

INTRODUCTION

This FAQ covers watching films online on Doc Edge Virtual Cinema.

To help deliver the best experience, we use adaptive bitrate streaming, which automatically adjusts the video quality based on your internet speed.

We also use a content delivery network (CDN) to make copies of the content closer to your geographic location for better performance.

Where can I buy tickets?

You are only able to buy tickets & passes to the films on Doc Edge website: docedge.nz

Where do I find films that I have purchased?

Simply log into 'My Account/Human Icon/Log In' button on the top right of <https://docedge.nz>.

When do my Festival 2025 films expire?

The 2025 Doc Edge Festival Virtual Cinema will open at 12:01am 28 July 2025, and close at 11:59pm 24 August 2025. Therefore, we recommend the absolute latest time you start watching is 8pm on 25 August so you have plenty of time to finish your film in case of any delays.

How long do I have to watch my film from the time of purchase?

Once you press the PLAY button on a film, the film will automatically expire after 48 hours. During the 48-hour period, however, you can pause the film, restart it, and watch it multiple times.

The film will have an 'Expired' tag after the 48-hour period.

Do I need the Doc Edge app to watch films?

No, it is not mandatory to use our app. We actually recommend accessing our Virtual Cinema from a [browser](#) first if you have a laptop, PC, tablet, phone or Smart TV.

Only as an alternative, we have a viewing app available for customers wishing to watch our films on their mobile phone or cast a film from their phone to a Smart TV.

Why is a Virtual Cinema session showing sold out?

Certain content may have restrictions on the total number of views that are possible. When this is the case, some content may be sold out when that limit is reached.

What time zone is content displayed in?

The time zone is New Zealand Standard Time NZST (GMT +12)

Why is content blocked from my location?

All films screening in the Doc Edge Virtual Cinema are available only to be watched within Aotearoa New Zealand. Our system detects where you are accessing content from and will not allow you to access content from outside of Aotearoa New Zealand.

If you are using a recognised proxy or a VPN service might not be able to play our films due to our security protocols. We suggest trying our trailer/teaser content to check.

My video doesn't start when I press play!

Sometimes the video may not appear to start for a while as it requires buffering a certain amount of content. Buffering should be less than a minute in most cases.

The player stopped working and/or it's stuttering!

- Use <https://www.speedtest.net/> to check your internet speed.
- Any download speed greater than 5.5 Mbps should be sufficient to play one full 1080p feature length stream with no issues.
- In contrast most NBN connections now offer at least 10-40 Mbps download speeds during peak periods. (As an example, if playing a film at 4K resolution (which is not commonly available yet), the speed required rises to between 15-25Mbps.)
- If your internet download speed is below 3 Mbps, you may have trouble watching content as your speed is too low to allow steady streaming of the content, even at lower resolutions.
- You should contact your Internet Service Provider (ISP) for assistance if you continue to have slow internet speeds.
- Unfortunately, we cannot provide technical support on slow internet speeds or computer setups.

Alternative tips and tricks:

- If you are on Wifi, try moving closer or in the direct line of sight of your router.
- Microwaves, when in use, can interfere with Wi-Fi, and connection can drop.
- Monitored alarms can interfere with connection.
- Walls and other material between you and the router can affect the strength of your connection.
- Limit other internet activity such as intensive gaming or large downloads
- Internet service provider throttling – your provider might slow your internet speed down after you reach a certain amount of data used. (Happens usually on monthly plans.)

Recommended specifications for the Doc Edge Virtual Cinema:

Supported browsers:

- Google Chrome
- Microsoft Edge

Firefox is no longer supported.

It is important to use an up-to-date browser as copy protection schemes embedded in the browser can change frequently.

COMPUTERS:

- PC – Windows 10+
- Apple Mac – Mac OS 10.12+
- Unfortunately, not Linux, as there are DRM issues

PHONE/TABLET:

- Android 6.0+
- iPhones/iPads iOS 11.2+

Recommended methods to watch on the SMART TV:

- Browser in the Smart TV if it has the capacity to render HTML5 video correctly
- Computer with HDMI output linked to the TV
- Airplay on Apple TV
- Chromecast

HDMI Cable

- Plug in HDMI cable to TV (take note of the HDMI input number) and your computer.
- Using the TV's remote control, set the TV to the HDMI input that matches the port you connected the cable to.
- For best quality set the output display source on the computer to HD format (1920 x 1080 size).
- When this is complete and working, start playing the movie.

AirPlay

AirPlay is available for all Virtual Cinema films, but DRM restrictions prevent its use in screen mirroring mode.

To use AirPlay, ensure the device is on the same network as your Apple TV. When using Safari browser, you should see an AirPlay icon in the video player you can use to connect.

Alternatively, if you download the Doc Edge iOS App, an AirPlay icon will allow you to connect directly to your Apple TV, casting only the video (not screen mirroring).

If you have AppleTV or a TV that supports AirPlay, use Safari (iOS device or desktop) or the app to stream to your TV.

- Start the movie first.
- Click the AirPlay icon and select the AirPlay device to stream to.

If you're still experiencing issues, please contact the team and provide details of the device type, iOS version, browser, and whether you have tried the app - and we'll investigate further.

Chromecast

- Chromecast is only compatible from Chrome browsers.
- Connect the Chromecast to the TV.
- Start the movie.
- Click the Chromecast icon and select the Chromecast device to stream to.

Other Technical issues:

Error “Streaming purchase has played too many times across multiple IP addresses”

If you watch content repeatedly from numerous IP addresses, you may hit this error. This is designed to limit fraudulent access to content - all accesses to content are logged. Please play content from one of your previously used locations.

Error DRM licence

This indicates that the stream had a licence issue while trying to play. Make sure you are using the latest browser, and then press Play.

Also make sure you have the latest browser version.

*Unfortunately, **DRM support is limited on Linux.***

Widevine DRM support may be possible to achieve, try Googling "Widevine DRM support on Linux". We recommend trying another platform if you have any issues.

If you have any technical issues that stops the film from playing in full, please contact ticketing at ticketing@docedge.nz.

Other FAQ:

Accessibility/Subtitles

Subtitles, where available, can be accessed by using a compatible browser (recent versions of Chrome, Safari, Firefox, Opera and Edge should work on most devices). Click the subtitle icon in the bottom left corner of the player where available to turn on subtitles.

Content Ratings

Film content is usually rated according to film and literature classification guidelines provided by [Te Mana Whakaatu - the NZ Classification Office](#).

However, not all films are required to be classified. Exemptions cover documentaries, as are any news and current affairs films.

If you have any questions about content relating to a specific film or topic, please **info@docedge.nz**

Here are some external website FAQs if your issue persists:

<https://docs.shift72.com/en/articles/5160568-up-to-date-system-requirements>

<https://docs.shift72.com/en/articles/5088405-a-guide-to-common-platform-error-messages>