

# Frameline Distribution

Thanks for booking *Moroni for President* in your Virtual Screening Room, we are thrilled to be able to share this film with your cinema patrons and community! Here are a few tips to help troubleshoot problems patrons may experience viewing the feature.

## **SYSTEM REQUIREMENTS**

**Windows computers:** *Windows 7, Windows 8.1 or Windows 10*

Supported browsers: Google Chrome, Firefox, Microsoft Edge, Opera. We recommend using the latest version of your browser. Internet Explorer is not supported.

**Mac computers:** *Mac OSX 10.12 or later*

Supported browsers: Google Chrome, Firefox, Safari, or Opera. We recommend using the latest version of your browser.

**iPhone/iPad:** *iOS 11.2 or later*. Supported browser: Safari. Please note that you must have "Screen Mirroring" turned off for content to play.

**Android phone/tablet:** *Android 6.0 or later*. Supported browser: Chrome.

## **STREAMING FAQs**

**I can't find my confirmation email.**

Check the junk/spam/promotions folder of your inbox. The confirmation emails are sent instantly after purchase/reservation. Sometimes they are filtered to those folders instead of the main inbox. Contact the box office at [boxoffice@frameline.org](mailto:boxoffice@frameline.org) to request a re-send if the confirmation is lost.

**How do I AirPlay from my iPad/iPhone to my TV?**

- Check that the TV and device are on the same wifi network.
- Ensure Screen Mirroring is turned off from your device settings
- Open the video player on your computer or device.
- Click on AirPlay button (📺) in the bottom right-hand side of the player.
- Select which device you'd like to watch the video on when prompted.
- If prompted to, enter code from TV into device.

**Can I cast from my iPad/iPhone to my TV using an HDMI cord?**

No. iPad/ iPhone iOS doesn't support playback of encrypted video when an HDMI lightning adapter is plugged into the device.

**Can I cast from my iPad/iPhone to my TV using screen mirroring?**

No. iPad/ iPhone iOS doesn't support playback of encrypted video through screen mirroring.

**I don't see the AirPlay button (📺) or the Chromecast button (📺) on my screen.**

That means that there is incompatibility between the device and the TV. Try updating the web browser on the device to ensure you have the most recent version.