



## Live streaming *Misfits*

Each performance of *Misfits* will be live streamed from our empty auditorium at Queen’s Theatre Hornchurch. The show will last approximately 90 minutes with no interval.

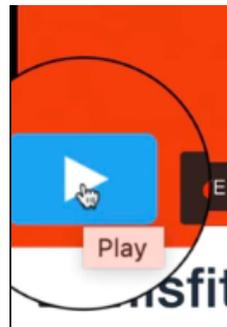
You will have to open the link emailed to you and enter a password into the Vimeo player to access the stream. The link and password will be sent to you via email on the day of the performance.

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.

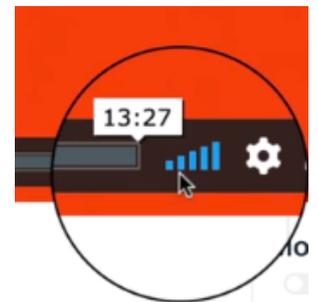
### Player Controls



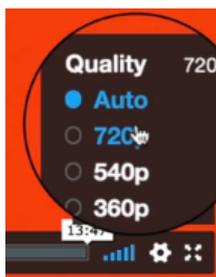
This is the how the live stream video player should look.



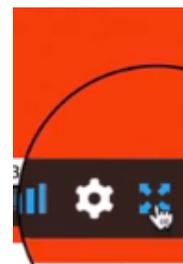
Click the play button to start and pause the stream. Please note you cannot pause the livestream.



Use the volume control to adjust the volume on the player. You will also need to make sure the volume on your device is turned up too.



The cog icon is the quality settings. If your internet connection is slow, turning the quality down may improve any stuttering/buffering. If the image is blurry/pixelated, try turning the quality up.



The full screen button will turn the player full size to take up the whole of your device’s screen



## TROUBLESHOOTING

### **I cannot find / have not received my password:**

This is sent on the day of the performance. Check your junk folder and if you have not received it by 2 hours before the performance start time, email [boxoffice@queens-theatre.co.uk](mailto:boxoffice@queens-theatre.co.uk).

### **My password is not working:**

Make sure your password matches the one sent to you in the email. Copy and paste it and ensure there are no spaces at the end.

### **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.

### **I cannot hear anything:**

Ensure the volume in both the player (see player controls on previous page), and your device is turned up.

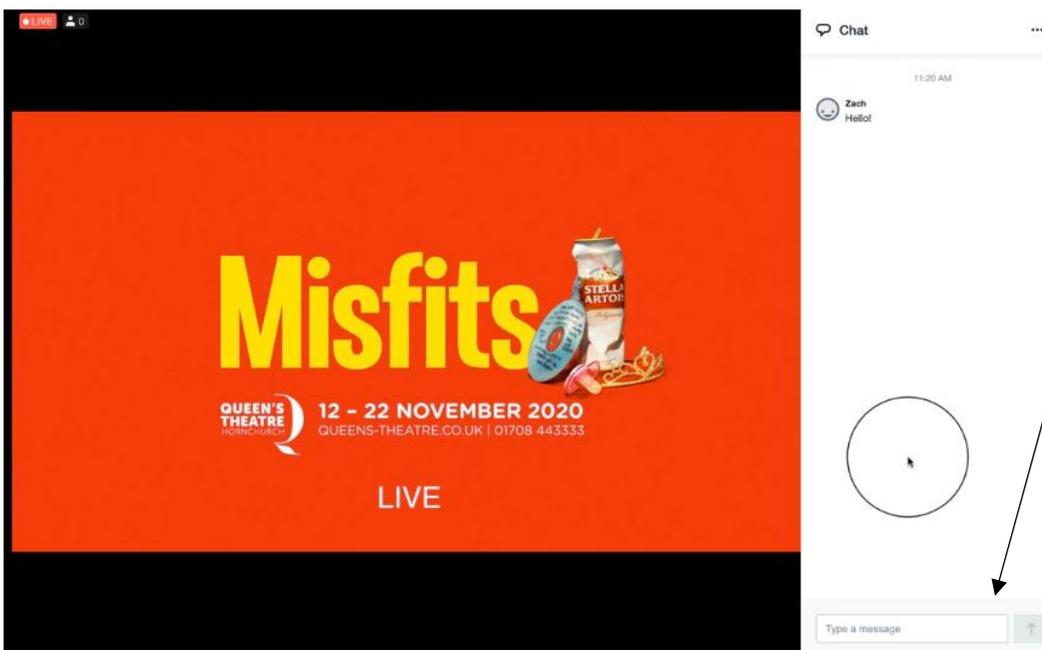
### **I cannot see anything:**

Make sure you have pressed "play". Try reloading the page if this error continues.

### **The stream keeps stopping and starting:**

Please check your internet connection. If your internet connection is slow, turning the quality down may improve any stuttering/buffering. If the image is blurry/pixelated, try turning the quality up.

For queries about your booking please email [boxoffice@queens-theatre.co.uk](mailto:boxoffice@queens-theatre.co.uk), or call on 01708 443333. During the performance, you may also ask for help via the chat function the webpage – our virtual ushers are here to help!





To dismiss the chat box, click the three dots on the right hand side of the chat box and select "minimize".



To open the chat box, click the chat bubble on the right hand side:

