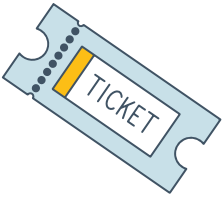


# VIRTUAL FESTIVAL INSTRUCTIONS



## How to get to the Premium Virtual Festival ticketed shows:

- The day before your show you will receive a link in your email inbox
- On the day of the festival, click that link and the pass code that you have been given
- Click play
- If the video doesn't start playing, try refreshing the page
- To view the video as full screen, click the square icon at the top right corner of your screen



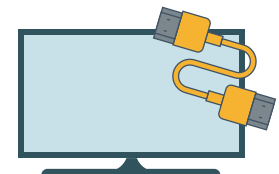
## How to get to the Virtual Festival free shows:

- Go to this: [www.fortlangleyjazzfest.com/virtual](http://www.fortlangleyjazzfest.com/virtual)
- Beginning at 11 am on September 5th you will see a video in the centre of the screen
- Click play
- If the video doesn't start playing, try refreshing the page
- To view the video as full screen, click the square icon at the top right corner of your screen



## To create the best possible festival viewing experience:

- Make sure that you have a strong internet connection
- Where possible, connect an ethernet cable directly between your modem and your computer
- Test your internet connection using [www.fast.com](http://www.fast.com) - look for a score of 25mbps or faster
- Before the festival starts, clear your restart modem's cache memory by following these steps:
  1. Unplug it from the power source
  2. Wait 20 seconds
  3. Plug the modem back in
- If, during the course of the festival, your live feed stops playing try refreshing your browser



## To connect a TV to your computer:

- If you have a connection device like Chromecast, or AppleTV, follow the relevant instructions
- Otherwise, look at the connection ports on your computer and your TV:
  1. If you see HDMI connections on both devices, then a two-way HDMI cable should allow you to play your computer stream on your TV
  2. If you have a newer Mac, then you'll need an adapter that will convert your USB3 port to the TV's HDMI port
  3. If your computer has neither HDMI ports nor USB3 then you may need an external device like a Chrome cast or an AppleTV to connect to your TV



## To connect speakers to your computer:

- The following speakers will connect easily to your computer and provide much stronger sound than your computer alone:
  1. Sonos
  2. Logitech
  3. Bose Companion
- If you have a home audio system, then most will allow you to connect your computer through a USB to USB cable

## NOTE:

These tips are provided to help you create the best possible festival viewing experience. For any assistance or technical expertise, please contact your internet service provider.