

ESTELLA SCROOGE

Frequently Asked Questions About Streaming

If you have any challenges, please don't worry. From the time you start watching, you have three days to watch your musical. Please check the information below first. If you don't see your question answered here, please e-mail us at support@streamingmusicals.com. If you have internet-related questions, please call your provider. Enjoy the show!

What are the system requirements?

You can watch on PCs running Windows 7+, Intel-based Macs running OSX 10.9+. You can also watch on Android tablets and phones, and iPhone and iPad using the SHIFT72 app. You will need a broadband or fiber internet connection - dial up will not work. You'll find a complete list of requirements below.

What are the requirements for Windows computers?

Windows 7, Windows 8.1 or Windows 10.

Google Chrome, Firefox, Microsoft Edge, Internet Explorer or Opera. We recommend using the latest version of your browser as earlier versions may not be supported.

You will need a broadband or fiber internet connection - dial up will not work.

What are the requirements for Mac computers?

Mac OSX 10.9 or later.

Google Chrome, Firefox, Safari, or Opera. We recommend using the latest version of your browser as earlier versions may not be supported.

You will need a broadband or fiber internet connection – dial-up will not work.

Can I watch content on my iPhone/iPad?

Yes, you can watch content using Safari and this requires iOS 11.2 or later. You can also watch content using the SHIFT72 app which can be downloaded from the [**Apple App Store**](#). The app requires iOS 10 or later and allows you to stream content and download to watch offline. Compatible with iPhone, iPad, and iPod touch.

Can I watch content on my Android Device?

Yes, you can watch content using Chrome and this requires Android 6.0 or later. You can also watch content using the SHIFT72 app which can be downloaded from the [**Google Play Store**](#). The app requires Android 6.0 or later and allows you to stream content and download to watch offline.

I still can't watch the film that I bought. What else can I do?

Check your minimum system requirements above. We recommend that you update to the latest version of your browser. We use adaptive bitrate streaming which means the streaming quality will automatically adjust based on your internet speed. For High Definition (HD) streaming we recommend VDSL, cable or fiber connections as we cannot guarantee consistent HD streaming on ADSL.

Are the films available in High Definition (HD)?

Yes. For High Definition (HD) streaming we recommend cable or fiber connections as we cannot guarantee consistent HD streaming on DSL.

What happens if I forget my password?

Simply click **Forgot your password?** on the **Sign In** page, enter the email address you used when you created an account and a link to reset your password will be sent to you.

Why does playback of my film stall or not play smoothly?

If your internet connection is poor or inconsistent you may experience problems during playback.

What devices can I Chromecast from?

You can Chromecast from a Chrome web browser or from an Android device using the **SHIFT72 app**.

How do I watch content using Chromecast from Chrome?

Make sure you have connected your Chromecast to your TV and Wi-Fi network then follow the steps below. Your computer must be connected to the same Wi-Fi network as your Chromecast. For information or assistance connecting Chromecast to your TV and/or Wi-Fi network, see **support.google.com/chromecast**.

1. Make sure you're using the latest version of Chrome by navigating to Settings > About Google Chrome and update your Chrome browser to the latest version, if necessary. If you're having trouble, **here's how to update Chrome**.
2. In Chrome browser go to the film or TV page and start playing the content.
3. Select the Cast icon in the bottom righthand corner.
4. Select your Chromecast device.
5. The film or TV episode will now start playing on your Chromecast device.

Can I use my iPhone or iPad or Android device or computer to watch it on my Roku device attached to my TV?

Yes, you can stream from an iPhone, iPad, Android or PC through the SHIFT72 iOS app, or Android or PC, or through the Safari browser or chrome browser using Screen Mirroring to your Roku device.

Can I use my iPhone or iPad to watch it on my AppleTV?

Yes, you can stream from an iPhone or iPad to an AppleTV through the SHIFT72 iOS app or through the Safari browser using AirPlay.

The subtitles are being cutoff at the bottom of the screen on AppleTV. What do I need to do?

On Apple TV 4K or Apple TV (4th generation), go to Settings > AirPlay > AirPlay Display Underscan.
On Apple TV (2nd or 3rd Generation), go to Settings > Audio & Video > Adjust for AirPlay Overscan.

What if I have questions that are not answered here?

Please e-mail us at **support@streamingmusicals.com**. We look forward to assisting.