



## THE HELIX PANTO ONLINE FAQS - SCHEDULED SHOW

There are 6 scheduled performances – December 19, 23, 27, 29, 31 & Jan 2 @ 7pm. These shows will all be followed by an on-screen Live Chat & Q&A with some characters from the Panto. On the night, you'll be able to text in shoutouts or questions to the cast. NB. there is no guarantee that your request will be read out due to the volume of interaction from Live audiences but we will get through as many as they possibly can.

### WHAT'S THE DIFFERENCE BETWEEN THE 'SCHEDULED SHOW' AND THE 'PANTO ON DEMAND' OPTION?

A scheduled show is tied to a particular date & time and includes a live on-screen Q&A with the Panto characters. The Panto on Demand gives you the flexibility to watch the show at a time of your choosing from Dec 23<sup>rd</sup> to Jan 5<sup>th</sup> but does not include the live Q&A.

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

Our Scheduled Shows include a post-show Live on-screen Q&A with some of the characters of the show. This will be broadcast as part of the same Panto Link so after the credits roll.

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

No Shoutouts can be taken before the show.

There will be a WhatsApp number and Twitter hashtag on the screen towards the end of the show. Please send requests to these.

### WHEN CAN I WATCH IT?

The link for the Scheduled Show will be open 30 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.

### CAN THE PANTO BE PAUSED OR REWOUND?

You can't pause, rewind or fast forward the actual Live Stream. However, if you are watching it as a replay you can pause, fast forward & rewind. *(replay is available from approx. 2 hours 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.

### 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.

### 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.

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

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



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## TECHNICAL FAQ'S

**NB. CASTING ONTO TELEVISION IS THE RESPONSIBILITY OF THE VIEWER, NOT OF THE HELIX PANTO. WE HAVE ADVISED ON COMMON SET UPS BELOW, BUT THIS IS NOT EXHAUSTIVE AS THERE ARE MANY COMBINATIONS AND PERMUTATIONS OF USERS SET UPS.**

**THOUGH WE WILL DO OUR BEST TO SUPPORT YOU, OUR TECH SUPPORT LINE IS THERE TO HELP WITH PROBLEMS WITH ACCESSIBILITY OF THE LINK, NOT OF YOUR VIEWING SET UP.**

### **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.

### **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 either;

1. Add your email to your Smart TV & Click the link that you received in your confirmation email from the Helix Box Office

Or 2) Type your unique Link Details in to your web browser (suggest Copy & Paste!!) note: If it doesn't play, some smart TV's may require you to set up an account & login to [www.vimeo.com](http://www.vimeo.com) (don't worry, it takes less than a minute)

#### **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.

2. **Chromecast** is not supported directly and may need a work-around. See following Youtube link;

[https://youtu.be/\\_UH\\_7y6G1Ng](https://youtu.be/_UH_7y6G1Ng)

#### **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 or mirror 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 projector 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.)

## COMMON PROBLEMS

### 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 30 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.

### THE FEED KEEPS BUFFERING?

This is a local issue due to your internet service. Try these fixes;

1. Drop the resolution down on the cog wheel beside the play bar. This will affect the quality of the stream.
2. Ensure your internet is not under pressure with other devices.
3. Try to hotspot to your phone instead of your broadband box.
4. Try hard wiring to your internet box instead of wifi
5. **NB** The Live Stream of the Scheduled shows puts internet bandwidth under more pressure than the On Demand Panto. If you find your internet is struggling with the Live stream, it might be best to wait until it is available in playback. Playback of live stream is available from approx. 3 hours from time of first stream. You have access for 48 hrs from time of first stream

### MY SMART TV WON'T PLAY THE SHOW

Some Smart TV's require you to have a vimeo account which you need to login to on your Smart TV. It takes less than a minute to set up. See [www.vimeo.com](http://www.vimeo.com) and set up an account.

### I LOGGED IN AFTER THE SCHEDULED START TIME, CAN I WATCH FROM THE START?

The show duration including Live Chat is approx. 100mins. 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.

To watch the show from the start please wait for approx. 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 10pm approx. (may be sooner) to watch it from the start at which point you can pause, rewind, fast-forward etc.

**NB** You may need to scrub through the replay to the start of the actual show, as the replay includes the 15minute pre-show content.

## FOR TECHNICAL SUPPORT

Email: [help@theatreworx.com](mailto:help@theatreworx.com) or Phone: 01-9120212