

Livestream Troubleshooting



Welcome to the livestream page of The Science Exchange. If you're reading this you're probably having some trouble - sorry about that.

If you have an IT Team please contact them to see if there is an issue with firewalls, your PC/device settings or software. If not, this troubleshooting document has been put together to help you overcome common issues so you can experience The Science Exchange livestream.

I'm only seeing black

This one is easy, you're probably just early.

Before the confirmed livestream start time we don't broadcast. Once the show starts you will see the broadcast, live.

If you are not early, then you may have to refresh the page or tab.

Solution – Confirm that the start time is correct, then refresh the page if necessary.

When I try and play the video I get error messages

Typically this occurs when you have out-of-date plugins. What plugins may be out of date depends on what browser you are using and how it plays videos.

Most browsers have made it very easy to update your plugins but as it is different for each browser we suggest Googling “update plugins [insert browser name here, such as chrome, firefox or explorer]”.

Once up-to-date the errors should disappear.

The other time this occurs is if you are viewing behind a particularly unco-operative firewall. If you can manually turn off the firewall this may fix any issues, but a lowered firewall may leave you exposed to viruses. Removing the firewall will be very difficult if viewing from inside a school network.

Solution – Update plugins following instructions specific for each browser and remove firewalls if possible to do so. In either case refresh the page or tab before attempting to view again.

The sound and/or video keeps stalling

This is another problem caused by firewalls (in our experience). If you can turn off the firewall this may fix the issue but it is up to you as to whether you want to do this.

Stalling has also been a problem for some who have entered the page well in advance of the event. If you were an early bird and are suffering from stalling, try refreshing the tab or page.

Solution – Remove firewalls if possible or applicable and refresh the page.

Something not listed here?

We're sorry to hear that. Without being able to see your computer it is impossible for us to fix on our end. All we can suggest is to restart the browser or use a different browser and try again. If you have sustained issues please contact your IT Department for further assistance.

We hope this document has helped and that you're now successfully watching our livestream.

Kind regards,

The Science Exchange