



# THE HELIX PANTO ONLINE

## Panto on Demand- FAQ's

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

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.

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

At a date & time of your choosing from December 23<sup>rd</sup> to January 5<sup>th</sup>

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

No. This is for your home use only. When you open your unique link, it attaches your IP address to that 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 period of December 23<sup>rd</sup> to January 5<sup>th</sup>, 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.

### **BOOKING PANTO ON DEMAND - WHY IS THERE SEVERAL DATES?**

Book the earliest date you see available and that link will work at any time of your choosing from the date of the ticket to Jan 5 .

### **CAN I PAUSE, FAST FORWARD OR REWIND?**

Panto on Demand can be paused, fast forwarded and rewound.

### **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.

### **HOW CAN THIS PRODUCTION GO AHEAD WITH COVID-19 RESTRICTIONS AND IMPLICATIONS?**

TheatreworX was permitted to go into production following guidelines outlined by The Arts Council for productions for broadcast. TheatreworX went a step further than these guidelines and invested in Covid-19 screening tests for the full company. Every member of the company was tested every 2/3 days throughout the contract and were required to curtail contact with people outside of our Panto bubble for the duration of rehearsals and filming. This allowed us to rehearse and shoot our production in the full knowledge that everyone was safe and Covid free.

### **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!!



## 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.

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

Yes. The Stream can be watched on all devices; however, Chromecast is not supported directly, but see here a workaround on youtube that has helped some people; [https://youtu.be/\\_UH\\_7y6G1Ng](https://youtu.be/_UH_7y6G1Ng).

Also, some smart TV's may require you to Sign Up and login to [www.vimeo.com](http://www.vimeo.com) on your Smart TV (it takes less than a minute)

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### 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 for the Panto on Demand is not open until 9am on Dec 23<sup>rd</sup>.
4. You have clicked on the link too late – The link will close @ midnight on January 5<sup>th</sup>.

### **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

### **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.

## **FOR TECHNICAL SUPPORT**

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