

Common Issues:

Problem

Test

Solution

“I can only see the chat.”

Are they using a phone/tablet?

Switch to a computer.

“I’m using a computer, I’m not ‘casting’ to a TV and I can’t see the film.”

Are they still connected to the internet?

A browser refresh will usually resolve this.

“I’m at the login page and the credentials aren’t recognised.”

Are they **off** any VPN?

Is their username “cinema” + 6 numbers? Is the password 8 lowercase letters & numbers?

Disconnect from any VPN.

Check credentials have been entered carefully and no spaces have been copy/pasted.

Supported Devices:

For Playback:

- ✓ PCs and Macs (Laptops and Desktops) for playback and/or chat.
- ✓ Browsers: Goggle Chrome, Edge, Safari, Firefox and more.
- ✓ Output: HDMI to a TV or Projector (or other large screen).

For Chat Only:

- ✓ Tablets/phones are supported only for chat as a 2nd screen.

Restrictions:

- Set-top-boxes (including Apple TV, Firestick, etc), Games Consoles and all ‘casting’ or ‘mirroring’ technologies are not supported
- Tablets and phones are not supported for watching the film (only for the chat)
- Internet Explorer is not a supported browser
- Users cannot be on any VPN (or similar) and must not hide their IP or IP location information.