

Tech Tips & Troubleshooting for Viewing CMSU Live Stream Performances

Adapted with Thanks from Philadelphia Chamber Music Society's "Streaming FAQs" and Chamber Music Society of Detroit/Camera Music's "Technical Support" information.

Watching a live stream performance is the next-best experience to sitting in an auditorium with the artists on stage in front of you and, happily, it's totally within your capacity to enjoy a live stream without a deep knowledge of the technology that makes it possible. However, it is important to remember that a live stream, unlike television, is a partnership between (1) the equipment and the audio and visual technicians recording the concert, (2) the internet, where the transmission can get stuck in traffic, and (3) you and your own quirky computer, laptop, tablet, or phone.

We've compiled here a few easy-to-accomplish tips and manageable suggestions for troubleshooting that should strengthen your position in this partnership. We want your live streamed CMSU concerts to be the best possible!

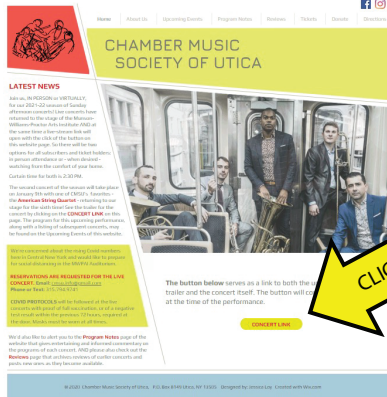
Above all, remember these two recommendations:

- Please log on early so you have time to consult the trouble shooting suggestions.
- Don't give up! You may need to reboot or relaunch "Vimeo," our streaming platform, a couple times.

PLEASE NOTE! If all tips fail, we will have a help-line via email before and during the concert: send a message to **cmsu.info@gmail.com** and it will be forwarded to our tech assistant who will be sitting in the auditorium and will respond ASAP.

WATCHING A CMSU CONCERT ONLINE

- **PLEASE ACCESS THE STREAM 15 MINUTES BEFORE THE PERFORMANCE BEGINS.** This will give you the time to address any tech glitches, and ensures you don't miss any of the pre-concert announcements or performance.




- Click the **CONCERT LINK** near the bottom of the home page.

- **You'll land on our streaming platform "Vimeo."** If it's a little after 2:15 PM Eastern Time, you'll automatically see the empty stage and hear the audience. You're in the right place!

IF YOU CAN'T GET THE VIDEO TO PLAY OR IF IT CUTS OUT DURING THE CONCERT THEN: "REFRESH" OR "REBOOT" OR "RELAUNCH" VIMEO

This Means:

- "Exit" or "Close" Vimeo, which will take you back to the CMSU website home page.
- Refresh your browser using the  symbol in the upper left corner of your browser window.
- Click on the CONCERT LINK to reopen Vimeo.
- You may have to do this a couple times, which is OK. Don't give up!

WHAT IS CAUSING THE PROBLEMS?

- A slow internet connection could be the issue. If you are using Wi-Fi, check the number of devices connected to your network. Turn off all the other devices using Wi-Fi, such as phones, other computers, laptop, tablet.
- A weak internet connection can also cause problems. If connectivity is low on your device, try moving closer to your Wi-Fi router.
- If you're still having trouble (which could be due to high internet traffic), see the tip below regarding "Video Resolution."

CONTROLS FOR VOLUME, VIDEO RESOLUTION, AND SCREEN SIZE

- In the lower right corner of the video frame are tiny control buttons:



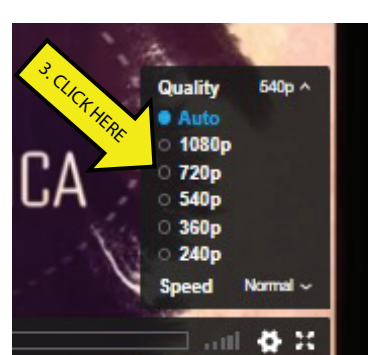
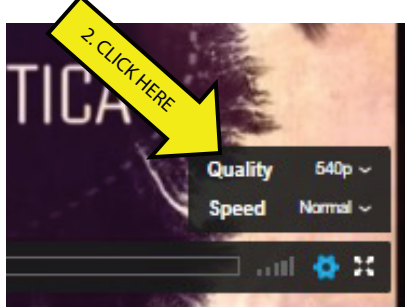
TO ADJUST THE VOLUME

- In addition to the sound controls on your device, you can use the Volume Control button in the video frame. Click on a blue bar to change the volume—short bars are softer, tall bars are louder.



TO CONTROL THE VIDEO RESOLUTION

- While the video resolution should adjust to your bandwidth automatically, you may need to control this manually.
- Click on the Resolution Settings button to see the pop-up list of Video Quality and Speed choices.
- Click on "Quality" then click on "720p," which we recommend.



- **PLEASE NOTE** we don't recommend adjusting "Speed."

TO ENLARGE THE VIDEO SCREEN

- Click on the "Four Arrows" button to immediately enlarge to full screen. To exit full screen mode, press the "Four Arrows" button again at the bottom of the screen, or press the "Esc" or "esc" button on your keyboard.



DEVICES TO WATCH FROM

- **Computer (PC or Mac):** Probably the easiest way to watch with decent screen size and sound. Moreover, internet speed and strength are generally more stable with a PC or Mac connected directly to the internet via cable.
- **Smart Phone/Tablet:** Access the concert via your web browser—Google Chrome, Firefox, Microsoft Edge, Safari—and go to the CMSU website, the same way you would with a computer. If you're watching alone, headphones may make the audio experience better.
- **TV connected to Computer:** A good way to generate this glorious experience is to connect your computer to the TV using an HDMI cable. This will make your TV work as an external computer monitor. If you're technically-inclined, this is not a challenging task. For those of us who are not high-tech wizards but are interested in a really big-screen view, the best idea is to consult a professional!