

How To Watch guide

How to watch Panto Mania

Our Panto Mania performances take place on Vimeo. A link to the show will be emailed to you 45 minutes before your selected performance date.

You can watch on any device with an internet connection and browser.

Go to your internet browser and enter the URL

<https://www.civictheatre.ie/whats-on/panto-mania-the-civic-panto/>

or use the vimeo link provided in your email

Then enter the unique code that was included in your email which was sent to the e-mail address given at time of purchase (please check your junk mail) 45 mins before the show starts at 2pm.

Once the code is entered you can watch from here.

How long can I watch for, can I watch it more than once?

Yes you can watch the show as many times as you like until between 2pm and 10am the following day.

How do I watch on my TV?

You can use Chromecast mirroring – [Online Support Page Here](#)

You can mirror or Airplay from your iOS device's browser – [Online Support Page Here](#)

You can plug your laptop or mobile device into your TV using an HDMI cable

How do I watch on my Smart TV?

There are two options:

1. You can download or open an internet browser and enter the URL above.
2. You can use the Vimeo app on your Smart TV. Sign-in to a Vimeo account is required; Vimeo accounts are free to set up.
 - a. Sign into your Vimeo Account on your SmartTV device as well as on the mobile device/computer on which you have received the emailed link (the link will be emailed to you 45 mins in advance of your selected performance). *You must be signed into the Vimeo app on both devices.*
 - b. Click the link on your mobile device or computer; the video should open in your Vimeo App.
 - c. On the top right corner of the video, click the clock icon to **Add To Watch Later** list.
 - d. Open and log into the Vimeo App on your SmartTV device, and navigate to your **"WATCH LATER"** list, and the performance on screen should be there.
 - e. For more information on how to watch Vimeo on your SmartTV, see [here](#)

How do I make a video full screen?

You will find the full screen button in the video player in the lower right corner.

Vimeo Troubleshooting Guide

The Civic uses Vimeo for viewing the Panto Mania performances. Below are some troubleshooting ideas:

- 1. Check your bandwidth**

Vimeo requires network speeds of 500 kbps or higher in order to stream our lowest playback quality (240p). You can use this [speed test](#) to get a general sense of your Internet speed during the time of the issue. Keep in mind that bandwidth can fluctuate, especially on Wifi or cellular networks.

- 2. Disable any browser extensions, plugins, or add on's**

Third party programmes can sometimes cause issues during playback – including blocked video segments, dropped frames, buffering, etc. If you're having trouble, try disabling any active extensions one-by-one to find the culprit. You can also open your video within incognito or private window of your browser for testing.

- 3. Restart your router and modem**

Resetting your router or modem can help to refresh your connection and improve playback performance. Try disconnecting the power cord and then reconnecting to perform a hard reboot.

- 4. Update your browser**

Browser software is constantly being improved upon. Make sure you are using the latest version of your browser for peak performance. The latest version of each browser can be found [here](#).

- 5. Close excess browser tabs or applications**

Keeping too many applications open can make everything run slower, including video playback. Especially on a mobile device, it's easy to forget which apps are running. Make sure that you completely close or disable apps instead of just minimizing their windows.

- 6. Clear your browser's cache**

Although this may sound simple, refreshing your cache can help with many different issues, including playback. Learn more [here](#).

- 7. Disable/Enable Hardware acceleration**

Hardware acceleration makes resource-hungry operations run more efficiently, but sometimes doesn't work well with older graphics cards. Try disabling or enabling this option within your browser settings.

For any other Vimeo issues, please visit the Vimeo Help Centre [here](#).

I still have questions or issues.

Contact us at boxoffice@civictheatre.ie