LIVE STREAMING
## *THE COLOR PURPLE – AT HOME*
with **BOOKTIX**

From Tuesday 16 February you will be able to watch a live recording of ***The Color Purple – at Home*** from the comfort of your own home on an updated digital device. The stream may be accessed by devices such as Computers, Mobile Devices, Tablets and some Smart TVs that connect to the Internet through an updated browser such as Chrome, Firefox or Safari; or by using Airplay or Chromecast to send the signal to your TV. You may also watch the stream through Amazon Fire Stick and Android TV, you will however need to download or enable the Amazon Silk Browser on your Fire Stick, or Firefox on the Android TV to access the stream.

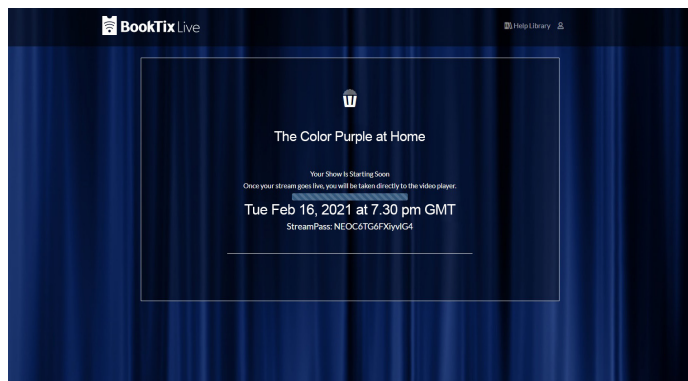**1** Open the mail you received from Curve with your **StreamPass** code and tap the button.

> **Click here to watch The Color Purple at Home**

2 This screen should open in your browser.

3 Copy and paste, or type your **StreamPass** into the box.

4 ...and tap **Join Now**.

Welcome To Our Virtual Lobby

AcUgc4J5NQNsM4Ab   Join Now

How May We Help You?
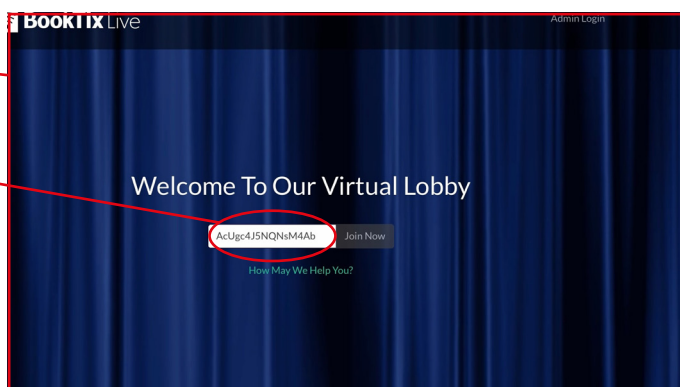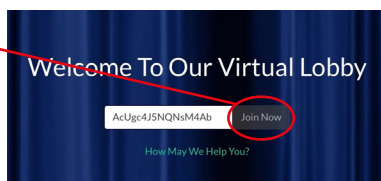
If the button doesn't open this screen go to **www.booktixlive.co.uk** and copy and paste your code into the box.

5 Depending on when you join, you will see one of two screens.

The Color Purple at Home

Your Show Is Starting Soon
Once your stream goes live, you will be taken directly to the video player.

Tue Feb 16, 2021 at 7.30 pm GMT
StreamPass: NEOC6TG6FXiyvlG4

If it's this one, you're early! Looks like you're all set up and ready to go. We will open the house about 30 minutes before the performance starts.
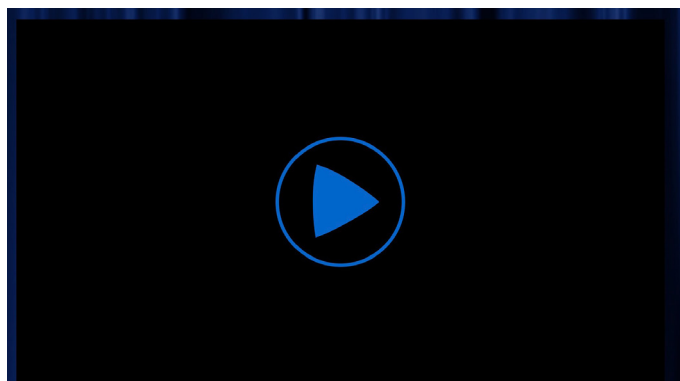
If it's this one, tap the **play** button.

PLAYER CONTROLS

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

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

▶ 🔊 ● LIVE

Use this setting to change the quality of the picture if required.

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/clutter folder and if you have not received it an hour before the performance start time email **purple@curvetheatre.co.uk**

■ **I cannot get it to play on my television:**
The 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. With AirPlay or Chromecast, ensure you use the share/cast icon on the player. Due to the encryption, Chromecast does not support casting from an Apple device to your television. Please tune in to our pre-show content 30 minutes before to check the stream.

■ **If you are using Amazon Fire Stick or Android TV:**
Casting is not supported on these devices. You will need to download or enable the Amazon Silk Browser or Firefox on the device itself and navigate to the link provided in your email and manually enter in your 16 digit StreamPass.

■ **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, preferably on auto-set. Even a minute or two out can cause this error, so it is really important to check your time.

■ **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:**
Try refreshing your browser on your primary device.

If the performance should have started, but the message says to return at the "performance time," we have not yet begun the broadcast. Patience is appreciated, as many shows start a few minutes post announced time to ensure all viewers are present. You will need to refresh/reload the screen periodically. When we open the stream for audiences, you will see a player where you can press play.

■ **Why are there subtitles on my stream:**
The content streamed in advance of the main performance is all captioned. If you have booked a Captioned performance, these will remain on the screen at all times. If you have not booked a captioned performance, the main feature will not include captions after the pre-show content.

■ **The stream keeps stopping and starting or buffering:**
Please check your internet connection and refresh your browser.

Throughout the performance, an **automated virtual usher** will be available to help with any technical issues. To speak to a virtual usher, please visit **booktixlive.co.uk/help**, scroll down to the bottom of the page and click on the chat box to submit your query. If you enquiry is about your order, email or StreamPass, please email us on **purple@curvetheatre.co.uk**.

Please do not contact us via social media as we will be unable to respond.

Unfortunately we are unable to provide technical support for issues beyond our control, such as problems with Internet routers and connections, or weak signals. If you experience such problems whilst testing your technology, please contact your provider for further support.

As with live performances at Curve, some things may go wrong. Please do appreciate that this is a first for Curve and any unforeseen problems will be dealt with as quickly as possible by a member of our team.