



# Downtown Crossing Streaming Guide

## Frequently Asked Questions

### Which devices can I use to stream?

You should be able to stream on most devices you own. You can watch performances from the comfort of your home on iOS, AppleTV, Android, Roku, Amazon Fire Stick and your web browser.

### How do I view my streaming performance?

You'll receive a Performance Confirmation email with a custom link to our rental streaming page. Use your custom link to watch on your computer, tablet, or mobile device—or, mirror the show to your smart TV. More details on casting options below under “Casting Instructions”!

### Can I watch the show on my TV or do I have to watch on my computer?

We'd love for you to cast the show to your TV! The easiest option is to use Chrome Casting, AirPlay or screen mirroring to play the video from your phone, laptop, or other device to your TV. You might see a slight decrease in quality with this option. You can also use an HDMI cable to connect your computer to the TV. Specific options are listed below under “Casting Instructions,” and you can also check out this [list of steps for some common casting setups](#).

Unfortunately, due to the sheer number and variations of smart TVs and smart TV software, we aren't able to troubleshoot individual hardware issues. If you have trouble streaming on an older TV, you may have better luck switching to an alternate device.

### What's the ideal browser to use?

We recommend using the browser that gives you the quickest speeds for your everyday use. Our top choices are Google Chrome and Safari.

### How can I ensure the best streaming experience?

If you're experiencing issues, a first step might be to turn the wi-fi off on your other devices. Or, for the strongest connection, connect your device to your router directly with an ethernet cable.

### How do I make a video fullscreen?

You'll find the fullscreen button in the video player, depending on your device it will be in the lower right corner (on PC, for example) or the upper left (on iOS).

### What should I do if I'm experiencing connection issues during the show (e.g. video is freezing or audio is not working)?

Your video may need a minute to load. If it is not playing continuously, try pausing it and stepping away for a few minutes and then continuing the show once it's had a chance to pre-load more of the performance. If you are experiencing connection issues, it may be related to your browser settings, internet bandwidth, or it's a device-specific issue.

While we may not be able to troubleshoot the performance of your specific hardware setup, we have a few recommendations that we hope will help:

- Pause the video to allow it to load more fully.
- Make sure you have the most updated version of the software you're using.
- Refresh your browser page or try switching to a completely different browser.
- Make sure there are no other devices connected to your wi-fi that could be creating network traffic.
- If you have cellular data available, try connecting to your personal hotspot on your phone.
- Restart your wi-fi router.
- Try switching to a different device.

### Who do I contact if I'm having trouble seeing the show?

You can email us at [boxoffice@companyone.org](mailto:boxoffice@companyone.org) and let us know what the specific issue is, and we'll do our best to figure out what's going on.

### Can I watch the performance again after it's over?

You will have access to your video link for 48 hours after the time of your purchase, and you can watch it as many times as you like within that window!

# Casting Instructions

## How to cast from a PC

### **PC to HDMI Cable**

The simplest option may be to treat your computer as a traditional video player by attaching it to an HDMI port on your TV.

1. Verify that your laptop or desktop computer has an HDMI output.
2. Use an HDMI cable to connect that output to an available HDMI input on your TV.
3. Turn on your TV and select the appropriate input via the menu.

### **PC to Amazon Fire Stick**

There are a few things you'll need to check before you can stream from a PC to a Fire Stick on Windows 10. Before getting started, make sure that the Fire Stick is set up properly and that your PC and Fire Stick are on the same Wi-Fi network.


1. Press and hold Fire Stick the home button until a menu pops up on the screen.
2. Select Mirroring. You will now see a message that says "While this screen is open, guest devices can wireless mirror their display to: (name)'s Fire Stick."
3. On your Windows 10 PC, open the Notifications section by clicking on the text message icon at the bottom right of the screen (it could also be empty if you have no notifications).
4. Click on Connect. You should see your Fire Stick listed if both devices are on the same Wi-Fi network.
5. Click on the Fire Stick listed and it should connect. You should now see your PC screen mirrored on the TV that the Fire Stick is plugged into.

## How to cast from Chromebook to Smart TV

1. Open Chrome.
2. At the top right, select More, then Cast.
3. Select Cast to choose whether you'd like to share your current tab in Chrome (Cast tab) or your whole screen (Cast desktop).
4. Select your compatible TV or Chromecast device.

## How to cast from an Apple Device



### **AirPlay from your Mac**

1. Connect your Mac to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. On your Mac, open the app or website that you want to stream video from. 3. In the video playback controls, click .
3. Select your Apple TV or smart TV. Need help?

To stop streaming video, click in the video playback controls, then choose Turn on AirPlay.

### **AirPlay from your iPhone, iPad, or iPod touch**

1. Connect your iOS device to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. Find the video that you want to AirPlay.



3. Tap . In some third-party apps, you might need to tap a different icon first. \*In the Photos app, tap , then tap .
4. Choose your Apple TV or AirPlay 2-compatible smart TV.

To stop streaming, tap in the app that you're streaming from, then tap your iOS device from the list.

### **Screen Mirror to Apple TV**

1. Connect your iOS device to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. Open Control Center
  - a. On iPhone X or later or iPad with iOS 12 or later: Swipe down from the upper-right corner of the screen.
  - b. On iPhone 8 or earlier or iOS 11 or earlier: Swipe up from the bottom edge of any screen.
3. Tap Screen Mirroring.
4. Select your Apple TV or AirPlay 2-compatible smart TV from the list.
5. If an AirPlay passcode appears on your TV screen, enter the passcode on your iOS device.

### **Screen Mirror or extend your Mac display**

1. Connect your Mac to the same Wi-Fi network as your Apple TV or AirPlay 2-compatible smart TV.
2. On your Mac, click  in the menu bar at the top of your screen. If you don't see , go to Apple menu > System Preferences > Displays, then select "Show mirroring options in the menu bar when available."
3. Choose your Apple TV or AirPlay 2-compatible smart TV.
4. If an AirPlay passcode appears on your TV screen, enter the passcode on your Mac.

### **iOS or Mac to Amazon Fire Stick**

1. On your Fire Stick/Fire TV device, hover over search icon and type Airscreen. Click Airscreen.
2. Select Airscreen app.
3. Click Download.
4. Wait for the file to finish installing.
5. Message will prompt when the app is installed. Click Open.
6. This will launch Airscreen. Click Start Now.
7. Scroll down to hover over and select Settings.
8. Click Device Name.
9. Here, we can enter a name for our fire tv device (i.e. "firestick4k"). Once complete, click Next, then click OK.
10. From your iOS device, swipe down or open the control center from your main screen and tap Screen Mirroring.
11. Select your Fire TV device.
12. Check mark will display once enabled.

## **How to cast from an Android device**

### **Screen Mirror from an Android Device**

1. From a Home screen (on your device), tap the Apps icon (located in the lower-right).
2. Tap Settings.
3. From the Wireless and networks section, tap More networks.
4. From the Media share section, tap Screen mirroring.
4. When connected, the device's screen is displayed on the TV.