

# BAROQUE CHAMBER ORCHESTRA

## Helpful Hints & FAQ ~ Plus Troubleshooting Advice ~

### What will the virtual concerts be like?

Our orchestra and soloists will continue to meet the standard of excellence for which we are known, supported by our experienced recording artist, Mike Quam. We will protect our performing musicians with recommended safety standards. Some concerts will be pre-recorded, and others will be live-streamed, some will have an option for a live chat. All will contain beautiful Baroque music.

### How to access and enjoy our virtual concerts and musical offerings Access

After you have purchased your ticket or subscription, you will be sent an email receipt. If you register for a free event you will not receive a receipt. One day before the performance, you will be sent an email with a link to access the performance. You will also be sent a second reminder email just prior to the performance, which will again contain the link. Simply find one of these emails, and click the link to watch the concert at the appropriate time. Having trouble finding your email? Contact us at [tickets@bcocolorado.org](mailto:tickets@bcocolorado.org), where we are happy to help.

### When can I watch a virtual concert?

Some virtual concerts will be streamed with a live chat session at one specific time. All live concerts will be recorded, and the recording will become available one week after the concert. All these streaming options will continue to be available On-Demand for one week for you to enjoy at your convenience.

**Make it an event!** Attending a live concert is a special experience—and there’s no reason that attending a digital event can’t be also. Invite your family, partner, or “pandemic pod” to gather around your device and watch together. You can dim your lights, get comfortable, silence your phone, and make it an experience. Some of our streaming concerts also feature a **live chat option**: you can sign in, and communicate with Frank, musicians and other viewers in real time. You can share what you’re feeling, thinking, and experiencing with others, all while watching the performance.

### **Best practices for watching**

It is simple to watch our online performances on most devices that can connect to **YouTube**, whether this is a smartphone or a smart television, computer or tablet. All you need to do is click on the link we provide to you via email. There are additional steps you can take to ensure you are getting the best experience possible. Here are tips for getting the most from watching our programs online.

1. **Ensure a good audio experience.** The most important element of a musical experience is the sound—and the built-in speakers in our computers, tablets, and cellphones (even some TVs) do not always deliver. If you are enjoying the concert solo, we recommend using quality headphones to connect to the device on which you are watching. When possible, we recommend connecting to a quality speaker set. If you have speakers, you can connect your device via an auxiliary cable; or if you have more modern speakers, you might connect via Bluetooth. If you are listening without speakers or headphones, some devices deliver better audio quality than others, you may want to test and compare the options available to you.
2. **Ensure a good visual experience.** Audio is paramount, but visuals are also part of an excellent concert experience. If your television is already connected to a sound bar or speakers, you may want to connect to it. If you are logged in via a laptop or tablet, you may be able to connect your device to your television, via an HDMI cable, so that you can watch on a large screen. If you are watching on a smartphone, and have a smart television, you may be able to broadcast the feed to the television—for example, if you own an iPhone and an Apple TV, you can use screen-mirroring to broadcast the feed to your television.
3. **Ensure a good internet connection.** If you sometimes have problems with a poor WIFI connection, here are some tips. If you are on a WIFI connection, we recommend that you sit close to your WIFI router, to ensure a strong signal. If

your WIFI connection suffers interruptions, we recommend hard-wiring into your modem via an Ethernet cable: this will ensure that you are getting the strongest connection. Here is an article: 5 Simple ways to improve your internet connection: <https://www.nytimes.com/2020/08/24/smarter-living/home-wifi-upgrade.html?>

4. **Use a recommended browser.** While all of our concerts will work on any standard internet browser—such as Apple’s Safari, Mozilla’s Firefox, or Microsoft’s Internet Explorer—we recommend using Chrome, as it is the most compatible with **YouTube**. To download Chrome, **visit this link**, click on “Download Chrome,” and follow the instructions.

## Troubleshooting

**If you have the link, but the stream will not load:** Close and reopen your web browser. Open your email, with the link to access, and click on it. If the stream is still not loading, try clearing your website browser’s cache. Here are instructions for each common website browser:

- [For Chrome](#)
- [For Apple Safari](#)
- [For Mozilla Firefox](#)
- [For Internet Explorer](#)

If this has still not resolved the issue, your internet connection may be down: shut down and restart your computer, and reset your modem or router if possible (unplug, leave unplugged for 15 seconds, plug back in). If this does not resolve your issue, please contact your internet service provider for further...

**If the stream is working, but lagging, delaying, or audio and video are out of sync:** Please refresh the stream, by clicking the circular arrow button next to your browser’s address bar, OR, by pressing F5 or CTRL + R (if Windows) or ⌘/Command + R (if Mac). Continue to refresh if and when you experience issues.

**If you have no volume, or sound issues:** Please turn up computer volume, ensure any external headphones or speakers connected are plugged in and turned on. Check your audio setup to make sure the correct speaker device is selected. If sound is still an issue, check to see if the volume button on your **YouTube** stream (in lower left corner of video window) is muted (will display as a line cutting

through the volume icon), or if volume on YouTube stream is turned up (can be toggled by clicking volume icon and sliding bar to top). You can also check if your browser tab is muted: right click on tab at top, which should state whether tab is muted.

