

## **PBS HAWAII LIVE STREAM**

### **Frequently Asked Questions**

#### **Does PBS Hawai'i offer live streaming?**

Yes! We now offer live streaming of PBS Hawai'i.

#### **How can I watch PBS Hawai'i's live stream?**

To begin watching the PBS Hawai'i live stream, you can visit the [pbshawaii.org](http://pbshawaii.org) website and click on the [PBS Hawai'i Live TV](#) link. You can also click the **LIVE TV** option at the top right corner of the [pbs.org](http://pbs.org) site. *Depending on your browser, you may instead see a menu icon (☰). Click this icon to open the menu where the LIVE TV option will also be listed.*

Once you've opened the live stream, click the **Start Watching** button or the triangular play button to start the live stream.

#### **Can I watch the PBS Hawai'i live stream from any location or change to a different PBS station's stream?**

You cannot livestream a PBS station outside your geographic area.

#### **What devices can I use to watch the live stream?**

You can watch the live stream on your computer or on other devices that support the following web browsers: Google Chrome - Mozilla Firefox - Safari - Microsoft Edge.

*While other web browsers can visit [PBS.org](http://PBS.org) – such as Amazon Silk or third-party browsers included on Smart TVs – these web browsers are not officially supported and we cannot guarantee video playback or offer troubleshooting for these unsupported browsers.*

You can also watch the live stream on the PBS Video app on the devices below:

- Roku
- Apple TV (4th generation and newer)
- Amazon Fire
- Android TV
- Apple iPhones and iPads
- Android mobile devices

To watch the live stream on these devices, open the PBS Video app home screen and select **Live TV** at the top of the app. Press **OK** on your remote to begin watching.

*The live stream is not available on the PBS Video app on other devices at this time, but we are working on bringing live streaming to other devices in the near future.*

#### **Do I need to be a Passport benefit member or pay a fee to watch the PBS Hawai'i live stream on pbs.org?**

You do not need to be a Passport member or pay a fee to watch the PBS Hawai'i livestream. You will not be prompted to enter any payment information before watching the livestream.

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### **Does PBS Hawai'i's live stream match what's airing on its television broadcast? How can I see the program schedule for PBS Hawai'i's live stream?**

While the live stream is meant to match the broadcast schedule, there are times that it may not (*technical difficulties, etc.*). There are two ways to view the schedule:

On [pbshawaii.org](http://pbshawaii.org) or on [pbs.org](http://pbs.org), where you can find the live stream's schedule to the right of the live stream.

### **I saw a program on the live stream and would like to watch it again. Can I watch the program elsewhere?**

The pbs.org site and PBS Video app offer thousands of videos for streaming at your convenience, including popular programs such as *Nature*, *Masterpiece*, *NOVA*, *American Experience*, and more.

Due to the legal rights required in order to offer videos on PBS Hawai'i, or PBS site and app, not every program is available for streaming outside of the live stream. It's possible that PBS and our station may only have the rights to offer a program through television broadcast or the live stream, and cannot offer the program outside of those two options.

*If you are interested in a program that is unavailable through streaming, we recommend checking our TV schedule for any possible re-airings of the program. Or contacting us at [email@pbshawaii.org](mailto:email@pbshawaii.org).*

## **Troubleshooting**

### **Error Message: We could not determine your device's location.**

If you're receiving this error message, you most likely need to enable location sharing on your device or browser. Please select your browser below to see instructions for enabling this feature on your device:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Safari](#)
- [Microsoft Edge](#)

### **Error Message: The livestream is not available in your current location.**

This error message can appear if you attempt to view the live stream of a PBS station outside of your area. Each PBS station can only offer its live stream to users in their service area.

### **Error Message: Something went wrong while getting your device's location.**

We recommend clicking the **Try Again** button beneath this error message to refresh the live stream. If the issue persists, [click here for more suggestions](#).

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#### **The live stream is stuttering, buffering, pausing, or freezing.**

The live stream will automatically try to offer you the smoothest playback experience possible on your network, but network connectivity issues can happen.

If you notice frequent playback issues with the live stream that do not resolve on their own, we recommend checking to see if you have any other streams or downloads in progress, both on [PBS.org](https://www.pbs.org) or on your network.

If the issue persists, you can try to lower the quality of your live stream temporarily to reduce the demand on your network. You can manage this setting by clicking the **gear icon** in the lower right corner of the live stream, and selecting an option from the list that appears, such as 720p, 540p, or 432p. A lower kbps selection can offer smoother playback.

If issues persist, we recommend trying the other suggestions on the [pbs.org](https://www.pbs.org) streaming [help page](#).