



VIDEO ON DEMAND

FREQUENTLY ASKED QUESTIONS

If you have any questions or are having issues accessing our virtual video content, please reference the frequently asked questions below.

What is Video on Demand?

Video On Demand (VOD) events provide you with access to a pre-recorded event and you have a window of time to watch it. The window of time you have to view the event will be listed in the Order Details of your confirmation email.

What is a Livestream?

Livestreamed events take place at a specific date and time. Typically, the event you are viewing is happening in real time. Occasionally, elements of your event will have been pre-recorded. Similar to a live, in-person performance, the livestream is only available at the time indicated on your confirmation. You cannot go back and watch these events at a later time.

When will I get the link to the performance?

For Video On Demand events, patrons will receive the link and unique access code in your confirmation email at the time of your purchase. The link appears as a large, bright blue button. If you have lost/deleted the email, please contact the Box Office (boxoffice@mosaictheater.org) for assistance.

For Livestream events, you will also receive a performance reminder prior to the event that will also contain this link and unique access code. If you have lost/deleted the email, please contact the Box Office (boxoffice@mosaictheater.org) for assistance.

Is the performance password protected?

Yes. Each purchase will be assigned a link and unique access code included in the confirmation email. The unique access code is located directly below the link to watch. Please be advised, if you switch devices or try to log into a second device with this unique link/access code, the player will stop playing on the original device and continue in the newly logged in device. The purpose of this is to maintain the financial integrity of a ticket purchase at Mosaic Theater.

How do I view the performance on my mobile or tablet?

Virtual performances are accessible by any internet connected device (computer, tablet, or mobile) and can be viewed by opening the link provided in the confirmation email in any web browser app. The video player auto-scales to your screen size, so your viewing is always optimized. You will want to make sure you phone or tablet is in landscape mode. While the video is playing, just turn your phone sideways. If mirroring to your TV this will fill your TV screen better as well.

How do I view the performance on my TV?

Virtual performances must be viewed in a web browser, whether that is on your computer, tablet, mobile device, or smart TV.

Wireless:

For best practices on streaming to your TV, see device specifics below:

Apple TV/Airplay: First, make sure both your Apple devices are on the same WiFi network. It is recommended to open and begin watching the video on your selected Apple device and then click the airplay icon in the top right corner of the video to cast the video to your Apple TV.

Smart TV: If your TV has a web browser app, it is recommended to log into your email account first on your TV. Next, open the email containing your show specific link and click the button link to watch. This should open a new window, pulling in your unique access code and the video player. The video should start automatically, if not, click play.

Amazon Fire Stick: In order to watch on with your Amazon Fire Stick, you must first download the free browser, Amazon Silk.

- ❖ Download App: <https://www.amazon.com/Amazon-com-Amazon-Silk-Web-Browser/dp/B01M35MQV4>
- ❖ Using this browser, log into your email and open the show specific link and click the button link to watch. (You may need to click the request desktop site in the top menu to read the whole email.)
- ❖ Allow the browser to leave the page.
- ❖ This should open a new window, pulling in your unique access code and the video player. The video should start automatically, if not, click play.

Roku: First, make sure both your mobile device and Roku device are on the same WiFi network. In order to watch on your Roku device, you must first download the following app on your mobile device for \$4.99 and follow these steps:

- ❖ Download App: <https://channelstore.roku.com/details/150902/mirror-for-roku>
- ❖ Add the Mirror for Roku channel to your Roku device and then open the channel.
- ❖ On your mobile device, open the Mirror for Roku app and mirror your device to your Roku device.
- ❖ Open the link from your email in your mobile browser, rotate your device and click play to watch it full screen. Turn the volume off on your mobile device to enjoy!

These best use practices do not recommend using Chromecast at this time.

Wired via HDMI Cable:

You can connect your tablet or smart phone to your TV via a cable. Your TV must have a HMDI input available on it which will look like this:



You will need a cable to run from your smartphone to the TV (costs vary from \$18.00 to \$30.00 on average). They can be found at various stores like Best Buy, Target, and Amazon.

For Android phones, and tablets with USB type C or Micro USB outputs:

USB-C/Micro USB to HDMI Adapter Cable For Android Phones

From Amazon [click here](#)



For Apple iPhone, iPad, iTouch with lightning outputs:

Apple to HDMI adapter for iPhones/iPads

From Amazon [click here](#)



For Chromebooks (must have either USB Type C or HDMI outputs to connect to TV:

With USB type C output

A USB type C cable to HDMI cable

From Amazon [click here](#)



With HDMI output

HDMI Cable

From Amazon [click here](#)



To connect: Plug the HDMI cable into your TV and the USB into either a USB input on the TV or a USB phone charger (this power the adapter). Then plug the other end into your phone. Make sure your TV is set to the HDMI input you have the cable connected to (if your TV has more than one HDMI input). Use your phone to play the video and it will be mirrored onto your TV.

Who do I contact if I have problems with the link?

Please contact the Box Office directly at (202)738-9491, or via email at boxoffice@mosaictheater.org for any troubleshooting or if you cannot locate your email with the link. The Box Office hours are Monday through Friday from 10:00am to 6:00pm.

How many times can I watch the performance?

Livestreams are just like attending a live, in-person performance; the performance begins and is only available at the start time indicated in your confirmation.

Video on Demand is a bit different. You have the ability to pause the performance and watch it as many times as you would like between the time it is released and June 30, 2021.

Some Helpful Do's and Don'ts

Do put your phone or tablet to landscape mode! You will want to make sure your phone or tablet is in landscape mode. While the video is playing, just turn your phone sideways to get the biggest picture possible. If mirroring to your TV this will fill your TV screen more as well.

DO use a modern internet browser to view your event. We have found that Internet Explorer and Microsoft Edge do not support our virtual platform as well as others. Please attempt to connect via another browser, such as Chrome, Firefox, or Safari.

DO troubleshoot. If your screen freezes or loses sync with audio, refresh your screen. If that doesn't work, check your internet connectivity. If your connection is interrupted, you can still go back and click your ticket link again to rejoin the stream.

DO contact us if you cannot find your confirmation. Sometimes, our confirmation and/or reminder emails go directly to junk or spam folders in your email. If you cannot locate your confirmation, please email us at boxoffice@mosaictheater.org or call (202) 738-9491

DON'T pause, rewind, or fast forward your Livestream. Live Streams happen in real-time. Interrupting your stream may cause you to miss the ending. However, if you are watching a Video On Demand Event, you can use these features.

DON'T share your ticket. Your access link allows you to view on one device at a time. If you share your link, and that person joins after you, you will be booted from the platform.