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# THE HELIX PANTO ONLINE - FAQ'S

## SCHEDULED SHOW

There are 6 scheduled performances – December 19<sup>th</sup>, 23<sup>rd</sup>, 27<sup>th</sup>, 29<sup>th</sup>, 31<sup>st</sup> & Jan 2<sup>nd</sup> at 7pm. These shows will all be followed by an on-screen Live Chat & Q&A with the characters from the Panto. On the night, you'll be able to email in shoutouts or questions to the cast who will get through as many as they possibly can.

## **HOW DOES THE LIVE Q&A WORK IN THE SCHEDULED SHOWS?**

Our Scheduled Shows include a post-show Live on-screen Q&A with the characters of the show. This will be broadcast as part of the same Panto Link so, as far as the viewer is concerned, nothing changes.

Note: The actors will appear as their Panto character so they will reply to questions in that guise. They will also interact with each other so expect some good old Panto fun.

## **HOW CAN I GET A SHOUTOUT IN A SCHEDULED SHOW?**

No Shoutouts will be taken before the show.

We will post an email address and/or social media link on the night of the show for you to send in requests or questions for the cast. We can't guarantee all will be read but we'll try to get through as many as we can.

## **WHEN CAN I WATCH IT?**

The link for the Scheduled Show will be open 15 minutes before the scheduled time and you will have access to the Stream for 48 hours after this time. This will enable you to watch the show, including the on-screen Q&A, for up to 2 days after the initial showing. If you are watching after the scheduled time, you'll be watching a recording of the "Live" Q&A so you won't be able to send in Shoutouts or Questions.

## **IF I LOG IN AFTER THE SCHEDULED START TIME, CAN I WATCH FROM THE START?**

The show duration including Live Chat is approx. 90mins. If you log in any time after the start of your scheduled show time, you will view it from where it is in the live stream. For example, if your scheduled show is at 7pm, and you log in at 7.30pm – you will miss the first 30mins of the show. You cannot rewind it at that time.

If you want to watch from the start, please wait for 2hrs 30mins after the scheduled time for the replay. For example, if your scheduled show is at 7pm, you can log in any time from 9.30pm to watch it from the start.

## **CAN THE PANTO BE PAUSED OR REWOUND?**

You can pause the Live Stream, but you can't rewind it. However, if you are watching it as a replay you can pause, fast forward & rewind. (*replay is available from 2hrs 30mins after scheduled live show*)

## **CAN I SHARE MY LINK?**

No. This is for your home use only. When you open the link, it attaches your IP address to that unique link. If multiple IP addresses are used on the same link, it will block the Stream for everyone.

## **CAN I WATCH IT MORE THAN ONCE?**

Within the 48 hours, you may be able to view it more than once in your own home as it links to your IP address. It all depends on how many times you click the link so be careful that you only click the link when you wish to view it. Too many clicks will eventually lock you out as the clicks are limited.

## **ABOUT THE HELIX PANTO?**

The Helix Panto is produced by TheatreworX and the "Sword in the Stone" will be our 13th Panto at the Helix. Our Panto is designed for the entire family to enjoy. Our original scripts and fresh approach to each of our productions ensures that our audiences return year on year knowing they are going to be entertained by our high energy cast.

## **WHO IS THE PANTO SUITABLE FOR?**

Our Panto is always devised with the whole family in mind. It is more 'Toy Story' than 'Peppa' and there is something for everyone to enjoy in our production. Over the years we have had groups from nursery schools to nursing homes and everything in between come to our shows and enjoy it in equal measure.

## **WILL THE HELIX PANTO BE BACK IN THE HELIX NEXT YEAR?**

We'll be back. OH YES WE WILL!!

## **TECHNICAL TALK**

### **IS THE LINK COMPATIBLE WITH MOBILE PHONES, LAPTOP, CHROMECAST, APPLE TV, SMART TV, ETC.?**

Yes. The Stream can be watched on all devices. Obviously, there are a significant number of variables here, so please see below for further instructions on some of the options.

### **WHAT DO I NEED TO PLAY THE STREAM?**

You can play the stream on any device once it is connected to the internet. Simply click on the link and it will open. However, for the best viewing experience, we would suggest playing on a TV or a projector.

### **MY LINK WON'T WORK. WHY NOT?**

This could have happened for a number of reasons;

1. Your link was opened in multiple sites and had linked to too many IP address. This will block your link
2. You clicked on the link too many times. Each click has a limited number of clicks so once you hit the limit, it will automatically block it.
3. You have clicked on the link too early – The link will not be open until 15 minutes before the scheduled time.
4. You have clicked on the link too late – The link will close 48 hours after a scheduled show performance time.

**For technical Support email: [help@theatreworx.com](mailto:help@theatreworx.com) or Phone: 01-7007113**

## **HOW CAN I PLAY THE PANTO ON MY TV?**

### **1. IF YOU HAVE A SMART TV**

A smart TV can connect to the internet to access content, so;

1. Add your email to your Smart TV & Open the confirmation email from the Helix Panto Online

### **2. CASTING**

If you have Apple TV, Chromecast or Roku (or similar).

1. The process should be similar for all: Choose a video on your device and click share for it to appear on your TV.

### **3. CONNECT WITH A HDMI CABLE**

Most TV's 10 years & younger should have an extra HDMI input on the back or side so manually connect a cable between your laptop to your television.

1. Pick up a spare HDMI cable from a friend or shop (they're not expensive)
2. Connect your laptop to your TV
3. Use your TV remote to change the Source or Input to the one designated for your computer
4. Use your computer trackpad or mouse to click Play on the Stream. It will play on your TV, too.

### **4. CASTING DIRECT TO A SMART TV;**

SOME Smart TVs today let you transmit Streams from your laptop, smartphone or tablet. The setup depends on the kind of TV you have. Just make sure the device that has the Stream you want to cast is connected to the same Wi-Fi network as your Smart TV, and you can share your screen with it.

### **5. HERE'S A LITTLE VIDEO THAT MIGHT HELP;**

<https://youtu.be/jRDO1pYaMwE>

## **HOW CAN I PLAY THE PANTO ON A PROJECTOR?**

### **USING A LAPTOP**

1. Make sure your computer and laptop are both turned off.
2. Connect the video cable (usually HDMI) from your laptop's external video port to the projector.
3. Turn on the Projector and your laptop.
4. Sync the projector and laptop by holding down the FUNCTION (Fn) key and pressing one of the following keys to toggle: F4, F5, F7, F8

(Note: Depending on your computer, you may have to use a different F key than those listed above.)