



# **Kitchener-Waterloo Symphony Online Concert Technical Guide**

## **Kitchener-Waterloo Symphony: Online Concert Technical Guide**

Thank you for joining us for the new 2020/21 Reimagined: KWS Goes Online season. We are excited to bring the concert hall to your living room for this fully online experience!

Below you will find technology tips to assist you with viewing the online concerts and to ensure you have an excellent livestreaming experience.

We recommend logging into your KWS online account approximately 10-15 minutes before the live broadcast begins.

### **TECHNICAL SPECIFICATIONS**

#### **1. RECOMMENDED DEVICES & BROWSERS FOR VIEWING ONLINE CONCERTS:**

We recommend that you watch the online stream with your desktop or laptop computer using a **Google Chrome internet browser** for best viewing results. A smartphone or tablet will also work, but be aware that your KWS online account may look different depending on the device you are using. For a complete list of Vimeo network and browser requirements, click [here](#).

You may need to **clear your browser cache** if you are experiencing difficulties and/or your screen looks different from the images used in the [purchasing](#) and [accessing online concerts](#) guides. Instructions for clearing your Google Chrome browser cache can be found [here](#).

#### **2. IMPROVING THE AUDIO QUALITY ON YOUR DEVICE:**

If you are watching on your laptop computer, your built-in speakers may not provide sufficient audio quality to get the orchestral music experience that you're looking for. If you have external speakers, we recommend using those to listen to the broadcast. If you do not have external speakers, they come in a range of quality and price. If you are looking to purchase speakers, this article from [TechSound.com](#) may help you decide which option works best for you.

You may wish to test your computer speakers by searching for an orchestral music video on YouTube to determine if you're happy with the sound quality of your setup.

#### **3. VIEWING THE ONLINE CONCERT ON YOUR TELEVISION OR CASTING FROM YOUR DEVICE:**

You may wish to watch the online concerts on your TV. There are a few ways to do this and specific instructions will vary depending on your device.

If you have an Android box/Roku, Chromecast, Apple TV, or smart TV, you can cast the broadcast to your television or mirror the screen depending on the device. Be aware that older models of these devices may result in viewing and/or audio issues.

**We recommend you refer to the manufacturer’s instructions for more details specific to your devices and troubleshooting.**

For more information about casting to your television using Airplay, click [here](#).  
For more information about casting to your television using Chromecast, click [here](#).

If you do not have a smart TV, you may be able to connect your laptop or desktop computer to the TV using an HDMI cable. Please check your TV to ensure there is an HDMI port available (see image below) and refer to your device’s instruction manual for setup.



HDMI cables can be purchased online or at an electronics store and range in price. Newer computers may require additional adaptors/dongles to accommodate these ports.

### **HAVING TROUBLE WITH YOUR AUDIO OR VIDEO SKIPPING OR PLAYING OUT OF SYNC?**

All Reimagined: KWS Goes Online videos are livestreamed in 1080p during the live broadcast. Following the livestream the video is uploaded in 1080p for on-demand viewing.

For optimal viewing results when watching the video on-demand, we recommend setting the video player to “auto”. By setting the video quality to “auto” it will allow the player to adjust the video quality with any local internet quality fluctuations, rather than interrupting your stream. **To set your video to “auto”, click the gear icon (image below) and select auto.**



For more information about the playback quality and buffering issues, click [here](#).

## STILL HAVING TROUBLE WITH YOUR SETUP?

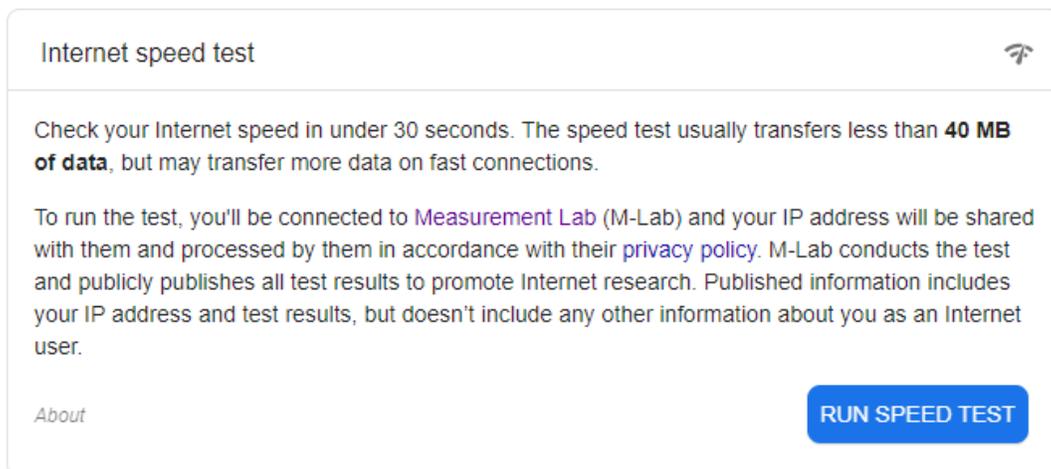
### 1. YOUR VIEWING DEVICES:

The use of certain devices may also cause video and/or audio issues if the device is older, or is using an out of date operating system. Please check your device manufacturer's instructions and specific support forums to resolve any issues and see if updates to your device are available.

### 2. LOCAL INTERNET CONNECTION & SPEED:

The most common reason for these types of issues is your local internet connection and/or technology set up. Please ensure that your internet specifications are able to support video streaming and speak with your internet provider in the event of ongoing streaming issues.

To check your internet connection you can perform an internet speed test by visiting [www.google.ca](http://www.google.ca) and searching "internet speed test".



The screenshot shows the Google Internet Speed Test interface. At the top, it says "Internet speed test" with a Wi-Fi icon on the right. Below that, it states: "Check your Internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections." A paragraph follows: "To run the test, you'll be connected to [Measurement Lab \(M-Lab\)](#) and your IP address will be shared with them and processed by them in accordance with their [privacy policy](#). M-Lab conducts the test and publicly publishes all test results to promote Internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an Internet user." At the bottom left, there is a link that says "About". At the bottom right, there is a blue button that says "RUN SPEED TEST".

### 3. STILL HAVING TROUBLE WITH YOUR SET-UP?

If the video content does not appear to be available to you from within your account, or the player is showing an error, please log out of your account and close the browser page. Open a new browser page and clear your cache before logging back into your account and trying to access the content again. Instructions for clearing your Google Chrome browser cache can be found [here](#).