

## HOW AND WHEN WILL I RECEIVE MY LINK TO WATCH?

You will receive an email from [boxoffice@wyotheater.com](mailto:boxoffice@wyotheater.com) when you complete the purchase of your ticket. If you do not receive the email, please first check your spam folder and then email us at [boxoffice@wyotheater.com](mailto:boxoffice@wyotheater.com) or call the Box Office Wednesday - Friday, noon-5:00pm. The Box Office is open Saturday's, only when there is a show, noon-4 and 1 hour prior to curtain. **307-672-9084.**

## INTERNET CONNECTION

The minimum internet speed needed is 3 Mbps. The WYO Theater is not responsible for individual internet connections. Slower connections are indicated by:

- your video is buffering
- your video is constantly loading
- your video is choppy
- your video is constantly freezing

A good test of internet strength is to stream something on Netflix, Hulu, Amazon, etc. If you have questions, please call the Box Office at 307-672-9084.

## LIVE STREAM DO'S

**DO find your ticket.** Your live stream access ticket and access code was included in your confirmation email. It will also be emailed to you again 24 hours prior to your performance. Do check your spam folder if you haven't received it. Reach out to [boxoffice@wyotheater.com](mailto:boxoffice@wyotheater.com) with questions.

**DO test it out ahead of time!** You can click your ticket link at anytime. If you see a countdown clock, you've made it to the right place! We will officially go live with the stream 5 minutes prior to performance time with the pre-show video.

**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.

## LIVE STREAM DON'TS

**DON'T pause, rewind, or fast forward.** Our live streams happen in real-time. Interrupting your stream may cause you to miss the ending.

**DON'T share your ticket.** Your access link allows you to view on one device at a time.

## WHAT KINDS OF DEVICES CAN I USE TO WATCH?

You can watch on almost any device with a good Internet connection: computers, tablets, smartphones, and smart TVs. We recommend using larger devices for the best viewing experience. If you wish to view on your television, the best way is to plug a USB to HDMI cable directly into your television from your computer. Your second option is Screen Mirroring. Most computers and mobile devices can mirror what's on the computer or mobile screen to your

television screen with technology such as Google Cast and Apple AirPlay. The instructions for Screen Mirroring vary widely across devices and brands, so please research how this works on your specific equipment at least a few hours before the performance to learn what works for your specific setup.

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

## **SMARTPHONE OR TABLET TO TV**

### **Plug in with a USB data cable**

Nearly all smartphones and tablets can plug into a TV's HDMI port using a USB cable like a 6-foot Data Cable for USB-C. Once connected, you can project your phone's display onto your TV – whether you are checking out pictures, watching videos, surfing the web, using apps or playing games. All it takes is one cable, so there is no need to connect via Wi-Fi or remember any passwords.

The longer your USB cable is, the better -- especially when you are sitting far away from your TV.

### **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.

### **Amazon Fire Stick**

To watch on with your Amazon Fire Stick, you must first download the free browser, Amazon Silk.

- Download App
- 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. To watch on your Roku device, you must first download the app on your mobile device for a fee and follow these steps:

- Download App:
- 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!

## LAPTOP TO TV

Start by checking the video-out connection on your laptop and video-in connection on your TV. If they share the same connection, such as HDMI, simply run that cable type from the laptop to the TV. If your devices do not share a connection, the right adapter can make it work. Not all cable options include sound, so you might need a separate 3.5mm audio cable.

HDTVs offer multiple video inputs, with HDMI and DVI being the most popular and highest quality options. Here are the video-out connections you're most likely to find on your laptop.

### **HDMI**

HDMI (High-Definition Multimedia Interface) is currently the highest quality connection available, providing optimum picture and sound from one cable. To connect a laptop to TV with HDMI, just plug an HDMI cable into the HDMI port on each of the devices. If you purchased your television within the last ten years, chances are good it has an HDMI port. If your laptop does not have an HDMI port, you'll need an adapter.

### **Mini DisplayPort and DisplayPort**

Initially developed by Apple for use in Mac products, Mini DisplayPorts are now included in various tablets and PC laptops. Like HDMI, a DisplayPort cable carries both audio and video over a single connection. With an adapter, it can connect to HDMI, DVI or VGA on your TV.

### **DVI** - (requires 3.5mm audio cable for sound)

DVI (Digital Video Interface) is a common connection on desktop computers, but less likely on laptops. Its digital signal provides better picture quality than S-Video or VGA. If you want sound with a DVI connection, connect a 3.5mm audio cable from the headphones output of your laptop to the audio inputs of your TV.

## EMAIL FROM SMART TV

If you do not want to connect your virtual content from a device, you can access your virtual content through your Smart TV's email or web browser feature. Depending on your Smart TV, most devices have an app feature where you can connect and access your email from your Smart TV. Once you have connected your email account, you can open your email with the virtual content link and access your virtual content on your Smart TV.

If your Smart TV does not have an email app feature, you can also access your email through the web browser feature on your Smart TV. Once you've opened your web browser, you can log into your email account and access your virtual content.