Hoopla – Frequently Asked Questions
(12/6/13)

Hoopla is an online streaming service for public libraries offering feature films, documentaries, music albums and audiobooks. Library patrons may use their web browser or mobile device to use hoopla. The content is always available without waitlists.

Most of this information was taken from the Hoopla support page:
https://www.hoopladigital.com/support

Question: What is hoopla?
Answer: hoopla is a digital media service which enables patrons to borrow a selection of movies, television shows, educational/instructional videos, documentaries, music, and audiobooks via a browser, smartphone or tablet (iOS 6 and via select Android devices).

Question: What content is available through hoopla?
Answer: There are currently thousands of movies, television shows, audiobooks, and music available for library patrons to stream on their mobile devices or PC's. Movie and TV content is available for 72 hours (3 days) after borrowing. Music albums are available for 7 days, and audiobooks are available for 21 days.

Question: Is there a limit?
Answer: Each user gets 10 checkouts (downloads) per calendar month (e.g. January 1-31) for the available formats. Unused checkouts DO NOT rollover to the next month.

Question: Which devices are supported by hoopla?
Answer: Currently, hoopla is supported by iOS devices that run iOS 6. This includes: iPhone 3GS, iPhone 4, iPhone 4S, iPhone 5, iPad 2 and newer, and iPod Touch 4th generation and newer. hoopla is also available for Android smartphones and tablets. The hoopla Digital app is compatible with select Android devices, this includes most devices that support Android OS 4.0 (Ice Cream Sandwich) and above. Kindle and Nook are not currently supported, but will be evaluated as time allows. There is no additional software installation needed aside from the mobile apps.

Question: Where can I find the hoopla app?
Answer: The mobile hoopla app can be found in the App Store on your iOS device and in the Google Play store on your Android device. Search for "hoopla digital" to find and download the app.

Question: Which browsers are supported by hoopla?
Answer: hoopla supports Internet Explorer 8, Internet Explorer 9, Google Chrome, Firefox (version 8 and

above), and Safari. Some other browsers may work, but those listed have been confirmed to work. Please ensure you have the most up to date versions of these browsers.

Question: What is Widevine?
Answer: Widevine is a safe video player that hoopla uses via your web browser to play our video content. Widevine is a free add-on for your browser that is owned by Google. If you do not already have this installed when you attempt to play a video title in your web browser you will see a notification that will direct you to the Widevine website, from there you simply need to click on Install Now and follow the on screen prompts. If you are preparing ahead of time you can go directly to that website yourself at tools.google.com/dlpage/widevine.

Question: How do you install the Widevine Plug-In?
Answer: The Widevine installation varies depending on the browser you are using. Here are installation manuals for Internet Explorer 8, Internet Explorer 10, Chrome, and Firefox.

Question: How do you access hoopla content?
Answer: Patrons will link to the hoopla website via the Library's homepage (http://www.trl.org) or through the hoopla app. There may be vendor-provided catalog records for patron discoverability via the library catalog.

Question: How do you borrow and play titles?
Answer: You can borrow titles by downloading, installing and signing into the mobile app or signing into the website and browsing all available content. Once you select a title you can click on the "Borrow" button on the title details page. Once a title is borrowed it will be added to your "My Titles". From there you can play the title on your mobile device or PC. (Please note that in order to play content on your web browser, a plug-in called "Widevine" must be installed. See above).

Question: Can a title be returned before the lending period expires?
Answer: You can return the title before the lending period has expired by clicking the "Return" button at the top right of the title detail page. Please note that returning a title early does not give users additional borrows for that month.

Question: Does any of the video content offer closed captioning?
Answer: Yes, hoopla supports closed captioning of video content where available and/or required.

Question: Is hoopla available on library computers?
Answer: Public PCs will not play hoopla content. There are several software dependencies and upgrades required before hoopla could be available on public PCs.

Question: Can users interrupt and return to viewing and listening sessions?
Answer: Yes. The bookmark tool allows patrons to begin play on one device, stop and continue on another device where the hoopla app is installed.

Question: What if patrons encounter an error with authentication?
Answer: Please see the information about authentication error provided by Hoopla.

Question: Can hoopla content be downloaded?

Answer: Yes, but only to the apps. Downloads are not available for web browsers. All downloads are temporary; they are limited to the duration of the lending period, and at the end of the lending period they are automatically returned. Downloaded titles are also wholly contained within the hoopla app to protect against piracy – they will not appear in iTunes or other "downloads" folders. If users log out of hoopla on the app, any titles that you may have downloaded will automatically be removed from your device. Once logged back into hoopla, users may re-download their borrowed titles to the app. They do not need to re-borrow the titles, just re-download. A title is limited to two downloads per lending period.

Question: Can users watch on Multiple Devices?
Answer: Yes, hoopla users can enjoy content across all of their supported devices, but cannot play content on more than one device at a time. For example, if you stopped watching a video on your iPhone and picked it up later on your tablet, you will resume playback at the same point you left off. However, you cannot view this video on your iPhone and tablet at the same time. This may be especially pertinent to patrons with children.

Question: What about choppy/skipping video?
Answer: If you are experiencing choppy/skipping video, be sure to double check your connection speeds. For best results, a connection with at least a 1mb download speed is needed. You can also report a problem on both the mobile app and the web version of hoopla, describe the issue in full, and we will investigate the issue. You can check your speed at www.speedtest.net or by downloading their app "Speed Test" from the App Store on your Apple iOS device.

Question: How often does hoopla get new content?
Answer: Content is added weekly. Content will also change (permanent or temporary removal) based on studio/publisher requirements.

Question: Any other suggestions?
Answer: Force quitting: Many of the issues users might experience can be corrected by force closing the app. On Apple devices, this involves returning to the main home screen, double tapping the home button, holding the row of icons that appears until red minuses appear on the icons, clicking that minus on the hoopla icon and then reopening the app.