



WHAT IS AN ARAPAHOE PHILHARMONIC LIVESTREAM CONCERT?

- The Arapahoe Philharmonic Concert will be livestream as it takes place and will be available to all attendees for up to two weeks. This livestream can be accessed by mobile devices, computers, and smart TVs. Tickets to livestreams are available for purchase as well as our regular tickets for the Denver First Church live concert.

DO I NEED TO SET UP AN ACCOUNT?

- Yes, to purchase the ticket, but not to view the livestream.

IT APPEARS AS THOUGH MY TRANSACTION HAS BEEN PROCESSED, BUT I AM UNABLE TO PLAY THE VIDEO. HOW CAN I SOLVE THIS PROBLEM?

- If your internet connection is working, start by making adjustments to your internet browser:
 - Refresh the page
 - If you are having problems in your browser (such as Chrome, Safari, Microsoft Edge, or Firefox), try a different one.
 - Clear your browser cache and/or close and restart your browser.
 - Close other tabs or windows.
 - Check to be sure that you have installed the most current updates of your software.
 - Ensure your browser's zoom is set to 100% (the actual size).
- If this does not resolve the issue, please contact us at office@arapahoe-phil.org or call at 303-781-1892

CAN I DOWNLOAD A CONCERT TO MY IPHONE OR A DVD?

- No, concerts are only available for live-streaming and they can be replayed during the following two weeks through <https://www.arapahoe-phil.org/>

ARE THE ARAPAHOE PHILHARMONIC LIVESTREAM CONCERTS ACCESSIBLE ON MOBILE DEVICES?

- Yes. You can access it through the internet browser on your mobile device.

CAN I WATCH THE ARAPAHOE PHILHARMONIC LIVESTREAM CONCERTS ON MY TV?

- Yes. If you are using Chromecast, or you can cast to your TV or screen mirror using mirroring/Airplay from your Apple computer or tablet.
- You can also connect your computer to your television through methods such as Bluetooth or an HDMI cable.

HOW DO I CONTACT THE ARAPAHOE PHILHARMONIC FOR TROUBLESHOOTING ASSISTANCE?

- Just as our ushers would help you find your seat in Orchestra Hall, we are on hand to help you get settled in to watch the show. If this FAQ page does not address your issue, or you would prefer to speak to someone, please contact us at office@arapahoe-phil.org or call Monday-Friday 9 am-5pm at 303-781-1892.
- Note that while we are trained and ready with resources to help you, we are not quite as versed in general technology troubleshooting as GeekSquad or Apple Support. If you are experiencing problems with your internet connection or your devices, we recommend contacting the customer support for your service provider or device manufacturer.

WHAT INFORMATION SHOULD I INCLUDE WITH A CUSTOMER / TECHNICAL ASSISTANCE INQUIRY?

- So that we can best assist you, please provide as much detail about your issue as you can. Be ready to let us know what device you are using to access the Arapahoe Philharmonic Livestream Concerts, what type of internet connection and web browser(s) you are using.

WHAT ARE THE BASIC COMPUTER OR MOBILE REQUIREMENTS FOR ACCESSING THE ARAPAHOE PHILHARMONIC LIVESTREAM CONCERTS?

- You should have:
 - An internet connection with a recommended minimum download speed of 3 mbps to view HD video content. The minimum required to view in SD is 500 kbps.
 - A desktop or laptop computer running either: Microsoft Windows 7 or higher) or Mac Sierra (10.12.6) – OR –
 - A mobile device running Android (Lollipop) version 5.0+ or Apple iOS version 9.3.5+.
 - A desktop internet browser such as Chrome 30+ (has automatic updates), Firefox 27+ (has automatic updates), Microsoft Edge, or Safari 9+. We recommend updating your preferred browser to the latest available version for the best and safest viewing experience.

HOW FAST DOES MY INTERNET CONNECTION NEED TO BE?

- Fast download speeds will ensure the best streaming experience. At minimum, you will need a download speed of 500 kbps. A download speed of 7 mbps or higher is optimal to view the concert in HD.

HOW DO I TEST MY INTERNET CONNECTION SPEED?

- Test your internet connection speed at <https://www.speedtest.net>

MY BROWSER FREEZES OR CRASHES WHEN I TRY TO PLAY AN ARAPAHOE PHILHARMONIC LIVESTREAM CONCERT. WHAT SHOULD I DO?

- Please be sure that your computer or device meets the requirements above, that your internet connection and speed are optimal, and that your browser software is up to date. Try refreshing the browser, using a different browser, or restarting your device.

CAN I LOG IN THE LIVESTREAM CONCERT FROM MULTIPLE DEVICES?

- There is a limit of one email address per household for each subscription, ticket purchase, or donation. The email address you provided during your transaction is the one that is automatically connected to your Arapahoe Philharmonic Livestream Concert access.
- You can, however, switch devices part way through - you will just not be able to view the program on two devices at the same time.
- If you would like to get access to the Arapahoe Philharmonic Livestream Concert using another email address, you may either purchase individual tickets for \$15 each or contact us at office@Arapahoe-phil.org, or call Monday-Friday 9 am-5pm at 303-781-1892.