

LIVE STREAMING WITH BOOKTIX

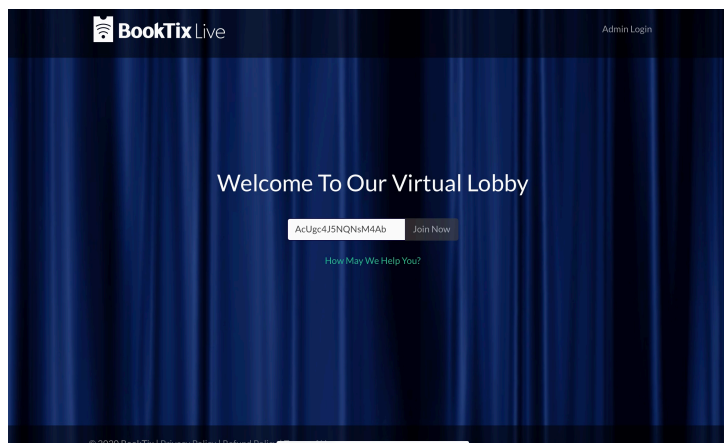
The live stream can be viewed on devices that allow you to browse the internet, such as computers, tablets, mobile phones and some newer smart TVs. In addition you can airplay / cast the live stream from your device to your television if you have Apple TV or a Chromecast device, or use Firefox on your Amazon Fire Stick to connect.

Open the email you received with your StreamPass code and tap the button.

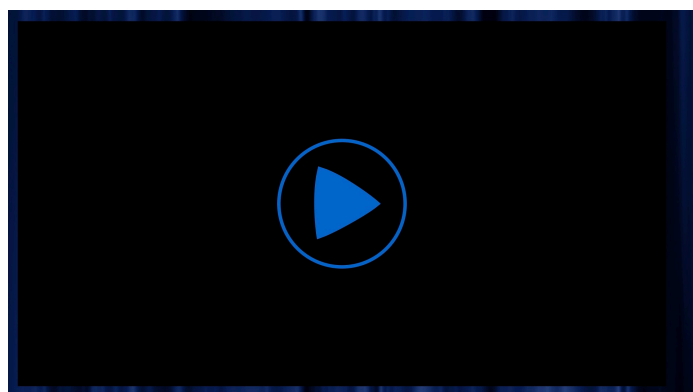
Click here to watch

This screen should open in your browser, with your StreamPass code in the box.
If the button doesn't open this screen go to www.booktixlive.co.uk and copy and paste your code into the box.

Tap **JOIN NOW**



Depending on when you join, you will see one of these two screens. If the one on the left, you're early! We will open the house about 30 minutes before the performance starts. If the screen on the right, tap the play button.



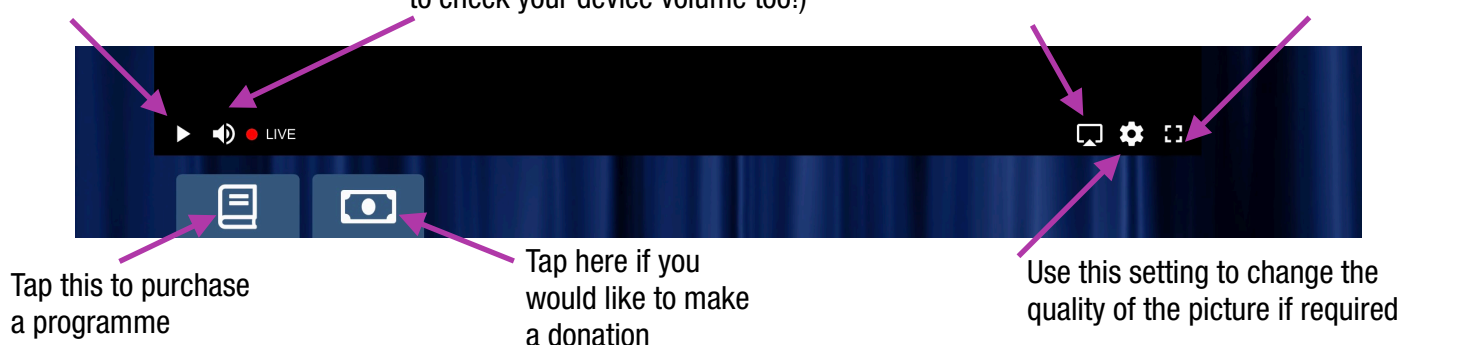
Player Controls

Play/pause. If you pause you will rejoin the stream live, not at the point you paused it

Player volume control (don't forget to check your device volume too!)

This will appear if your device can stream content to your TV through Chromecast or Apple TV. Tap and follow instructions

This control takes you to full screen



TROUBLESHOOTING

StreamPass code is not working:

If you are adding your code manually, copy and paste it and ensure there are no spaces at the end.

I cannot find / have not received my StreamPass:

This is sent on the day of the performance. Check your junk folder and if you have not received it by 2 hours before the performance start time email box.office@cft.org.uk, or use the live chat at cft.org.uk.

Error messages:

If you receive any type of error when attempting to join the live stream, including Native Playback error, please try refreshing your browser page, or try a different browser. We recommend Chrome, Firefox or Safari.

MPEG or MPEG-DASH error:

Make sure the date and time on your device are correct.

CDM error message:

If you are using an Apple device to stream to a television, make sure you have used the share option from within the player (see player controls on the previous page), rather than mirroring your screen.

This error also appears if you are screen recording. BookTix live streams are protected from copying or sharing.

StreamPass already in use error:

You may have opened the stream in another device. The StreamPass only permits one device to view at a time. Ensure you have closed the windows on any other browsers that may have used the StreamPass.

I cannot hear anything:

Ensure the volume in both the player (see player controls on previous page), and your device is turned up.

I cannot see anything:

If you are watching Crave, this performance starts with a blackout with the light slowly building over the first three minutes. If you are not watching this performance and / or it is not the first three minutes, try refreshing your browser.

The stream keeps stopping and starting:

Please check your internet connection.

I cannot get it to play on my television:

Our live streams are encrypted for copyright purposes and some smart televisions are not equipped to read the encryption. We recommend using a device such as Apple TV, Chromecast or via a browser on Amazon Fire Stick. Please tune in to our pre-show content from 30 minutes before to check the stream.

If you have any technical queries during the stream please go to booktixlive.co.uk/help; scroll down to the bottom of the page and click on the chat box.

For queries about your booking please email box.office@cft.org.uk, or use the live chat facility at cft.org.uk