

## SP&O Vimeo Digital Streams FAQ

### 1. How do I view the livestreams?

To view the livestreams, click on the link that we send out before each performance. We recommend that you view the livestream on a computer/tablet using Google Chrome. You can also watch the stream from your smart phone (if you have one).

### 2. When will I get the link to the performance?

The link will be sent in an email the day before each performance to subscribers, single ticket buyers from the Spring, donors at the \$125 level or above, or those that have donated at least \$25 and requested access to that performance. If you cannot retrieve your link, please email [kneff@sacphilopera.org](mailto:kneff@sacphilopera.org).

### 3. What time will the performances start?

Each performance will be available to begin streaming at 7 PM. At that time, simply click on the link to access the video, press the play button, and enjoy the performance! Staff will be available around the concert time via phone or email to answer any questions you may have.

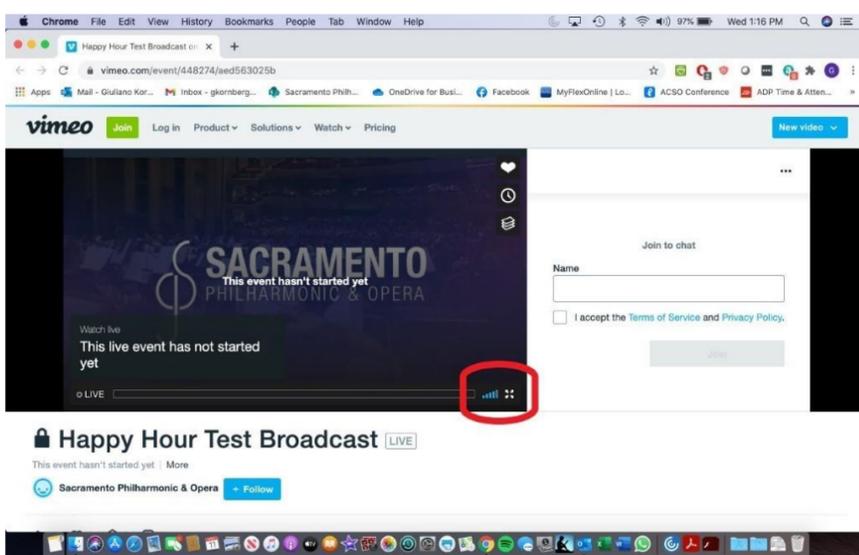
### 4. What happens if I get an error message on my screen when I click the link?

If you get an error message upon clicking the link, fear not! It simply means that the video is not quite ready yet. If you click on the link and navigate to the video screen before 7 PM on Saturday, simply refresh your screen at 7 PM at the video will pop up. Press play and enjoy.

In the mean-time, if you would like to watch some content and test out your streaming set-up, we recommend that you view the pre-concert lecture featuring concertmaster Dan Flanagan ahead of time. The pre-concert lecture will be in the same email as your concert link. In addition to making sure that your device, internet, etc. is set up, enjoy some interesting thoughts and perspectives from the star of our first performance!

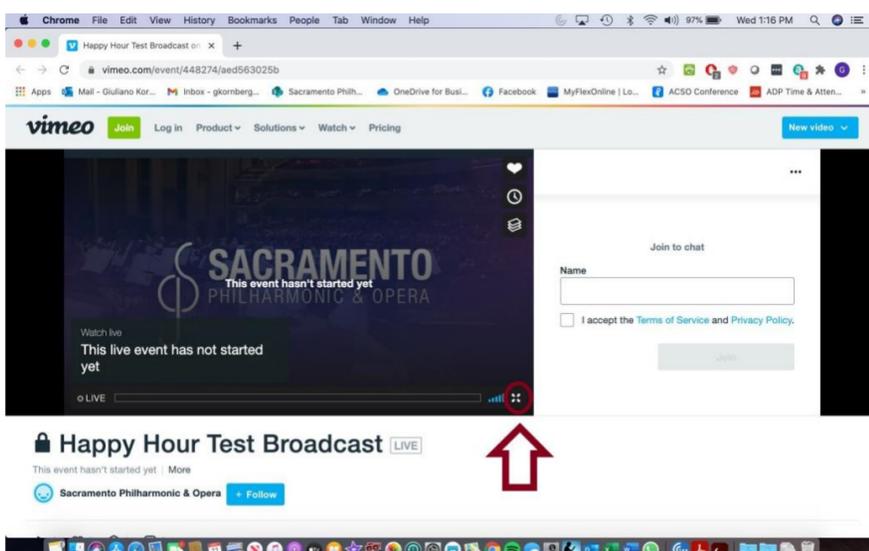
### 5. How do I adjust my volume?

You can adjust the volume by clicking on the bars on the lower right-hand corner of the stream screen.



### 6. How do I view the stream in full screen?

You may view the stream in full screen by clicking the symbol on the lower right-hand side of the stream. *(Next page)*



*7. How can I watch on my television?*

If your television has an input port for you to plug in an HDMI cable, simply plug one end of the HDMI cable into your television and one into your computer. Use your remote to switch the television to the correct input. On your computer, navigate to the video link, click on it, press play, and then enjoy on your television! Make that sure your volume is turned up for you to hear.

Additionally, if you have a smart Tv and it has a web browser app, log into your email and open up the email containing the link to the video performance. Simply click on the link, press play, and the video should begin playing.

For more on how to connect to your Smart TV and to see which devices are eligible, click [here](#).

*8. If I have an Apple TV device, how do I connect the stream to it?*

If you have an Apple TV device, connect it to your television using an HDMI cable (you will plug one side into the television and one inside into the Apple TV Device). Make sure that both your Apple TV Device and the device you are streaming on (phone, apple computer, tablet) are on the same Wi-Fi network.

If streaming from an apple laptop or tablet device, click  in the menu bar on the upper right-hand part of your screen. Click on "Screen Mirroring," and choose the name of the television that you would like to stream to. We recommend that you have the display set to "Mirror-Built in Retina." Once the video is on your television, click on the Full Screen button on the bottom right hand corner of your device to have the performance take up the entire screen.

If streaming from your smart phone, click on the link we send out to access the Vimeo page. Click on the  and select the television you would like to watch on. Simply press play and enjoy!

*9. If I have a Roku device, how do I mirror screen from an Android or Windows Device to it?*

If you have a Roku device, connect it to your television using an HDMI cable. Make sure that both your Roku and your Android/Windows device are connected to the same Wi-Fi network. Go into your Android/Windows device settings and enable screen mirroring (this varies by device). Select the Roku from the list of mirroring enabled devices, navigate to the video link, and play.

*10. What happens if my stream lags or skips?*

Sometimes, when trying to stream from your phone or computer to your smart TV, the stream lags or skips. If that happens often, we recommend attempting to change the device you are accessing the stream from.

For example, if you are streaming from your computer/tablet and have a smart phone: try closing the stream on your computer, opening the stream on your phone, and streaming to your television using one of the steps from numbers 7-9 above.

If you are streaming from your phone and have a computer or tablet with streaming capabilities: close the stream on your phone, open it on your computer/tablet, and stream to your television using the steps described above.

*11. What happens if I get a "spinning circle" on my video stream?*

If you get a spinning circle on your video, it could be because your internet connection isn't strong enough to download the entire video at once. If so, we recommend that you wait 2-3 minutes (or a few minutes longer if your connection is very weak) to let more of the video load.

*12. How many times can I watch the performance?*

You can watch the performance as many times as you'd like once the video is available on-demand. The stream will be available on-demand for 30 days after the performance and will be accessible no later than two days after the Saturday night stream.

*13. Who may I contact if I have further questions?*

For further questions, please call our Box Office phone at (916) 476-5975 or email us at [info@sacphilopera.org](mailto:info@sacphilopera.org). We continue to work from home, so if we are unable to respond immediately to your call, please leave us a message and we will get back to you as quickly as we can. Thank you!