**Live Stream FAQs**

**I haven’t received my code yet.**

Your Stream Pass code will be sent on the day of the performance at least two hours before curtain up. If you haven’t received it by then, please get in touch with us again.

(Less than two hours to go – refer to Caroline)

**What devices can I watch the live stream on?**

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.

**Why can’t I watch it on my TV?**

It should be possible to cast the performance on your television if you have a smart TV that allows you to browse the internet, or a device such as Chromecast or Apple TV. When you open the link on your computer/tablet/phone, click on the small triangle type arrow on the bottom right of the player. This should bring up a list of your compatible tv devices – tap on the relevant device and it should connect to your television.

**Why isn’t it on YouTube?**
While YouTube is a very popular platform, it does not permit you to live stream events that are ticketed or charged for.

**Follow up Q: But xxxx charges and streams on YouTube**

It is against YouTube terms of service to charge for an event on their platform and the stream could be stopped by them at any time.

**I tuned in at 7.45pm but it had already started, why couldn’t I rewind and watch it from the beginning? / I had a phone call half way through and couldn’t pause it so missed some – why can’t I watch it in my own time?**

This performance is live and is happening in real time on the Festival Theatre stage

**Why can’t I watch it on more than one device at a time?**

Each code is unique and will only work on one device at a time. In the same way you purchase a theatre ticket for one seat, you purchase a Stream Pass ticket for one device. If you would like to change your device half way through that is possible, but it will stop playing on the first device.

**I booked two / three / four tickets, but you only sent me one code**

We asked bookers to consider purchasing multiple tickets if more than one person would be watching and stated that all ticketholders on a single booking would have to watch on one device, however, we can issue another code if you are watching across multiple households.

**I thought Crave would be longer**

This is a one-act play and the running time of up to 60 mins was published on all material. Once rehearsals were complete, we updated our website with the final running time of 50 mins.

**I can’t get it to work on my television**

Have you looked at our guide? 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.

**I missed the start time – can I watch it tomorrow instead?**

No, I’m afraid not. Live stream tickets work in the same way as a physical theatre ticket. They are allocated for a specific date and time.

**There’s no volume – I can’t hear it**

Please check the volume on the player screen (add location of volume control) and your device.

**It won’t play – it keeps stopping and starting**

That sounds like it could be your internet connection as we are not seeing any connectivity issues here.

**I keep getting a black screen** (we will notify everyone if we have an issue at our end, otherwise revert to internet issue for user)

We are having some issues with the live upload to the player. Please bear with us.

**The live stream has stopped** (we will notify everyone if we have an issue at our end, otherwise revert to internet issue for user)
We’re very sorry, but we have had a problem with the internet this evening. We have continued to record the show and we will send out a link for this recording to you shortly. The performance will be available to view for three days at your convenience.

**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 err or 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.

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