

Folk Nights at glór- FAQ's

WHEN CAN I WATCH IT? Once purchased, the event will be available for you to watch for 72 hours.

HOW CAN I WATCH IT? Your order confirmation was sent to your email address upon purchasing – sent from: messages-noreply@ticketsolve.com. Please check your junk mail if you cannot locate your order confirmation email in your inbox. Click the link in your email to access the Streaming Room, where the performance will launch at 8pm tonight. The Room will open 30 minutes prior to tonight's performance at 7.30pm. In your confirmation email there is also a Streaming Room Access/Entry Code in case you get locked out of the Room.

CAN I SHARE MY LINK? No. This is for your home use only. When you open your unique link, it attaches your IP address to that link. If multiple IP addresses are used on the same link, it will block the Stream for everyone.

CAN I WATCH IT MORE THAN ONCE? Within the 72-hour period from purchase, you may be able to view it more than once in your own home as it links to your IP address. It all depends on how many times you click the link so be careful that you only click the link when you wish to view it. Too many clicks will eventually lock you out as the clicks are limited.

CAN I PAUSE, FAST FORWARD OR REWIND? Folk Nights at glór can be paused, fast forwarded and rewind.

If you really enjoyed the show and want to recommend it to others, it will be available to purchase on demand after the scheduled performance at www.glor.ie (it will be available to watch for 72 hours from purchasing).

TECHNICAL FAQ'S:

NB. CASTING ONTO TELEVISION IS THE RESPONSIBILITY OF THE VIEWER. WE HAVE ADVICE ON COMMON SET UPS BELOW, BUT THIS IS NOT EXHAUSTIVE AS THERE ARE MANY COMBINATIONS AND PERMUTATIONS OF USERS SET UPS.

WHAT DO I NEED TO PLAY THE STREAM? You can play the stream on any device once it is connected to the internet. Simply click on the link and it will open. However, for the best viewing experience, we would suggest playing on a TV or a projector.

IS THE LINK COMPATIBLE WITH MOBILE PHONES, LAPTOP, CHROMECAST, APPLE TV, SMART TV, ETC.? Yes. The Stream can be watched on all devices; however, Chromecast may not support directly, but see here a workaround on YouTube that has helped some people; https://youtu.be/UH_7y6G1Ng

Also, some smart TV's may require you to Sign Up and login to www.vimeo.com on your Smart TV (it takes less than a minute)

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COMMON PROBLEMS:

MY LINK WON'T WORK. WHY NOT? This could have happened for several reasons.

1. Your link was opened in multiple sites and had linked to too many IP address. This will block your link.
2. You clicked on the link too many times. Each click has a limited number of clicks so once you hit the limit, it will automatically block it.
3. You have clicked on the link too early – The link to **Folk Nights** Room is not open until 7.30pm and the performance will be available to watch at 8pm.

THE FEED KEEPS BUFFERING? This is a local issue due to your internet service. Try these fixes.

1. Drop the resolution down on the cog wheel beside the play bar. This will affect the quality of the stream.
2. Ensure your internet is not under pressure with other devices.
3. Try to hotspot to your phone instead of your broadband box.
4. Try hard wiring to your internet box instead of WIFI.

MY SMART TV WON'T PLAY THE SHOW Some Smart TVs require you to have a vimeo account which you need to login to on your Smart TV. It takes less than a minute to set up. See www.vimeo.com and set up an account.