21|22 SEASON

KITCHENER-WATERLOO SYMPHONY

Online Concert Guide

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ONLINE CONCERT GUIDE INTRODUCTION

Thank you for joining us at the Kitchener-Waterloo Symphony for our 2021/22 Season.

Concerts offered from October 2021 until January 7, 2022 are scheduled to be presented in the online format only. We hope to return to in person concerts in early 2022.

Navigating new technologies and devices can be a difficult task, to support you through this process we have created the Online Concerts Guide to assist you with purchasing tickets, accessing concerts and technical trouble shooting.

Refer to this guide for device recommendations, streaming to your TV, improving audio and video quality, and troubleshooting tips. We also recommend referring to the manufacturer’s instructions for your specific to your device(s) and further troubleshooting.

We look forward to enjoying this season with you!
PURCHASING TICKETS FOR ONLINE CONCERTS

Online Concert Purchasing Recommendations:

- A Google Chrome Internet Browser is recommended for best purchasing and viewing results.
- You may need to clear your browser cache periodically to reflect website updates. Instructions for clearing a Google Chrome browser cache can be found here.
- A KWS online account is required to purchase and access any online concerts.
- If you wish to purchase a ticket as a gift, we recommend purchasing a gift certificate as online tickets are not transferable.

Instructions for Purchasing Online Concerts:

1. In a Google Chrome internet browser, log into your KWS Online Account.

2. Input your Login information & click the LOGIN button.
   - **Already have an account.** Log in using your e-mail address & password.
   - **Forgot your Password?** Click on the Forgot Password text above the Login button.
   - **Not sure if you have an account?** Click on the Forgot Password text to see if your e-mail is registered & to reset your password.
3. Select the concert you would like to purchase a ticket for & click **PURCHASE**.

4. Select **one (1) ticket** from the dropdown menu for your desired price point and click **ADD TO CART** button.
5. This will take you to your Shopping Cart.
   • If you are ready to complete your purchase, click the **CHECK OUT** button.
   • Or if you wish to add a ticket to another concert to your cart, click **CONTINUE SHOPPING** and repeat the steps above as needed.
6. Your Order Summary will be displayed. Click the **BUY NOW** button to proceed to payment.
   - You may add a donation to your order on this page.
   - You may also apply funds from a **gift certificate** or an **on account** balance towards the cost of your purchase.

**Note:** On account funds may only be applied towards the purchase of concert tickets and cannot be applied towards donations or gift certificate purchases.
7. A secure pop-up box will appear for you to enter your payment information. Once all fields are filled, click **COMPLETE ORDER** button to process your payment.

8. Once completed, you will see an order confirmation page and an e-mail will be sent to your address on file.

*Note: If you do not receive a confirmation e-mail, please check your junk mailbox. This e-mail is not needed to access the concert and is for your records only.*

9. You can access the online concert directly from your KWS online account during the concert availability period. Please proceed to the **Accessing Online Concerts** section of this document for more details.
ACCESSING ONLINE CONCERTS

Online Concert Accessing Recommendations:

- We recommend logging on to your KWS online account 10-15 minutes prior to the livestream start time.
  - If you log in earlier, you will need to refresh your page to avoid your login from timing out.
  - Please note that if you join the stream after it has begun at 8 pm on Friday evening, you will not be able to start the stream from the beginning until the live broadcast has ended.
  - Following the 8 pm live broadcast on Friday, the concert will be available to watch on-demand until 11:59 pm EDT on Sunday of the same weekend.
  - You can access the on-demand concert stream by logging into your KWS online account at any time during the availability period.
- A Google Chrome Internet Browser is recommended for best viewing results.
- You may need to clear your browser cache periodically to reflect website updates. Instructions for clearing a Google Chrome browser cache can be found here.
- These steps may not directly transfer to a mobile phone or tablet.

Instructions for Accessing Online Concerts:

1. In a Google Chrome internet browser, log into your KWS Online Account.

2. Input your Login information & click the LOGIN button.
3. Once you are logged in, click the **ACCOUNT MENU ICON** or **TEXT** in the top left corner of the browser.

4. This will take you directly to the **ONLINE CONCERTS** menu tab (located along left side of browser). From the **ONLINE CONCERTS** tab, click the **VIEW ONLINE CONCERT** button.
5. Livestream concerts will automatically begin to play at 8PM ET from this page. For on-demand viewing, you can press the **PLAY** button in the bottom left of the video player.

- There may be a short period without sound at the beginning of the video used to facilitate the livestream.
- You may expand to full screen in the bottom right corner of the video player.
TECHNICAL TROUBLE SHOOTING AND SPECIFICATIONS

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 this guide. Instructions for clearing your Google Chrome browser cache can be found here.

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.

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.

Viewing the Online Concert on Your Television or Casting from Your Device:

If you 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(s).

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 KWS concerts are livestreamed in 1080p during the live broadcast. Following the livestream, the video is uploaded in 1080p for on-demand viewing. Most often, interruptions in the video or audio quality are a result of your local internet connection.

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?

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.

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 can support video streaming and speak with your internet provider in the event of ongoing streaming issues.

A livestream is a broadcast in real-time to an online destination, while viewing a video on a platform such as YouTube allows your device to buffer the video and is therefore not as susceptible to internet connection quality issues like a livestream. Watching the concert video on-demand after the livestream may be a better option for those experiencing ongoing internet quality/speed related issues during livestreams.

To check your internet connection, you can perform an internet speed test by visiting Google Canada and searching “internet speed test”.

Still Having Trouble with Your Setup?

If the video content does not appear to be available to you from within your account, or the player is showing an error, please do the following:

• Confirm that you have purchased a ticket for the concert you are trying to view. If you have not, you may do so at any point during the concert’s availability period. Concerts will not be available to view after the availability period.
• **Clear your Cache:** 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](#).

**Contacting Patron Services:**

Conrad Centre for the Performing Arts, in-person box office and phone answering services, and KWS administration offices remain closed until further notice. Staff are working remotely during this time and can be reached by email or voicemail.

We recommend contacting Patron Services at [patronservices@kwsymphony.on.ca](mailto:patronservices@kwsymphony.on.ca) with your inquiry for the quickest response. If you are experiencing difficulties, please let us know as soon as possible as staff are available to assist during livestreams and on concert weekends.