

## FAQs

### **How do I access the content?**

You will receive an initial confirmation of your order, with instructions on how to access the live stream, through Vimeo. There will then be an email 24hrs prior to the event detailing the event joining instructions. A further notification will be sent when the broadcast goes live. We aim to have the broadcast live 15 mins prior to the start of the live event.

### **Are tickets refundable?**

Please note that all tickets are non-refundable on purchase.

### **How do I send my question in for the Questions and Answers Part of the Event?**

If you would like to send a question in, please email [faneonline@fane.co.uk](mailto:faneonline@fane.co.uk). Please note, it is not guaranteed that your question will be asked.

### **What do I do if the content doesn't work?**

The quality of your live playback experience is largely dependent on the download speed you have from ISP (Internet Service Provider) or mobile provider. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, Wi-Fi performance, other devices/users utilizing your connection, and the strength of the signal provided by your ISP. Please contact us via <https://fane.vhx.tv/contact/support> with your issue.

### **If I chose the 'Book and Ticket' package, when will I receive my book?**

Your book will be dispatched the week of the event. It will be sent via Royal Mail.

### **Can I buy more than one ticket?**

As you must create an account in order to purchase your ticket, which you will log into when the event goes live, you can only buy one ticket per email address.

### **Is worldwide viewing available?**

Yes, you can access the live stream from anywhere in the world.

### **Is book delivery only available to the UK?**

Yes. The 'book and ticket' package is only available if you live in the UK.

### **If I buy the book-and-ticket package, will my book be signed?**

Please check the copy on the event page and your confirmation email to see whether the event you are purchasing a ticket and book for comes with a signed book.

### **Do I have to watch live?**

No, a recorded version of live stream will be available to watch for 48 hours after the event has ended. It will not be possible to watch the Live Stream from the start if you have missed the beginning of the broadcast. You will have to wait until the live broadcast has ended before you can watch the event from the start.

### **Can I pause or rewind the live stream?**

When the broadcast is being streamed live, you will not be able to pause or rewind the event. However, after the event is finished it will be added to Vimeo for 48 hours. You will then be able to pause and rewind the event.

### **What time zone does the broadcast first go out in?**

The broadcast will initially be streamed in UK time. If you are purchasing internationally, please find a link to a time zone converter [here](#).

### **Other Information That Will Be Beneficial To Venues Fielding Questions**

#### **Download speeds**

The following table shows the minimum speeds required for each playback quality:

<b>Quality</b>	<b>Required Minimum Bandwidth</b>
240p	500 kbps
360p	1 Mbps
720p	3 Mbps
1080p	7 Mbps
2K	12 Mbps
4K & up	22 Mbps

#### **Desktop OS and Browser**

In addition, we recommend using the following browsers and versions on **Windows 7 or later** or **macOS Sierra (10.12.6) or later**:

- Chrome 30+ (has automatic updates)
- Firefox 27+ (has automatic updates)\*
- Microsoft Edge
- Safari 9+

\*H.264 video (required for viewing Vimeo videos) is only supported in Firefox for Windows 7 and later. Firefox versions on Windows XP are no longer supported for playback.

#### **Firewalls and whitelisted domains**

Viewers should ensure the following ports are open on their network for playback:

- TCP/UDP 80 (HTTP)
- TCP/UDP 443 (HTTPS)

In addition, if your viewers are on a corporate network (office, university, hotel, etc.) that restricts access to certain websites or domains, they should have the following domains whitelisted:

- \*.vix.tv

- \*.vimeo.com
- \*.vimeocdn.com
- \*.akamaized.net
- \*.cloudfront.net

### **Mobile devices**

Mobile viewers can use **Android (Lollipop) version 5.0+** or **iOS version 9.3.5+**.

**⚠ Blackberry and Windows phone users:** You may still be able to view Vimeo videos on devices that support HTML5; however, we do not test out our player in these environments and thus cannot guarantee support.

**⚠ Samsung users:** The Samsung Internet browser (all versions) is not supported for live streams. We recommend installing Chrome instead.