

Theater By Women
renaissance
T H E A T E R W O R K S
For Everyone

STREAMING ON DEMAND FAQs

Dear Friends—

This document seeks to answer all questions you may have regarding the **on demand streaming** of NEAT. Our goal is to ensure a **seamless viewing experience**.

If you have other questions, please call 414-273-0800 Monday-Friday, 10:00am to 5:00pm CST, or email info@r-t-w.com.

HAVING TROUBLE VIEWING RIGHT NOW? TRY THESE SIX STEPS TO FIX YOUR STREAM:

1. Try refreshing your browser. Don't forget to click the play button after it reloads.
2. Try switching to a different browser.
3. Try using the browser under 'incognito/private' mode.
4. Try disabling an ad-blocking software or browser plugins
5. Try a different device.
6. Go to [speedtest.net](https://www.speedtest.net) and test your internet bandwidth. You'll want at least 2Mbps to view the video.

HOW DO I ACCESS MY STREAMING PERFORMANCE?

SUBSCRIBERS & COMP TICKETS

- You will receive a Performance Confirmation email with a custom link to a password-protected site **sometime between March 11 and March 18**.
- Use your custom link to watch on your laptop, tablet, mobile device—or mirror the show to your smart TV.

Can't find your e-mail confirmation? Be sure to check your junk/spam folder! If you have questions, please call 414-273-0800 Monday-Friday, 10:00am to 5:00pm CST, or email info@r-t-w.com.

Theater By Women
renaissance
T H E A T E R W O R K S
For Everyone

TICKET BUYERS

- You will receive a Performance Confirmation email with a custom link to a password-protected site **after 6:00 pm on the day you purchase your ticket.**
- Use your custom link to watch on your laptop, tablet, mobile device—or mirror the show to your smart TV.

Can't find your e-mail confirmation? Be sure to check your junk/spam folder! If you have questions, please call 414-273-0800 Monday-Friday, 10:00am to 5:00pm CST, or email info@r-t-w.com.

WHICH DEVICES CAN I USE TO STREAM?

The platform works on **mobile phones, computers, tablets** and **smart TVs (with a web browser)**. If you have any of those, you can watch!

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 big screen! The easiest option is to use **Chrome Casting, AirPlay** or **screen mirroring** to play the stream 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.

If your TV can access a web browser, you can open that browser and log into your email. From there, you can open the email we sent you and click on your link to stream. If you have trouble streaming on an older TV, you may have better luck switching to an alternate device.

[Here is a 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.

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?

For showtime, 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.

Theater By Women
renaissance
T H E A T E R W O R K S
For Everyone

HOW DO I MAKE A VIDEO FULL SCREEN?

You'll find the full screen 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 can't guarantee and 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.
- Try closing all open windows or applications on your device.
- 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?

To get you started streaming and to answer your questions, we'll have email and phone support available **Monday-Friday, 10:00am CST to 5:00 pm CST.** You can call 414-273-0800 or email us at info@r-t-w.com.

CAN I WATCH THE PERFORMANCE AGAIN AFTER APRIL 11th?

On-demand performances can be watched anytime, but only from **March 19 – April 11** before midnight.

HOW DO I ACCESS MY DIGITAL PLAYBILL FOR THE PERFORMANCE?

Upon logging in, you'll see the playbill on **NEAT's streaming page.** It is also available on our website [here](#).

Theater By Women
renaissance
T H E A T E R W O R K S
For Everyone

Casting Instructions

Casting means that you can view the show on your TV from a different device, like your computer, laptop, tablet, or phone.

Cast from a Computer

Connect computer directly to TV with an HDMI cable.



The simplest option is 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.

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.

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.

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 .
4. Select your Apple TV or smart TV. Need help?

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

Theater By Women
Yenaissance
T H E A T E R W O R K S
For Everyone

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 iPhone, iPad, or iPod touch 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 on Roku

1. First, Your Roku receiver and your iPhone must join the same network. You can verify your network settings with the Roku receiver.
2. Next, you'll need to make sure mirroring is allowed\setup on your Roku receiver.
3. On your Roku, go to Settings > System > Screen Mirroring.
4. Under Screen mirroring mode, verify that either Prompt or Always allow is selected, indicated by a checkmark.
5. Download the Mirror for Roku app on your iPhone from the App Store. Once it's downloaded, open the app on your phone. It will immediately prompt you to connect to your device. Find the TV you would like to connect to, select it, and hit connect.
6. The app will then prompt you to install a channel on your Roku device. You can do so by hitting the install button from your iPhone. It will automatically bring the channel up on your TV. Select Add channel on your TV. Once the channel has been added, the app on your phone should show "Channel Installed". Hit done.
7. On the app, there are several options for casting. Select "Internet". At the top of your phone is a place to type the URL. Tap in that box and type the link to access your email. Find and open your Performance Confirmation email. Click the unique link that will take you to the performance login page. Your username and password should be entered automatically, simply click the "Watch Now" button to begin.

Theater By Women
renaissance
T H E A T E R W O R K S
For Everyone

Cast from an Android device

Screen Mirror from an Android Tablet

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.
5. When connected, the device's screen is displayed on the TV.

Cast from Amazon Fire Stick or Fire TV

PC to 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.

iOS or Mac to Fire Stick

1. On your Fire Stick/Fire TV device, hover over search icon and type Aircscreen. Click Aircscreen.
2. Select Aircscreen 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 Aircscreen. 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.