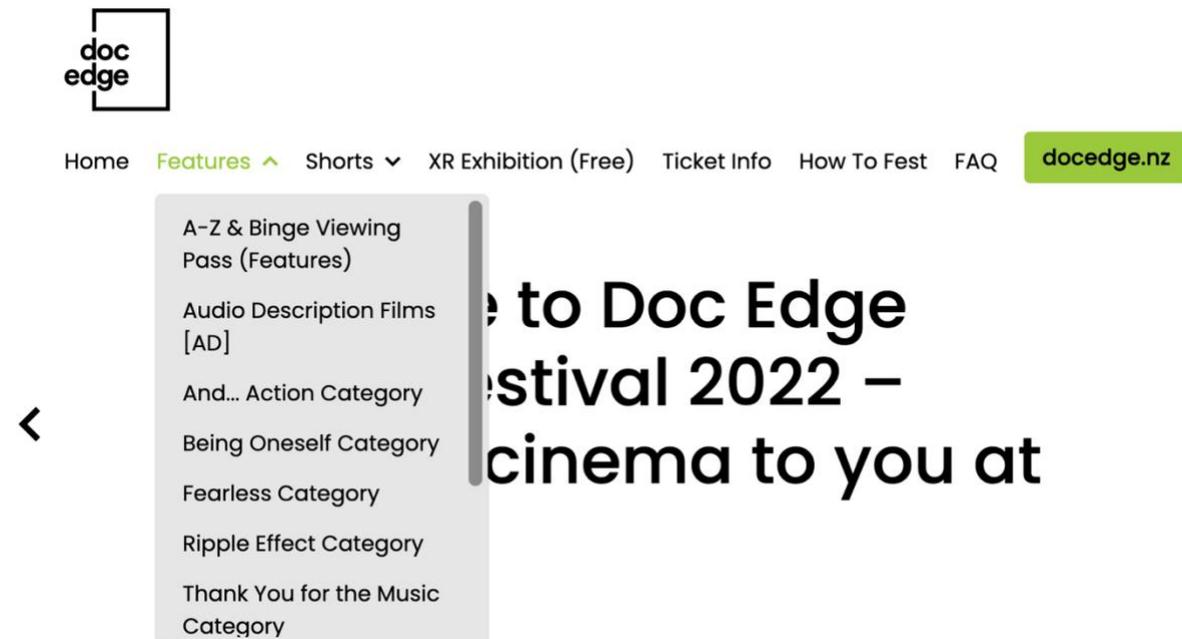


right).

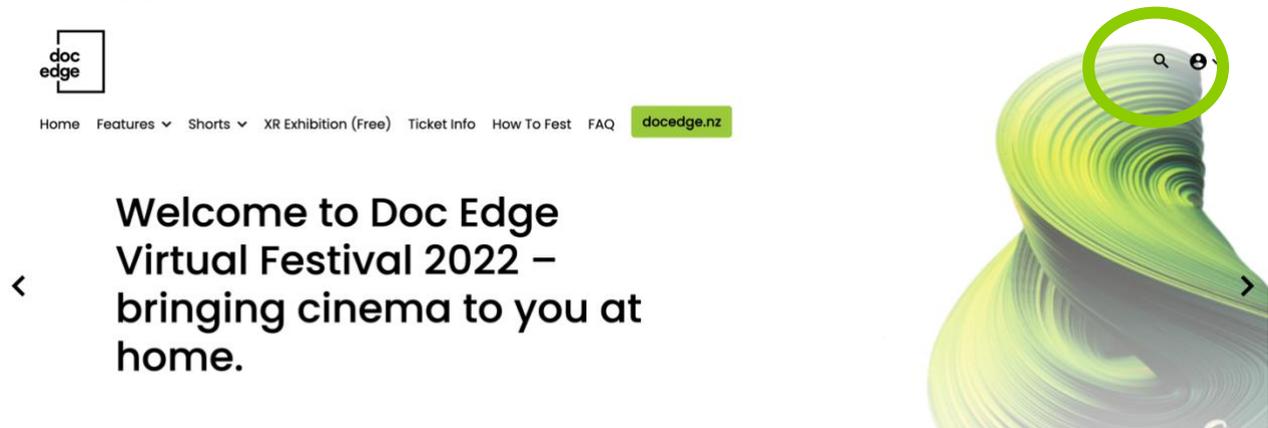
Please note, you will be sent an email from info@docedge.nz confirming you have created an account, but you do not need to open this email at this stage.

How to find a film

- a) Clicking on the categories we've created can help make your choice easier
- b) For full selection of films, click **A-Z & Binge Viewing Pass**

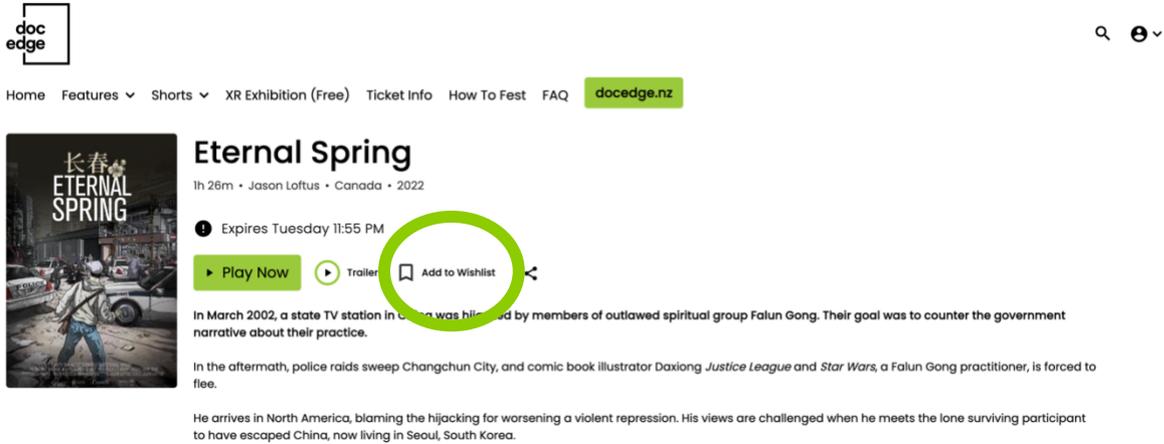


- c) Search by keyword in the top right, i.e. feature, New Zealand, crime, film title, director name etc.



How to add a film to wishlist

When browsing, you can add films you are interested in by clicking **Add to Wishlist**.



doc edge

Home Features ▾ Shorts ▾ XR Exhibition (Free) Ticket Info How To Fest FAQ docedge.nz

Eternal Spring

1h 26m • Jason Loftus • Canada • 2022

Expires Tuesday 11:55 PM

▶ Play Now Trailer **Add to Wishlist** ↗

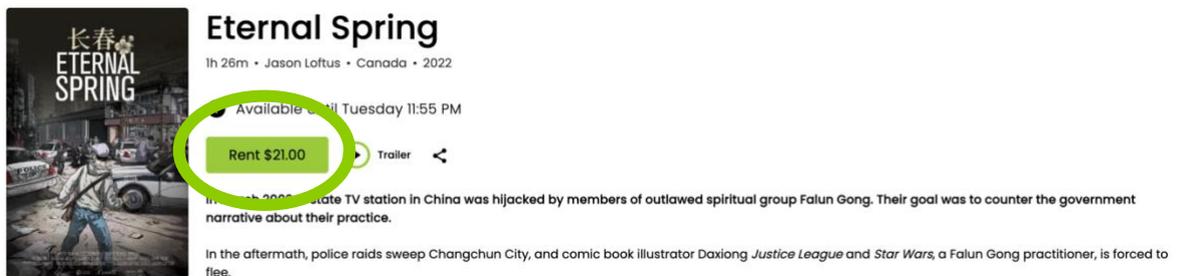
In March 2002, a state TV station in China was hijacked by members of outlawed spiritual group Falun Gong. Their goal was to counter the government narrative about their practice.

In the aftermath, police raids sweep Changchun City, and comic book illustrator Daxiong *Justice League* and *Star Wars*, a Falun Gong practitioner, is forced to flee.

He arrives in North America, blaming the hijacking for worsening a violent repression. His views are challenged when he meets the lone surviving participant to have escaped China, now living in Seoul, South Korea.

How to rent a film

1. Find the film you want to watch; Click the green **RENT \$21** button.



Eternal Spring

1h 26m • Jason Loftus • Canada • 2022

Available until Tuesday 11:55 PM

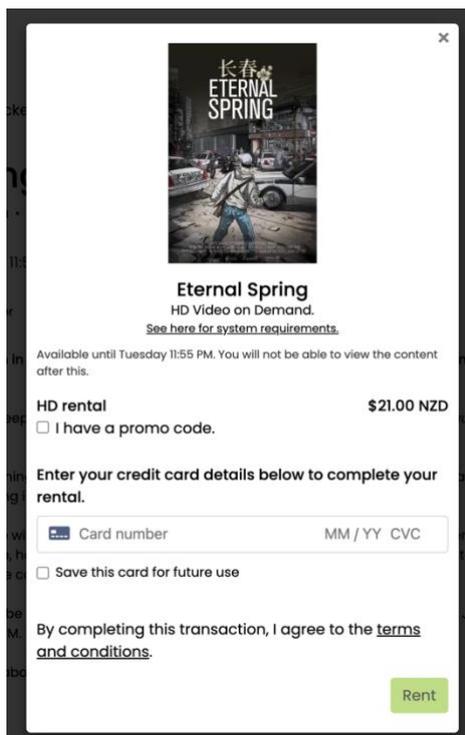
Rent \$21.00 Trailer ↗

In March 2002, a state TV station in China was hijacked by members of outlawed spiritual group Falun Gong. Their goal was to counter the government narrative about their practice.

In the aftermath, police raids sweep Changchun City, and comic book illustrator Daxiong *Justice League* and *Star Wars*, a Falun Gong practitioner, is forced to flee.

2. Enter your credit card details and click **Rent**.

If you have a promo code, tick the "I have a promo code" box. Enter your promo code and the discount will be applied.



Eternal Spring
HD Video on Demand.
[See here for system requirements.](#)

Available until Tuesday 11:55 PM. You will not be able to view the content after this.

HD rental **\$21.00 NZD**

I have a promo code.

Enter your credit card details below to complete your rental.

Card number MM / YY CVC

Save this card for future use

By completing this transaction, I agree to the [terms and conditions](#).

Rent

How to purchase festival passes

Festival Passes allow you access to a collection of films at a reduced overall price. They can be found on our home page, as seen below.

Binge Viewing Passes



Binge Viewing Pass (73 Films)



Short Film Pass (39 Films)



Matariki Collection (11 Films)

Category Viewing Passes - Feature Films



And... Action Pass Feature Passes (6 Films)



Being Oneself Features Pass (9 Films)



Fearless Features Pass (7 Films)

Clicking on one of these will take you to a page where you may purchase whichever pass you would like, in a process just like the rental process.

When purchasing a pass, you can select a **Binge Pass**, granting access to either every Short Film or every Feature Film. Otherwise, for a more specialised selection you can choose a **Category Pass** – granting access to a curated group of films or shorts linked by a common theme, as seen below:

Features

And... Action – Taking you behind the scenes of 6 of the world's most iconic films.

Being Oneself – Inspiring stories of 9 incredible people who have found who they really are.

Fearless – It takes guts, grit and determination to fight against the odds, and these 7 people have all of that in spades.

Ripple Effect – These 8 impact films will inspire you to take action.

Thank You for the Music – 7 stories about musicians you've never heard of, one hit wonders and the world's biggest superstars, all of whom helped shape the music industry and had an enormous impact on our lives.

Through Generations – 9 feature films about different generations and their intersecting lives.

True or False – Some stories are too unbelievable to be real...or are they? Here's 7 to get you thinking.

We are the World – From all over the globe, here are 12 universal stories that connect us to each other.

Work It – 8 feature films that show the changing nature of work and life.

(Continue)

Shorts

Animation Sensation – *Eight shorts which show how animated documentaries can truly reflect the human spirit.*

Being Oneself – *The inspiring stories of ten people who discovered who they really are.*

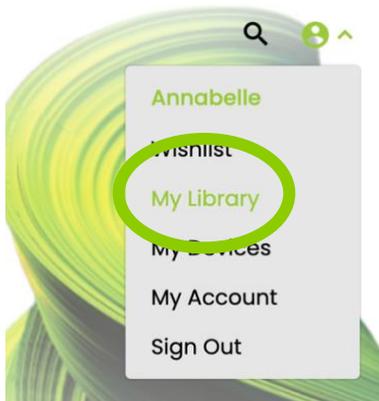
All in the Family – *These seven shorts prove there's nothing more important.*

Ripple Effect – *Be inspired to take action and help make a difference with these seven powerful shorts.*

We Are the World – *Universal stories help us relate to each other. Watch these seven shorts to get connected.*

How to watch films

1. My library is where you can find all the films you rent. Click on your profile icon on the top right corner and a dropdown menu will show up. Select **My Library**.



2. A green **Play Now** button will appear if you hover over the film poster. Click the button and you'll see a reminder that you have 48 hours to watch the film. Click the **Arrow** in the centre of the screen to play.

My Library

The screenshot shows the 'My Library' page with three film posters. The first poster, 'A Forbidden Orange', has a green 'Play Now' button circled in green. Below each poster is its title, duration, director, country, and year, along with an expiration time.

Movie Title	Duration	Director	Country	Year	Expiration
A Forbidden Orange	1H 18M	PEDRO GONZÁLEZ BERMÚDEZ	SPAIN	2021	Expires Tuesday 11:55 PM
After the Rain	1H 44M	JIAN FAN	CHINA	2021	Expires Tuesday 12:55 PM
a-ha: The Movie	1H 49M	THOMAS ROBERT	NORWAY		Expires Tuesday

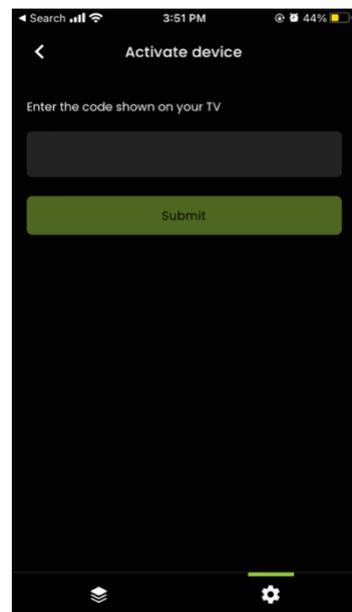
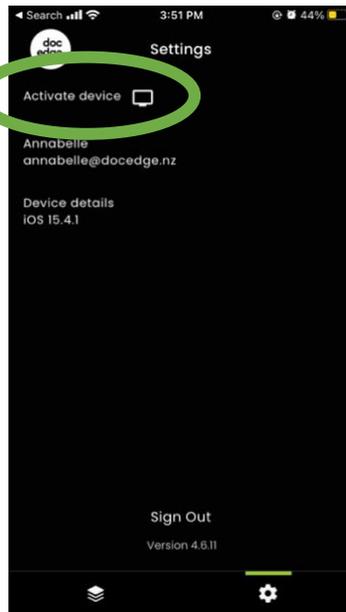
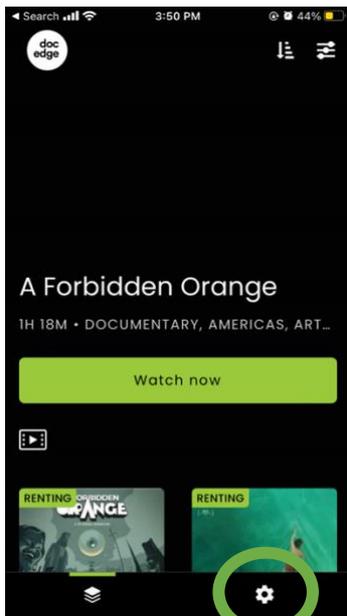
Doc Edge App - Your library on your mobile devices.

Available on [Google Play](#) and the [Apple App Store](#).

Casting to TV from mobile app

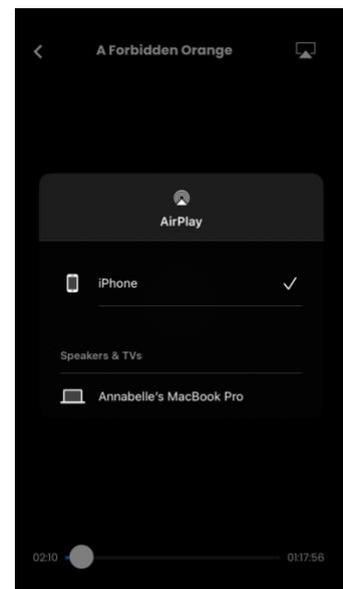
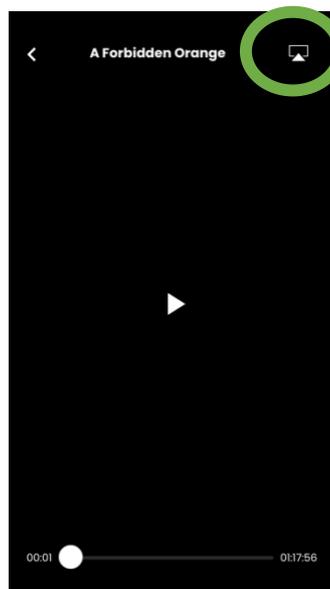
a) Chromecast

1. Go to **Settings**.
2. Click **Activate device**.
3. Enter the **4-digit code** on the TV and click **Submit**.



b) Airplay

1. Select the film you want to watch.
2. Click the green **Play** button. A pop-up window will appear, reminding you that you'll have 48 hours to watch the film. Click **Play Now**.
3. Tap the **Airplay** button at the top right corner of the screen.
4. Select your **Apple TV**.



How to find the app on Apple TV

If you have the Apple TV 4K or the Apple TV HD (fourth generation), you have access to the App Store and can get the Doc Edge app.

If you see no App Store on your Apple TV, you probably have a third-generation Apple TV or earlier. There is no App Store on Apple TV 3rd generation or earlier, so the App Store is absent from the Home screen.

1. Click the **Back** button on your Apple TV remote to go to the Home screen (if you're not already there).



2. Scroll down in your apps until you see the blue **App Store** icon; click on it.
3. Click on the **Search** icon on the right of the menu bar at the top of your screen.
4. From here, you'll be able to use the trackpad on your remote to scroll left and right, tapping letters to spell out "**Doc Edge**".
5. Once the app comes up in the options, click on it.
6. Now you'll see an app description and price; click **Get** to download. You may be asked to enter your Apple ID password to complete this process.
7. Once the app is downloaded click **Open** to open the app.

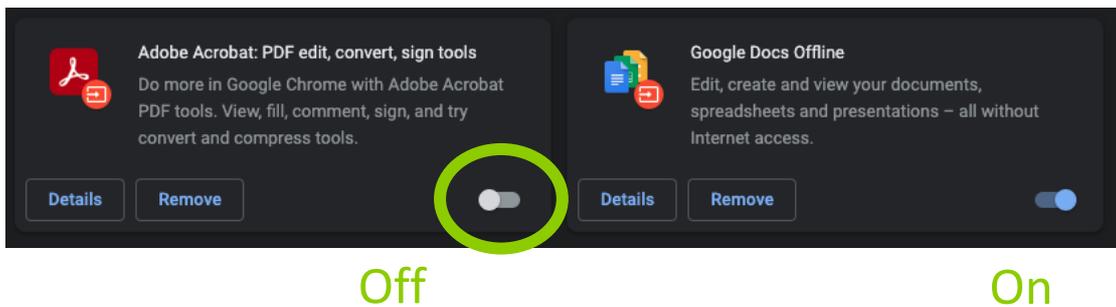
How to remove adblockers

Google Chrome

1. In the search bar, enter `chrome://extensions/`

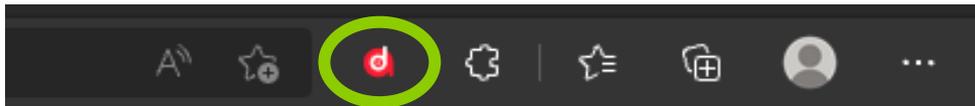


2. Tap the toggle to turn off adblocking extensions.
 - Circle on the left (grey) = off; circle on the right (blue) = on

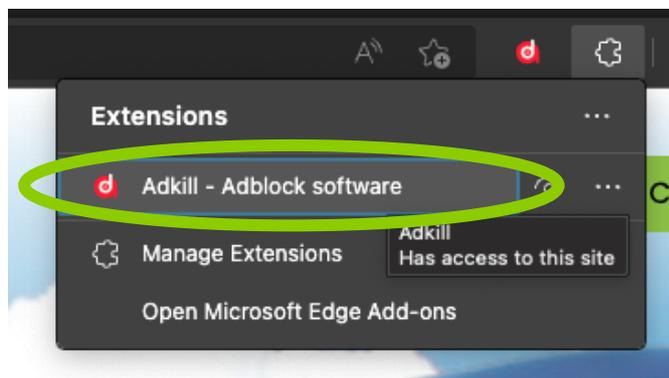
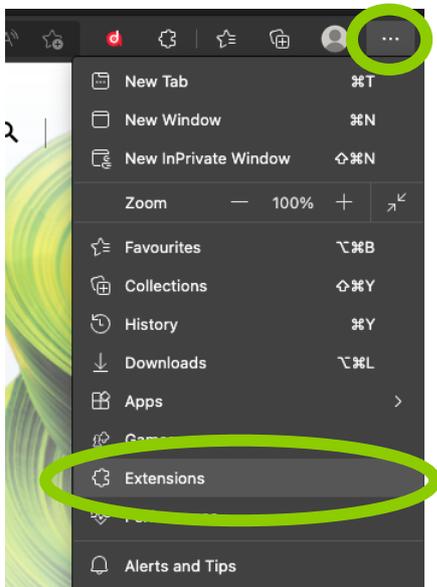


Microsoft Edge

Click the icon of your adblocker on the toolbar and the adblocker window will show up; Disable the adblocker.

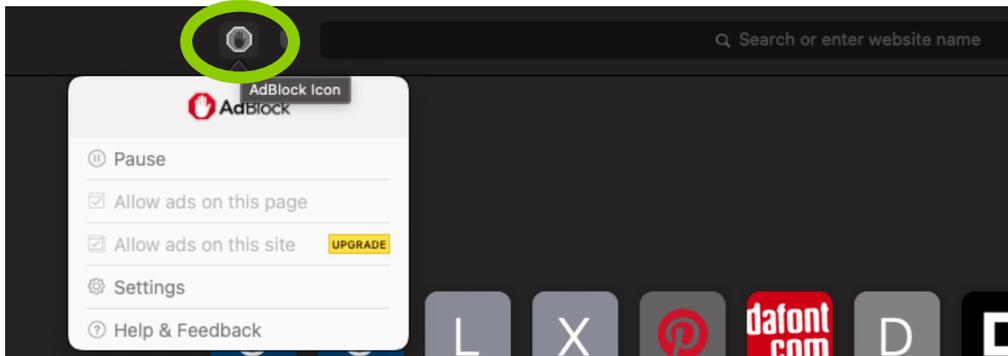


If you don't see the adblocker icon on the toolbar, click the three dots at the top right corner. Go to **Extension**. Select the adblocker and the same window will show up.

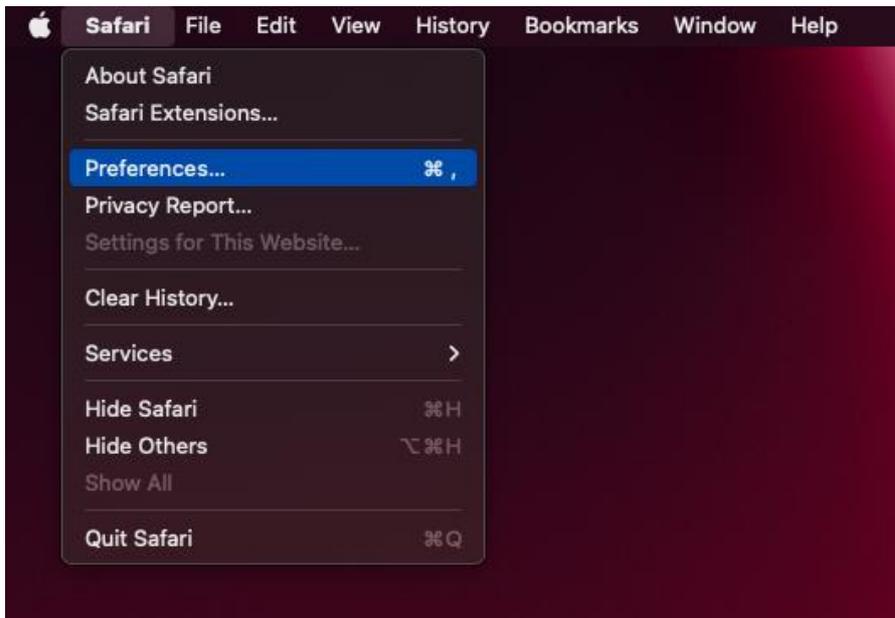


Apple Safari

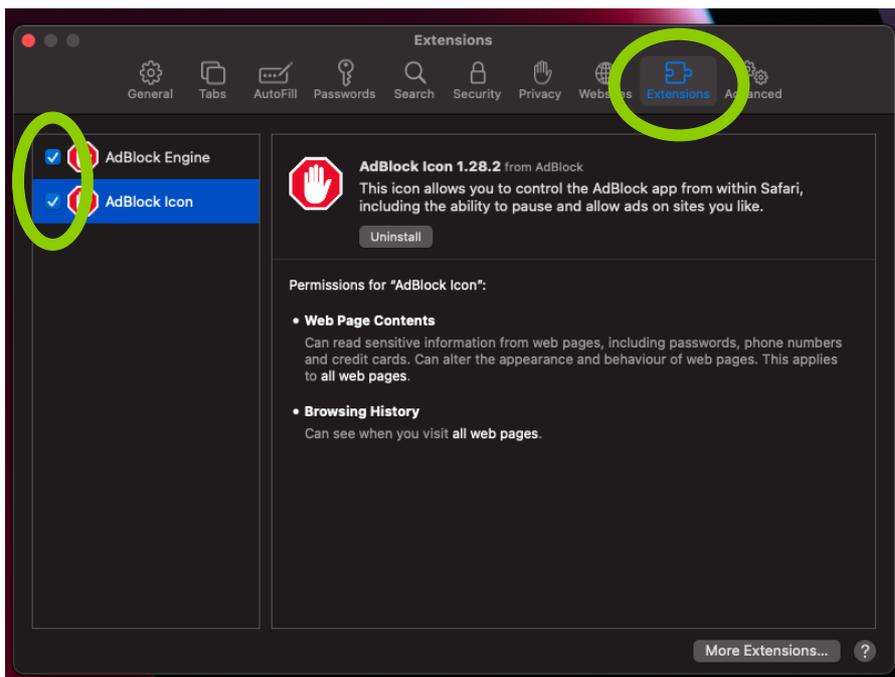
Click on the adblocker icon on the left of the search bar to pause AdBlock.



Alternatively, Select **Safari** on the top menu bar and click **Preferences**.



Go to Extensions and untick the adblockers.



How to cast on my TV

To 'cast' any film (as in to play it on your television through your phone), push **play** and click the **cast** button that appears in the bottom right.



Casting from smartphones

Unfortunately, the platform doesn't support casting from mobile. Users will have to download Doc Edge app on their mobile (Airplay and Chromecast only). See [Doc Edge App](#).

Fail to cast

1. Update any browser and operating system where the cast fails
See [How to check browser version](#).
2. Remove any browser extensions
See [How to remove adblockers](#).

Using Chromecast

You can Chromecast content from Google Chrome and Microsoft Edge web browsers. However, Chromecasting from Safari is not officially supported.

"Available for specific video sites" message

Samsung and Panasonic TVs as these are not true Chromecasts.

We recommend you using a HDCP-compliant HDMI cable to connect your TV and computer.

No video / black screen but hearing sound

- a) Browser plugins e.g. screen recording
 - The browser will black out the screen if it detects screen recording
 - **Check and disable all screen capturing / recording plugins on the browser**
- b) Mac/Safari with external monitors
 - There can be security issues with Mac/Safari and external monitors
 - **Watch the film without an external screen or use a **HDCP-compliant** HDMI cable**
- c) HDMI cable not HDCP 1.1 compliant
 - HDCP stands for High-bandwidth Digital Content Protection. It is used to prevent illegal copying of content.
 - **Check if your cable is HDCP 1.1 compliant at <https://hdmi.org/>**
- d) Screen mirroring is not supported (similar to screen recording)
 - Similar to using a screen recorder on your computer, the recording of your computer's screen is transmitted to the TV screen when you mirror your screen.
 - **Use Chromecast or Airplay (for Apple TV) to cast on your TV**

“Somebody cut the wrong wire!” Error Messages

Error 1: drm_version_not_supported

This means the browser is not currently supported. This could be due to restrictions, such as the current WideVine DRM issue. This could also be due to an outdated browser version.

Update your browser to the latest version or try using another browser.

Error 2: LICENSE_PLATFORM_UNVERIFIED:

The License Platform Unverified error is caused when the Digital Rights Management (DRM) deems the device, OS, or browser to be insufficiently secure.

All Linux operating systems are not supported. Some Chromebooks lack a DRM module and are thus unsupported as well, and even having an out-of-date browser can result in the DRM rejecting it.

Update your browser to the latest version or try using another browser.

Error 3: HTTP_ERROR

The HTTP Error is most common when your device has a problem establishing a connection when attempting to watch a film. The most common cause for this is a slow or intermittent internet connection. Our website works best with an internet speed of over 100 megabits per second.

Check your internet speed: <https://www.chorus.co.nz/speed-test>

Error 4: DECODER_ERROR

The Decoder Error happens when the web browser cannot decode the video. This can happen for several reasons but is most commonly associated with an interruption to your internet connection.

Find the best place with fast internet to watch our Virtual Festival without stutter.

Error 5: unknown_error

The unknown error can happen for many reasons; please let us know what happened before this error occurred so we can help fix it. This error message can sometimes be cached. If you continue to receive this error please try clearing your cache.

Contact us at 09 360 0329 or via email at info@docedge.nz.

Error 6: Gateway 502

This is caused by our servers being under heavy load. Please give it up to half an hour and try again.

Error 7: license_request_failure

This can be caused by several things. The most common reason for this error is an out of date browser version.

Update your browser to the latest version or try using another browser. See [How to check browser version](#)

Error 8: The video could not play because the country you purchased or rented the video is not the same country as where you are attempting to watch it now

This error occurs when a film is purchased or rented in a country where the film is allowed, but is played that is geo-blocked. The most common causes of this is renting or buying a film, and then using a vpn to watch it.

Check out what you can watch outside of NZ:

Australia: [Feature](#) / [Short](#) | [Worldwide](#)

Error 9: license_{"code":"platform_not_supported", "error":"platform not supported"}

This error occurs when playback has been stopped due to the content protection level set on the film. This will happen when using Chrome, Firefox, and Opera under the Studio 2 protection policy. It will also happen on macOS when not using Safari and an external monitor is plugged in, or if using Safari and the external display is not HDCP 1.1 compliant.

Unsupported Browser Message

This is most commonly caused by an out of date browser. The best solution to this is to ensure you have the latest browser version.

Unsupported Browser

It looks like your browser is either quite old or not supported. We recommend upgrading your browser to the latest version by visiting [browsehappy.com](#). Thanks.

Due to Google Widevine security updates, if you are using the following browsers please update them and try again:

- Google Chrome (version 89 or above)
- Mozilla Firefox (version 88 or above)
- Opera (version 75 or above)

Below is a table of the devices and browsers we support.

	Chrome	Firefox	Safari	IE11	Edge	Opera	Native App
Windows 10	✓	✓		✓	✓	✓	
Windows 8.1	✓	✓		✓	✓	✓	
Windows 7	!	!		x	✓	!	
macOS 10.13+	✓	✓	✓		✓	✓	
iPad/iPhone iOS	✓	✓	✓		✓	✓	
Android 6.0+	✓	x			✓	x	
Linux Ubuntu 16.04+	!	x				x	
Windows Mobile	x	x		x	!	x	

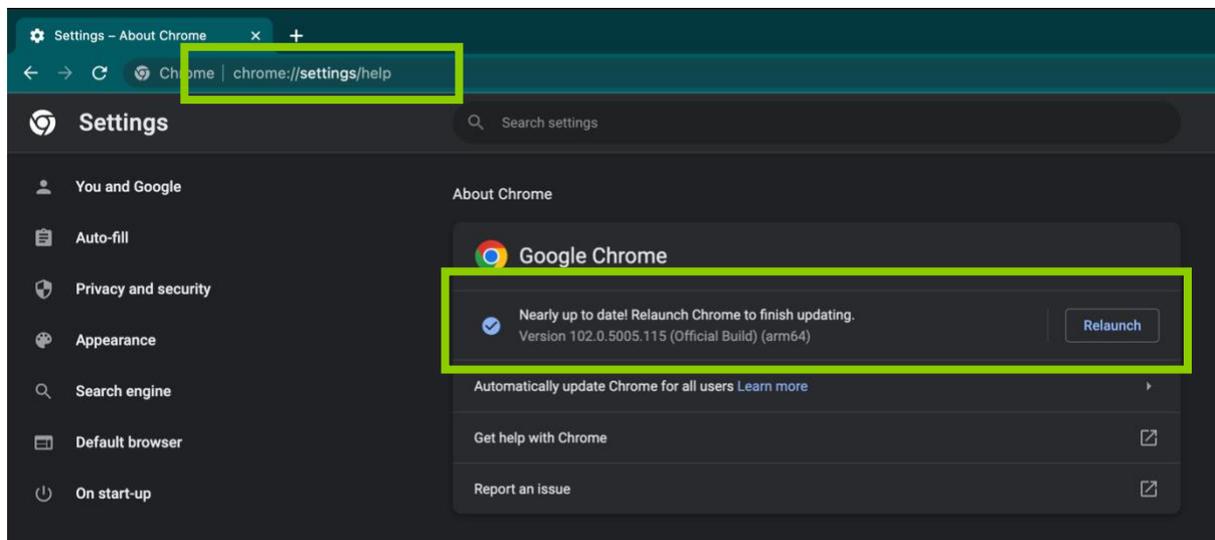
✓ Supported
x Not Supported
! Not Supported, but may work

How to check browser version

Google Chrome

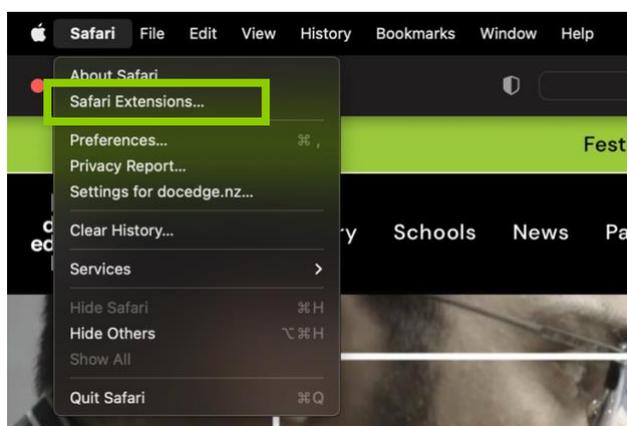
Launch Google Chrome on your PC and copy-paste the Chrome Help address below in its search bar to open Chrome version details:

chrome://settings/help

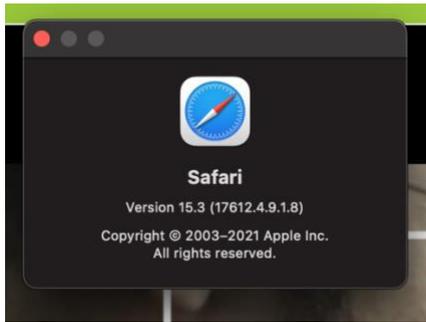


Apple Safari

Launch the Apple Safari browser on the macOS. Click on the **Safari** menu from the menu bar, and select the **About Safari** sub-menu.

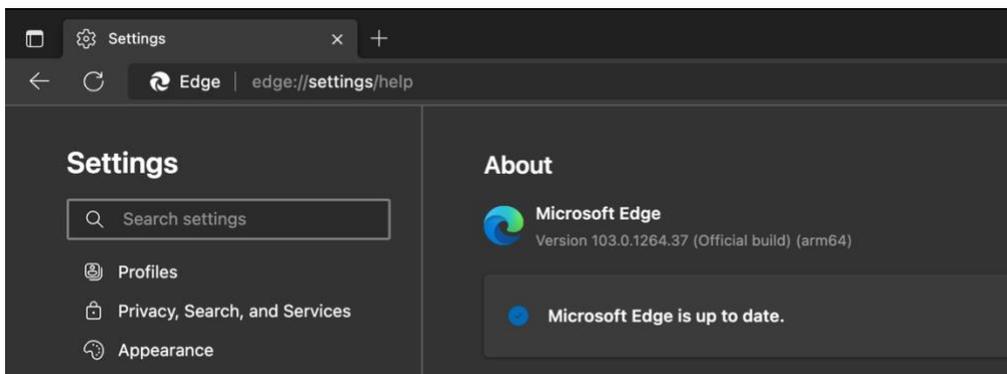


It will open a small pop-up window displaying the current build and version number of the Safari browser.



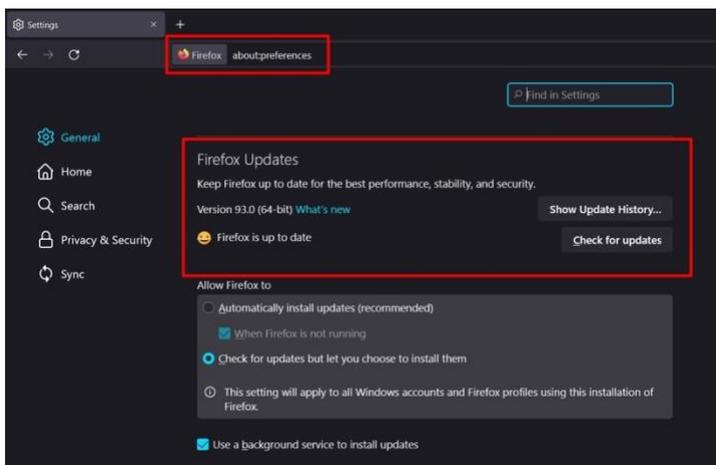
Microsoft Edge

Launch the Edge Browser on computer PC, and go to Edge help location in the address bar: `edge://settings/help`. It will display the official build and version on the browser screen.



Firefox

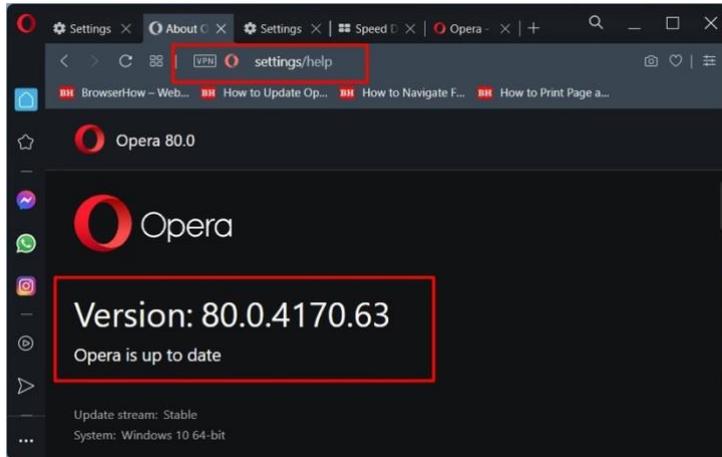
Launch the Firefox Browser on computer, and copy-paste the About Firefox URL in its address bar: `about:preferences`. Scroll to the *Firefox Updates* section, and the current install



version number will be listed.

Opera

Launch the Opera Browser on your PC, and head over to the Opera Help location in the address bar: **opera://settings/help**. It will open the Opera installed version information



along with the build number.