



## EC PLAY

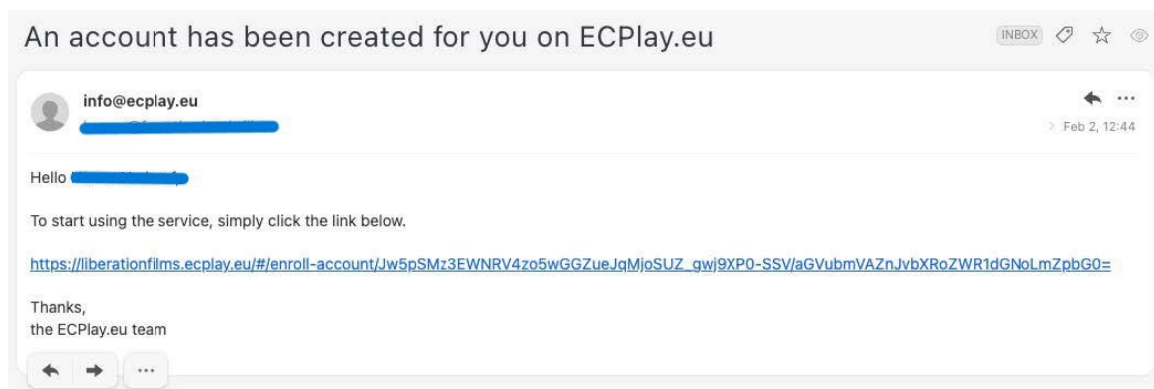
### User manual

#### CONTENT

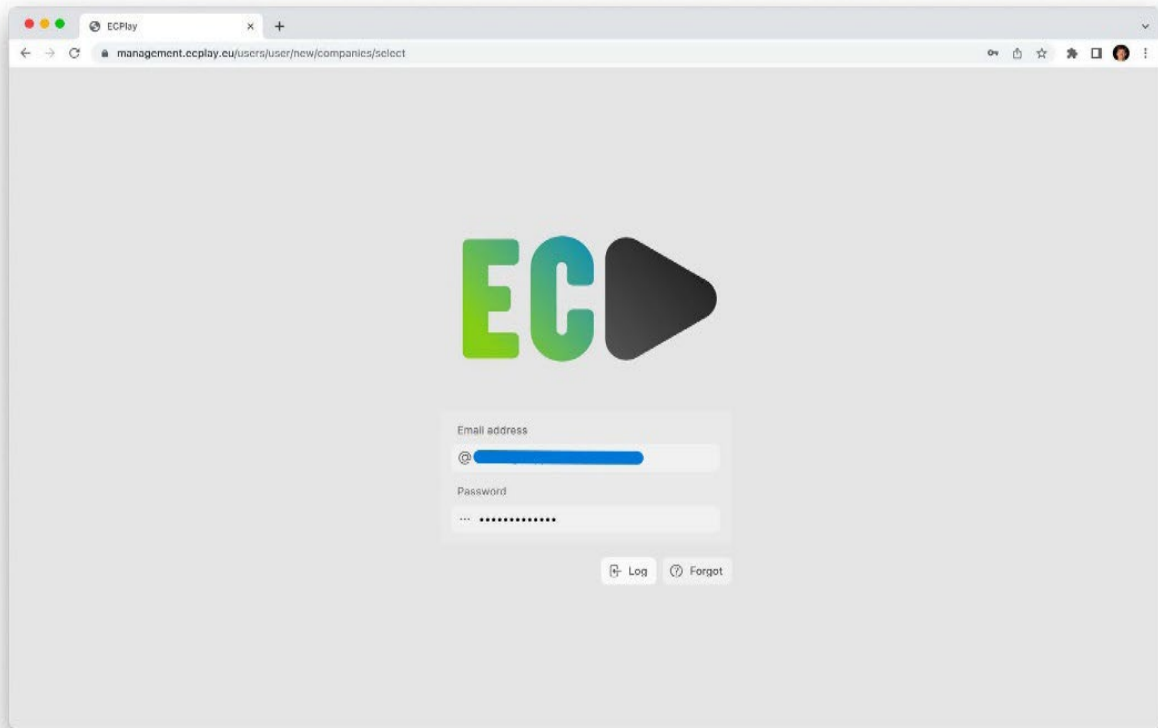
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#### 1. LOGGING IN

When your user account is created, you will receive an email invitation with a link to set up your password.  
NOTE: this link is valid for 48 hours. After creating your password, you will gain access to the EC Play interface through your browser.

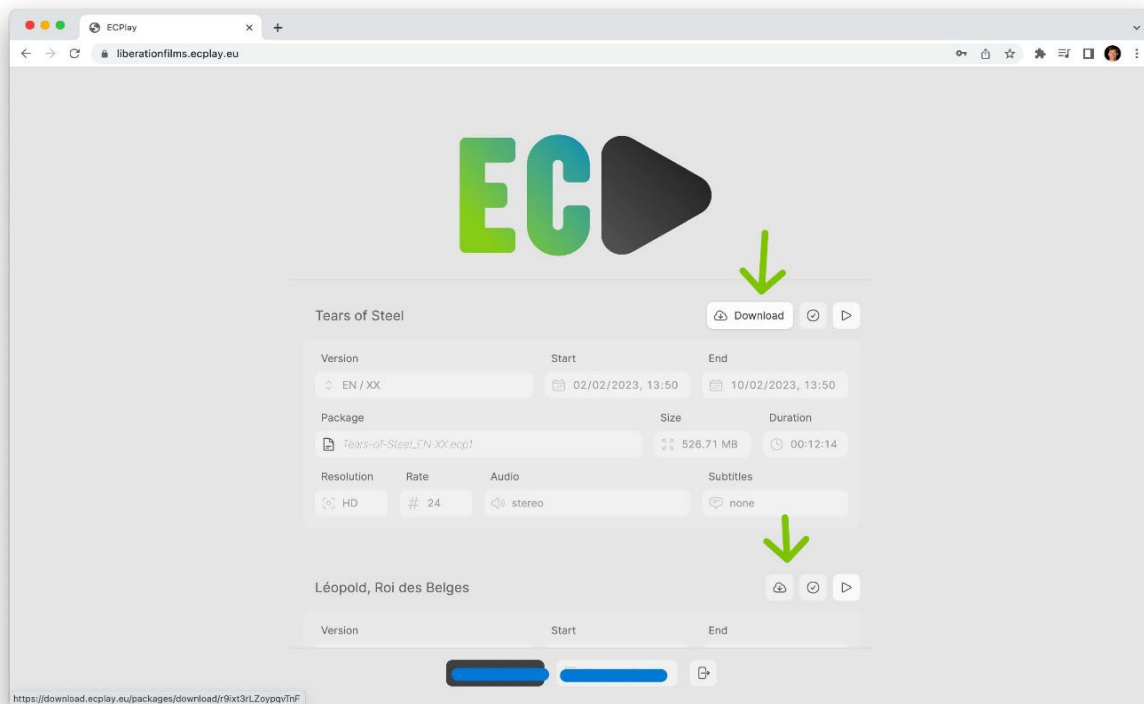


As a user, you can always log in to the interface later via <https://bevrijdingsfilms.ecplay.eu/>



## 2. DOWNLOAD

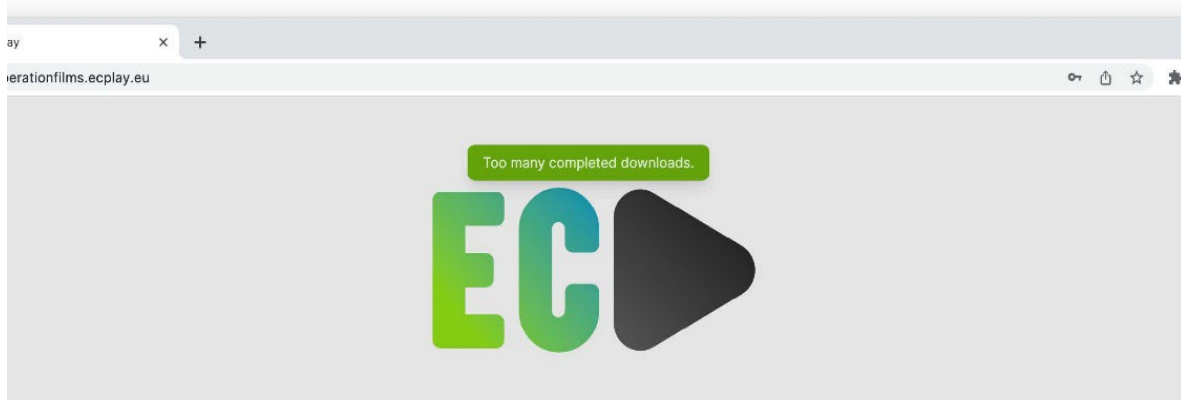
You must download the film before the screening (starts). An internet connection is required for this. To download the content to your computer, click the "Download" button. Please note that the time is noted the American way, month/day/year.



A pop-up window may appear. Select a location on your computer to download the film and click on "Save". You will receive an encrypted file that can only be read in the EC Play interface (in the browser). You can transfer this file to a USB drive if you want to play the film on another computer. However, never load this file into the interface from the external drive; always transfer it to the computer you will use for the screening.

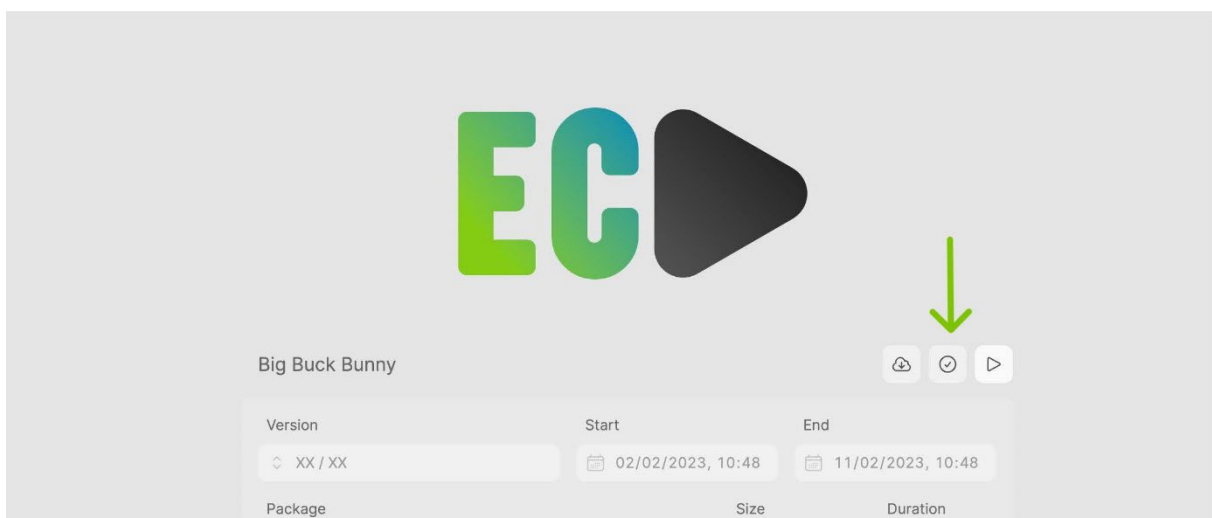
If no pop-up window appears, check if your browser is blocking the download window. The download may also start without a pop-up, depending on your settings.

If the contact is being downloaded too often, you will receive a warning. We limit the amount of downloads. In this case, contact your representative (BEVRIJDINGSFILMS) to increase the download limit.



### 3. VERIFY

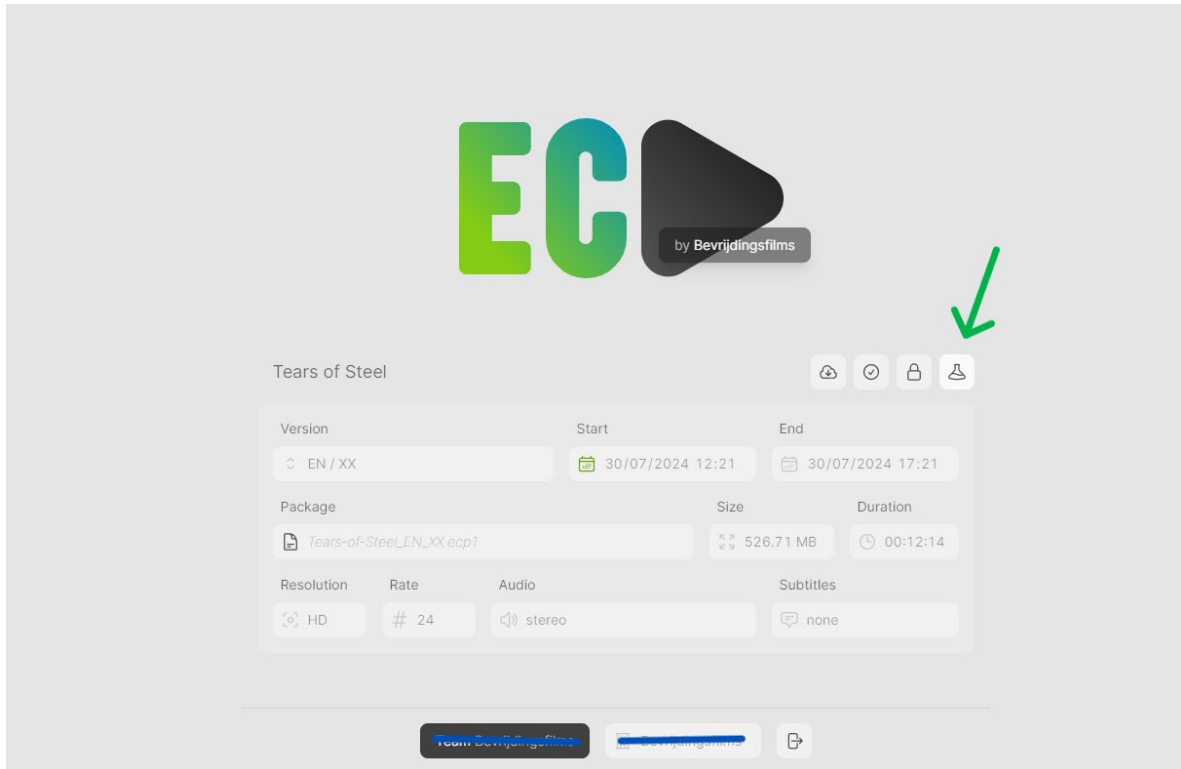
Although it is not mandatory, we recommend performing a verification. This allows you to check whether your downloaded content is exactly what you want, before the screening (audio, subtitles, etc.) and if it is 100% playable. To do this, click the button "Verify" button. You will be able to access your previously downloaded file through this pop-up window. Click the "Open" button. A verification progress bar will appear. A message will indicate that the verification was successfully completed.



#### 4. TEST

If you want to test the film file in advance, click on the “Test” button (the beaker icon). Only when the film can actually be played, will the play symbol appear.

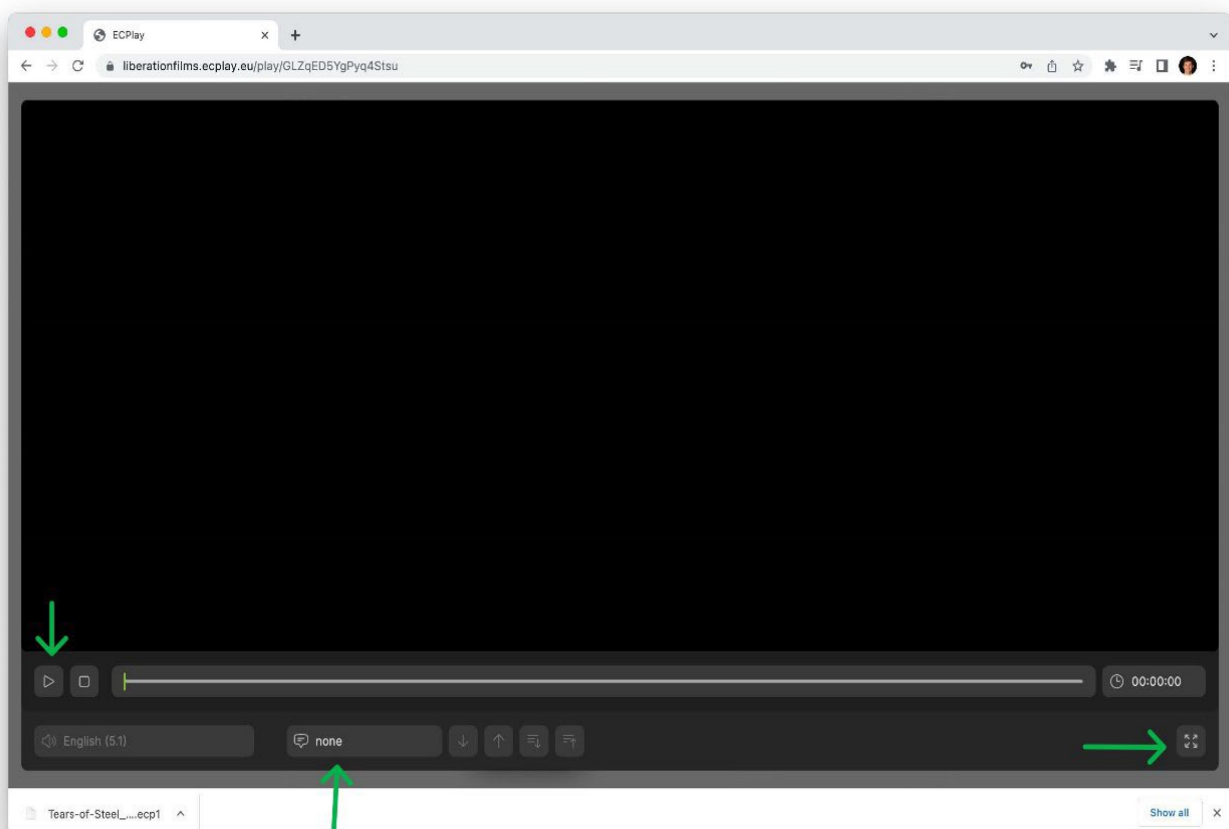
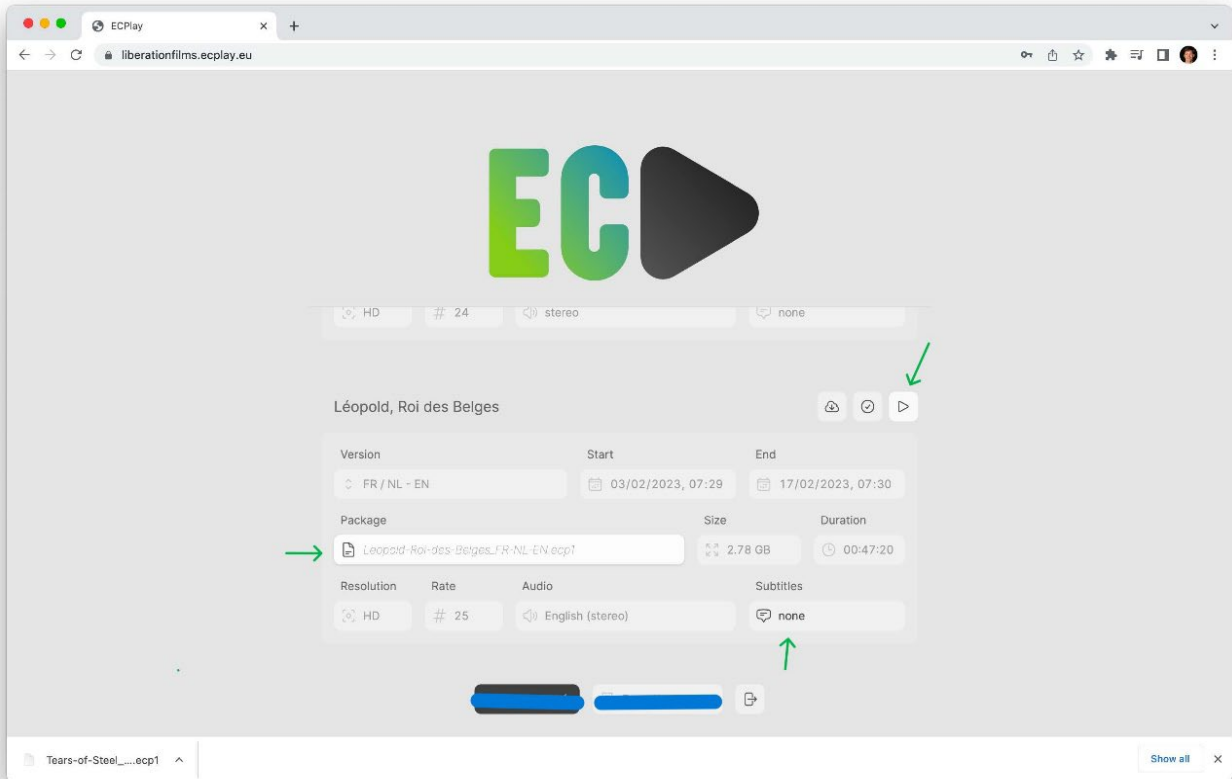
With this feature, you can test the film file in advance as often as you like. NOTE: after 15 minutes, the screen will go black. This is a security system that ensures the film cannot be played in its entirety before the designated period. This is also indicated by a timer.



## 5. PLAYBACK

The file has been uploaded and verified and is now ready to be played. If the file has not been verified, you will need to manually upload it by clicking on the "Package" bar.

When you start the film, a media player interface will appear with the usual actions (start, pause, full screen, etc...). Here, you can also select the desired version if necessary (audio, subtitles, etc.). When you play the film in full screen, the interface will disappear. You can pause the film using the spacebar.

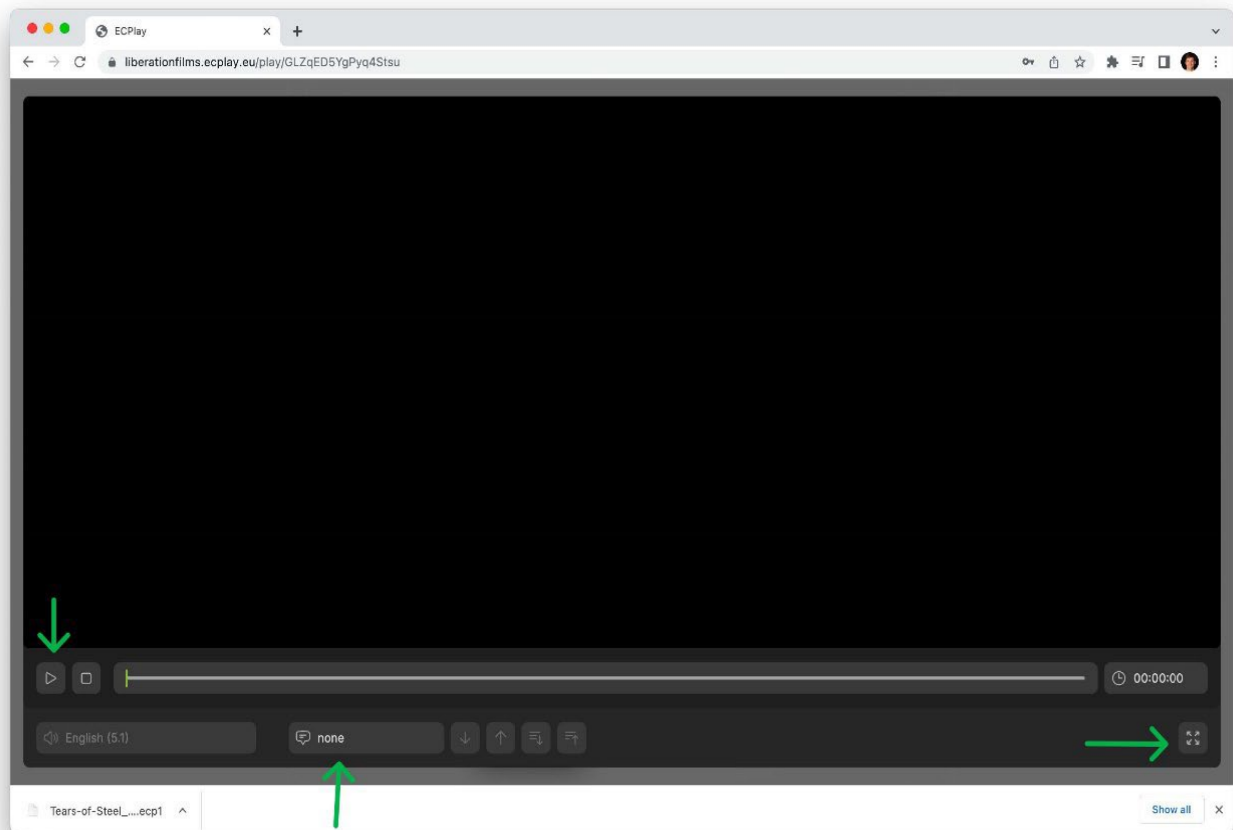


## 6. OFFLINE SCREENING

If you do not have an internet connection at your location and want to show the film offline, you can only do so by establishing a brief internet connection at the start of the film.

You can do this, for example, by turning on a hotspot with your smartphone and connecting your computer or laptop to it, or set up the screening in a room where you have internet and then move. Once you have started the screening (screen as seen on the image below), you can turn off this hotspot and the internet connection again. The film can then continue to be shown offline. You can pause the film if you would have to move to another location and then press play again once you are ready.

Do not mind the possible message “Lost connection with the EC Play server”, it will not show once you go full screen.



## 7. PROBLEMS

To avoid issues during the screening as much as possible, it is important that you test your entire setup in advance. We strongly recommend using Google Chrome as your browser. It should also work in Firefox and Edge.

If you encounter any issues, you can always contact us at [info@bevrijdingsfilms.be](mailto:info@bevrijdingsfilms.be) or 016/23 29 35. Below are the two most common issues.

**It is important to test your setup thoroughly as soon as possible.** Then, if there is a problem, we can look for a solution.

### Stuttering during screening

This is usually due to the computer's specifications. The recommended minimum specifications for the computer are:

#### Windows:

processor: Intel 12th Generation (I5 or higher) or AMD Ryzen 5  
memory: 8GB RAM  
disk: SSD

#### Apple:

processor: M1  
memory: 8GB RAM  
disk: SSD

### How can you easily find out exactly what type of computer you are using?

#### Windows:

Click on Start  
Go to Settings  
Go to System  
Scroll down and click 'Info'

#### Apple:

Click the Apple -logo  on the upper-left  
Click 'About this Mac'

### DRM error

You may receive a message stating that there is a DRM (Digital Rights Management) error. This means that your browser cannot correctly find the license to play the film. Often this is caused by bad storage in the cookies/cache of your browser. You can solve most of these issues by using a different browser or using Incognito-mode in Google Chrome. This means no cookies or cache will get in the way.

Click on the three vertical dots in the top right corner (under the cross X).

Click 'New Incognito window'

Log in to your EC Play account in this window (you can copy the link).