

LIVESTREAM INSTRUCTIONS

EARSHOT JAZZ FESTIVAL 2023

PART 1 Using Your Electronic Ticket

PART 2 Hooking up to a Smart TV

PART 3 Further Help

PART 1 Using Your Electronic Ticket

- You can watch the livestream concert on the same device that you use to read your emails—phone, tablet, laptop, or computer. If you would like to watch the concert on your TV your, TV must be a Smart TV. See Smart TV Instructions below in Part 2.
- Browsers that are compatible with the Earshot Jazz (PatronManager) livestream/VOD player

The following browsers are officially supported:

- Chrome for Android 34+
- Chrome for Desktop 34+
- Firefox for Android 41+
- Firefox for Desktop 42+
- Edge for Windows 10+
- Safari for Mac 8+ (beta)

Other modern browsers will likely work, but are not guaranteed

- Once you've purchased a livestream ticket through the Earshot Jazz website, you will receive an email confirming your purchase.
- The email contains a link to the livestream. In some email systems the livestream link will appear as a bright orange bar. While in others, the livestream link will appear after the letters: URL. Either way, click the bar or URL link and you will be directed to the streaming platform.
- The Access Code should already be available in the box showing up on your screen. If for some reason the Access Code is not in the box, please refer back to your emailed ticket.
- Before you can watch the livestream, you must click the small box next to the phrase "I agree to the terms of service"
- After you've agreed to the terms, you can then click the large orange button which reads "Start Watching"
- If you click on the "Start Watching" link days or hours before the concert is due to start you will view a countdown timer. The concert livestream welcome slides will only begin ten minutes before the concert start time. The actual concert start time is published on your ticket confirmation.
- Please note that the livestream will occur simultaneously with the live concert. You must tune in at the advertised time of the concert to watch the livestream.

- Also note, that your livestream link is unique to you and should not be shared. If you share your link with someone else, only one of you will be able to watch the livestream.

PART 2 Hooking up to a Smart TV

- If you have a Smart TV the two easiest options to watch the livestream are either (1) Hardwire your computer to the TV or (2) Wirelessly cast the livestream from your computer to the TV
- **(1) Hardwire your computer to the TV.** Connect your computer or laptop to your TV typically by using an HDMI cable. Newer Smart TV have more than one HDMI port already included. Your computer or laptop may not have an HDMI port. In that case you will need as adapter for your computer.
- Once your computer and TV are connected, use your TV remote to change the Source or Input to the particular HDMI port you used. Once you've found the correct Source/Input you should see the same image displayed on the TV that you see on your computer.
- At this point you can use your computer/laptop to open your email and find the livestream ticket. Follow the instructions in Part 1 to access the livestream platform.
- **(2) Wirelessly cast the livestream.** Some of today's Smart TV's have built in casting systems, such as Chromecast. Alternatively, you may have a physical media adapter or "dongle" connected to your computer such as Apple TV, Roku, Miracast or a Chromecast adapter
- Make sure your Smart Tv and your computer, laptop, tablet or smart phone are using the same Wi-Fi network
- **Physical Adapter for casting:** If you are using a separate physical adapter, you might need to open software on your computer/laptop and instruct it to send out a signal wirelessly. On Apple computers you could open the "airplay" utility to search for a compatible device to send to (in other words the physical adapter). On PC's you could use the Google Chrome browser. For more instructions on using Chromecast see: <https://www.howtogeek.com/199565/mirror-anything-from-your-computer-to-your-tv-using-google-chromecast/>
- Then, open the settings on your Smart TV and instruct it to accept the signal being sent wirelessly to it. Alternatively, you can set the "source" of incoming signal to the separate media adapter (Apple TV, Roku, etc.).
- **Built in casting:** If you have a built-in casting system, the connecting technology maybe DLNA or Miracast. You will have to read your TV user manual to see how to use this technology.

PART 3: FURTHER HELP

- Troubleshooting
 - Streaming live video takes up a lot of bandwidth. To stream video successfully, you must have enough internet upload speed. The maximum resolution, is 1080p, with 60 frames per second—aim for an upload of 6 to 7 Mbps. For 720p video at 30 or 60

frames per second, aim for an upload speed of 3 to 4 Mbps. To check your upload speed, and if that's sufficient for livestreaming, contact your internet service provider. For extra information on upload speed for streaming:

<https://restream.io/blog/what-is-a-good-upload-speed-for-streaming/>

- If your livestream has stopped midway, or you're not hearing any sound, try refreshing your screen. You may have to access the livestream again by clicking the "terms of service box" and then clicking the "Start Watching" button.
- Choppy or slow transmission could be due to the fact, that in your household, too many devices are connected to the internet network. To solve this, you could shut down other computers, phones etc. while you're viewing the concert.
- Choppy or slow transmission could also be due to the fact that "cookies" on your browser/s are clogging up the livestream. To solve this issue, clear out your cookies.
- If you don't have a Smart TV or you have never used your Smart TV before to view a livestream, please consider viewing the livestream directly on your phone, computer, laptop, or tablet.
- Contact Us
 - For further assistance please contact info@earshot.org
 - While we do not have anyone on staff who is a trained livestream technician, we can offer some basic solutions.

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