Cinegi technical guidance for screenings

The kit you need to put on a Cinegi screening

Computer

A desktop or laptop running **version 1607 or 1703† of Windows 10 which meets the below specification** that can be connected to the **broadband** internet, and has an **HDMI output**, which looks like this:

Recommended Specification	Minimum Specification
Operating System: Windows 10.1	Operating System Windows: 10.1
CPU: Intel i3 (or above)	CPU: Intel Celeron
RAM: 4GB (or above)	RAM: 4GB
Hard drive: 250GB (or above, min 30GB free space)	Hard drive:160GB (min 30GB free space)
Bandwidth*: 15Mbps (or above)	Bandwidth*: 5Mbps

5GB file will take approximately 2 hours 30 minutes to download on 5Mbps compared to 45 minutes at 15Mbps.

Installing the Cinegi player

You must enter the **same user name and password** with which you made your booking to sign into the player app to download the programme.

Download the Cinegi player app at cinegi.com/player and **install** on your Windows 10 computer.

Because the programme is protected you cannot copy it to another computer. So, you have to use the **same computer** to download the player and the programme as you will play it out from in the venue.

Downloading the programme

Any programmes you have booked will appear **ready to download** when you sign into the app. **Click the button** to download.

If you're running into issues downloading booked programmes, your **antivirus software** may be blocking/interrupting the download process. Please follow the guidelines at cinegi.com/antivirus.pdf to whitelist Cinegi from your antivirus screening.

Testing the programme and set up

We recommend that you **run a full play** to make sure it plays out video and audio correctly through your setup. You can play the actual title (rather than using the test play button) in order to connect to an external source, and you may play this out multiple times for testing purposes.

You can close the app, but you **must remain signed into the app**, otherwise you may not be able to access your downloaded programme.

Picture

A **Full HD projector** (which means a picture resolution of 1920 x 1080 pixels) with a minimum of 2000 lumens, but ideally 4000 lumens (this is a measure of brightness).
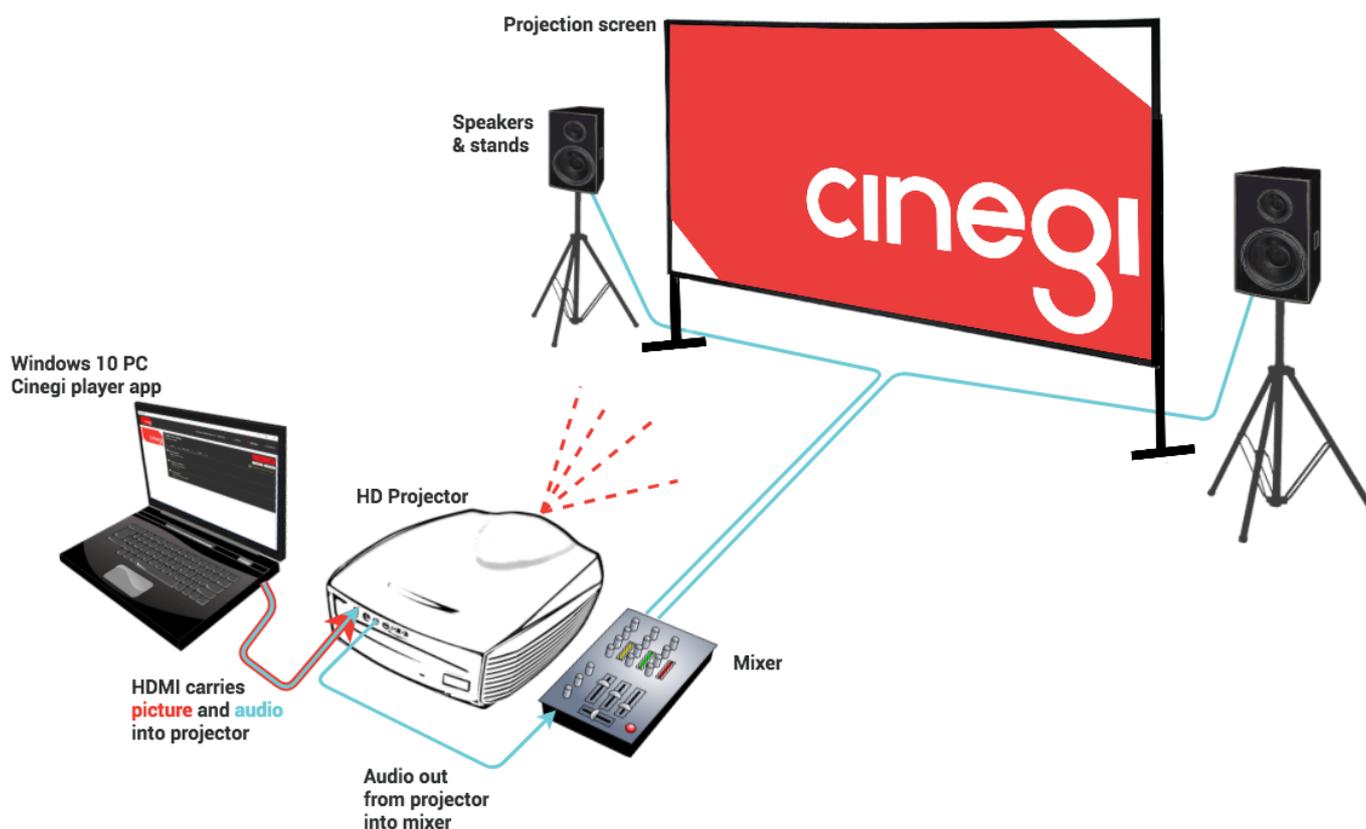
Sound

For the sound either:

- a stereo amplifier and 2 speakers, or
- a surround sound package of AV receiver and speakers

To ensure that everyone in your audience can hear it's the power of the amplifier or AV receiver that is the crucial element here. We recommend a minimum power of 90W for small venues or 120W for larger spaces.

Typical stereo screening set up

If you have a surround sound system, the HDMI signal will be split at your AV receiver to send the picture signal to the projector (via another HDMI cable) and to act as an amplifier for the sound.

Screening recommendations

The Cinegi app is completely functional whilst connected to the internet however during a live screening Cinegi would recommend switching off your internet connection (wired and wireless) in case of system updates or anti-virus updates. Updates of these kind are completely out of the control of Cinegi so we would not be able assist you in the case that an update would take place during a live screening.

Technical support
In the first instance, please check our FAQs. If this doesn't answer your query, please email support@cinegi.com with the details of any query or problem – and how best to contact you – we'll respond, usually within a day.

It really helps us resolve your query more quickly if you can provide details of the system you are using, any error messages and screen shots, along with your event date, if possible.

If it's urgent – if you are about to screen or are in the middle of screening – please phone **0843 886 3333**.

†A note re Windows 10 versions
Microsoft's latest (version 1709) release of Windows 10 which started to update machines in a phased rollout from late-October introduced a bug which has made all video playout solutions using Microsoft PlayReady copy-protection technology stop working. Cinegi player is affected by this alongside solutions from companies such as Google. We are all waiting for Microsoft to resolve this issue through a new release.

(It has also introduced other problems which have made some peripherals and graphic cards stop working and some makes of laptop unusable.)

In the meantime, to make Cinegi player (and other similar copy-protected video solutions work) you will need to have a Windows 10 machine with a version of Windows no later than 1703.

If you have a machine which has not yet updated to version 1709, you can prevent it updating by following the instructions here https://support.microsoft.com/en-us/help/4028233/windows-10-schedule-or-pause-updates If a machine updated in the last 10 days, you should be able to roll back to version 1703 by following the instructions here http://www.thewindowsclub.com/rollback-uninstall-windows-10-creators-update If you only have access to machines which have updated to version 1709 more than 10 days ago, the only solution is to reinstall Windows from scratch and update it only up until version 1703, but this is only recommended for those who are IT confident.

We apologise for this inconvenience. We are working to develop fixes and/or workarounds but in common with many other providers of video solutions based on Windows 10, we are waiting on Microsoft themselves to solve this.