

### What is a “Watch Window”?

A watch window is how long you have to watch a film once you hit ‘PLAY’.

### How long are watch windows?

Most films have 48hr watch windows. Some films in the festival are scheduled at specific times with shorter watch windows of 3hrs. See the full schedule (*page 21*) for more information regarding these titles.

### Can I pause or rewind during the watch window?

Yes, you have complete access to the entire program during your watch window.

### When can I watch movies?

Most films in the festival are available to stream from October 9-14, 2020. Once you hit ‘PLAY’ you will have 48hrs to complete the film before your viewing window closes. Some films in the festival are scheduled at specific times with shorter watch windows of 3hrs. See the full schedule (*page 21*) for more information regarding these titles.

### How many times can I watch a film with my Founder or Virtual Discovery Pass?

Pass holders may watch films ONE (1) time each. If a film has a watch window of 48hrs, and the PLAY button has been pressed (i.e. the film watch window has begun), 48hrs later the film availability will expire—regardless of whether or not the film has been watched in full. Pass holder will not be able to start the film again.

### Can I watch the films from anywhere in the USA?

You can watch most films from anywhere in the USA, but a select few are limited to New York, New Jersey, Connecticut, and Massachusetts. These films are NINE DAYS, THE TRUFFLE HUNTERS, THE CLIMB, THE FATHER, and I CARRY YOU WITH ME.

### What communication can I expect when I purchase a Ticket or Pass?

Once you purchase a ticket or pass you will receive a confirmation email which details what you purchased and how much you spent - like a receipt.

**Passholders** will receive a second email with a link inviting them to JOIN the Hamptons Film online viewing portal. Once joined, all films which the passholder has access to will be available in this portal.

**Ticket Holders** will receive a second email with a Virtual Access VIEW link, which will take them to the watch portal for the film of their choosing (*if the film is not immediately available to watch, this access email will be sent out 1hr prior to each film’s watch window*).

In addition to the link, Ticket Holders will also receive a VOUCHER CODE which can be used to access the film via our dedicated apps on Apple TV or Roku devices, if that is their preferred viewing method.

### How do I watch films on my TV?

There are three methods to watch films on your TV

1. Download our dedicated “**Hamptons Film**” app for Roku or AppleTV (*Gen 4 and above*)
2. Cast from a computer or Android phone/tablet using the Chrome browser to a Chromecast device
3. AirPlay from a computer, iPhone or iPad to an AppleTV (*Gen 2 and above*) or to any Smart TV bearing the “AirPlay” badge

### How do I watch films on my iPad or Tablet?

In your browser navigate to [watch.hamptonsfilmfest.org](http://watch.hamptonsfilmfest.org)

#### System Requirements:

- Android: use Chrome on Android 6.0 or later
- iPhone/iPad: use Safari on iOS 11.2 or later  
*[Screen mirroring is not supported, set to OFF]*

### How do I watch films on my PC or Mac computer?

In your browser navigate to [watch.hamptonsfilmfest.org](http://watch.hamptonsfilmfest.org)

#### System Requirements:

- PCs running Windows 7+  
*[Browsers: Google Chrome, Firefox, Microsoft Edge, Opera]*
- Intel-based Macs running macOS 10.12+  
*[Browsers: Google Chrome, Firefox, Safari, Opera]*

### Do I need to download the Hamptons Film app?

No, you do not need to download and install the app to watch. However, you may wish to download the Hamptons Film app on Apple TV or Roku devices to watch on your TV, iPad, or Tablet.

*If you are using the app to watch content:*

**Ticket Holders** will unlock the purchased films with the voucher code received in the Virtual Access email.

**Pass Holders** will use their login credentials to open the app and all films available to them will be listed there.

### Troubleshooting: Why does video playback stall or not play smoothly?

We use adaptive bitrate streaming, which means the streaming quality will automatically adjust based on your internet speed. If your internet connection is weak or inconsistent, you may experience problems during playback. If you’re on wifi, try moving closer to your router.