



Artinii

FAQ

Exhibitors

Frequently asked questions and answers
for film exhibitors (projectionists).

Artinii Cinema Player (ACP)

Q: Where can I download my Artinii Cinema Player?

A: The version for MS Windows is available from the [Microsoft store](#)

A: The version for macOS is available to be downloaded on this link:

https://artinii.com/downloads/player_mac/ArtiniiCinemaPlayer-latest.dmg

Q: On which devices does the Artinii Cinema Player work?

A: Devices that are compatible with Microsoft Windows 10 (or newer) or at least minimum requirements:

Microsoft

OS: Windows 10 version 17134.0 or newer / **CPU:** Intel Core i5 (recommended Intel Core i7)

RAM: 4 GB (recommended 8 GB or more)

MacOS

OS: macOS 11.6.0 (Big Sur) and up / **CPU:** At least dual-core Intel i3 (Recommended Intel i5 and up or Apple M1)

RAM: At least 4GB (Recommended 8GB and up)

Q: Can I screen the film even if I don't have an Internet connection?

A: Yes you can, after login, by downloading the film you don't need to be on the Internet for up to 14 days. Be aware that after 14 days without connecting to the Internet the Artinii Cinema Player will log you out.

Q: How long does it take to download the film license into my Artinii Cinema Player?

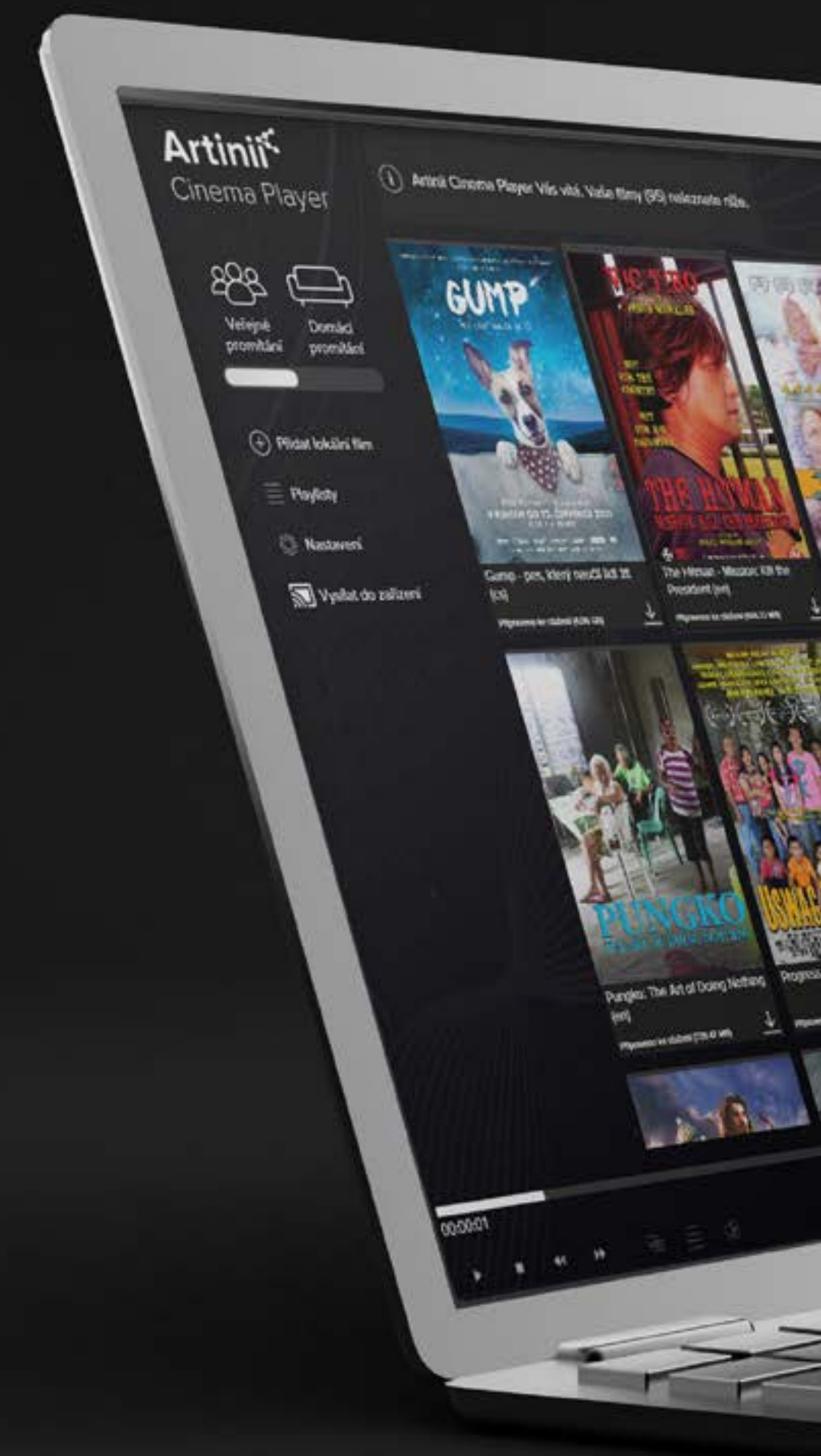
A: The download time depends on your Internet connection speed and your HDD or SSD speed.

Q: Can I add my own videos into the Artinii Cinema Player?

A: Yes, the Artinii Cinema Player can play any videos you add in. You can even add pictures by dragging and dropping them into the library section or by using "Add local films" and selecting the file you want to add.

Q: Can I check the film before my screening?

A: Yes, you can check the film but you cannot play the whole film. Please keep in mind that at 60 % of the play time, your license will be considered as "used". You can click through any section of the film that you like, no matter if it is the start, the end or the middle.



Q: Can I get a test video from you to test the system?

A: Yes, in your Artinii Cinema Player, click on the Test order/delivery button in the menu on the left to open a test order.

Q: I cannot see the film that I bought in my player / account.

A: Check if you're logged in with the correct account, the account with which you made the purchase. This e-mail address would have received a confirmation email.

Q: The film is not downloading into my Artinii Cinema Player.

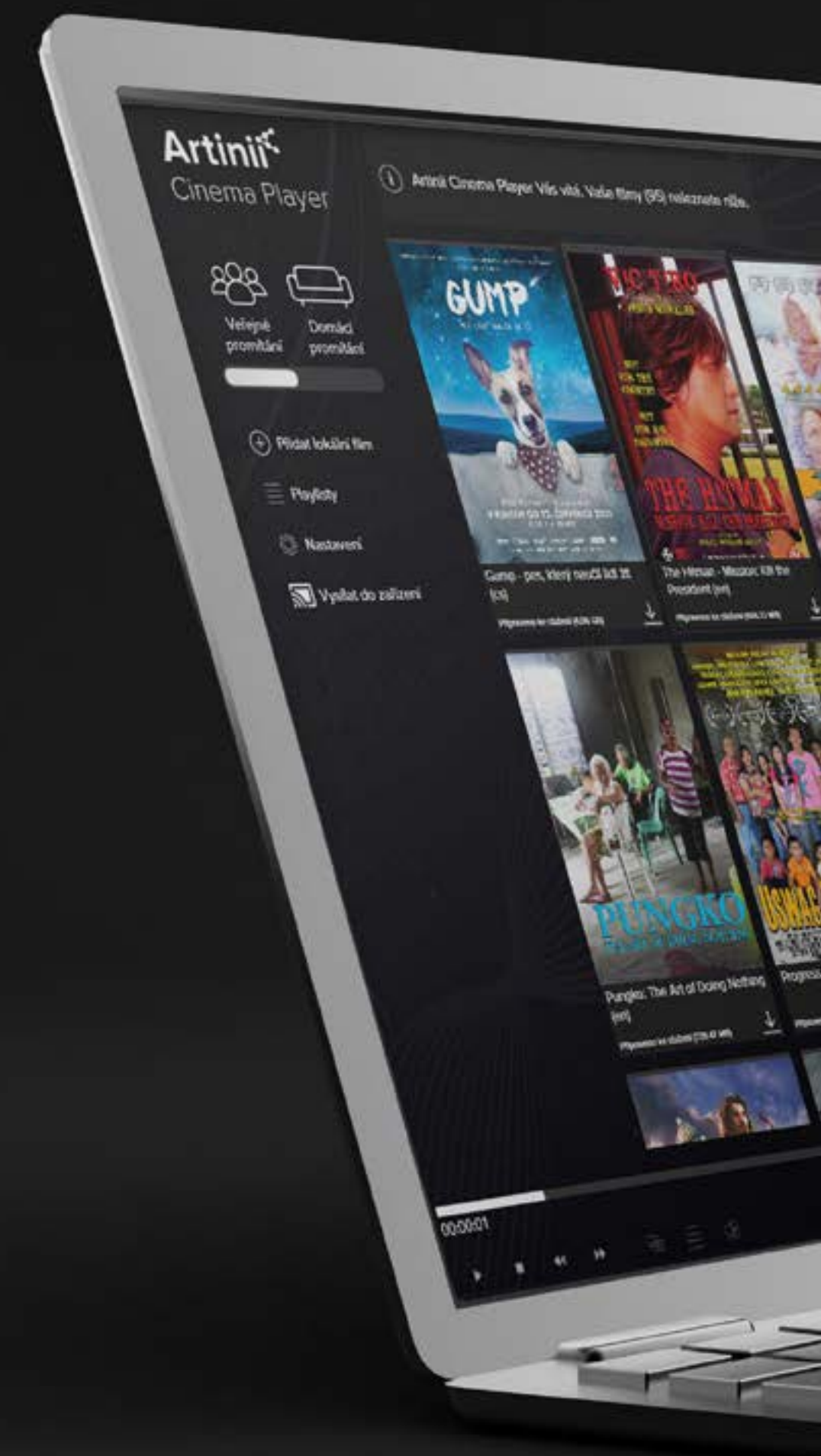
A: Check your Internet connection or restart your laptop, and check if you have enough free space on your disk.

Q: I cannot see my film in my Artinii Cinema Player despite it being processed.

A: Please wait until the player starts the synchronization process. At least 60 seconds with application running on top - can not be minimized to system tray etc.

Q: What do I do when I cannot see the film and the screen is blank?

A: Please, use an HDMI cable, set your display to “extended” instead of “duplicated” and check your Graphics Card drivers, update them if needed.



Log in

Q: I cannot log in to my account.

A: Check if you have the correct keyboard switched on your laptop (Hindi/GB or etc...).
Try logging in with your Google Account, otherwise reset your password by using “Lost your password?”.

Q: I forgot my password.

A: Go back to the login page and click on the gray text: “Lost your password?”
above the “password” window.

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