



*Unleashed. Uncorked. Unframed.*



## TECHNICAL INFORMATION FOR "UNLEASHED. UNCORKED. UNFRAMED." 2021

1. Register for the event NOW– this is the most important part! In order to receive informational text messages, bid in the auction, and watch the livestream, you need to register your cell phone by going to <https://www.qtego.net/qlink/franklinsfriends> or texting the word “Unleashed” to 72727. When you are ready to join the livestream the night of the event you will just click the orange “livestream” button in the upper left. The system does NOT work well on Internet Explorer
  
2. Technology for Livestream – when you are ready to stream all you have to do is log on to <https://www.qtego.net/qlink/franklinsfriends> or click on the text link you received when you registered with qtego and then click the orange livestream button at the upper left of your screen. When you click “livestream” you will see a box at the top of your screen where the program will play.
  - a. The platform does not work well on internet explorer
  - b. We suggest you livestream on a larger device like tv, laptop, or ipad and bid/chat on your phone. There is a variable delay so you may not want to turn the livestream on on your phone if you are using two devices or at the very least you’ll want to mute your phone to avoid echo.
  - c. If you can’t find your PIN it is in the text you received from qtego when you registered (search texts from 79230)
  - d. We will have a practice logon so you can make sure everything is working the morning of 5/15 from 10am – noon. If you are successful, when you click “livestream” in the upper left corner you will see a historical mission video. If you have problems logging on between ten and noon please text or call 407-461-1768. If you log on at any other time you will see a qtego fundraising video.
  - e. If you see the livestream button but cannot click on it try refreshing your browser
  - f. If you do not see the livestream button, sign out and sign back in
  - g. If you experience buffering your wifi may not be powerful enough – try logging on to the hot spot on your phone
  - h. If you have no audio make sure you are unmuted - click the "x" next to the speaker in the lower left of the livestream box
  - i. If you need technical help during the gala reply to any qtego text with the word “help” or text "help" to 79230. You will get an auto response telling you to call or email but someone from qtego will text you back.
  - j. Programming will start at 6:45 pm on 5/15 but we suggest you log on at 6:30 pm to leave time to trouble shoot.