

# OXFORD LIEDER LIVESTREAM

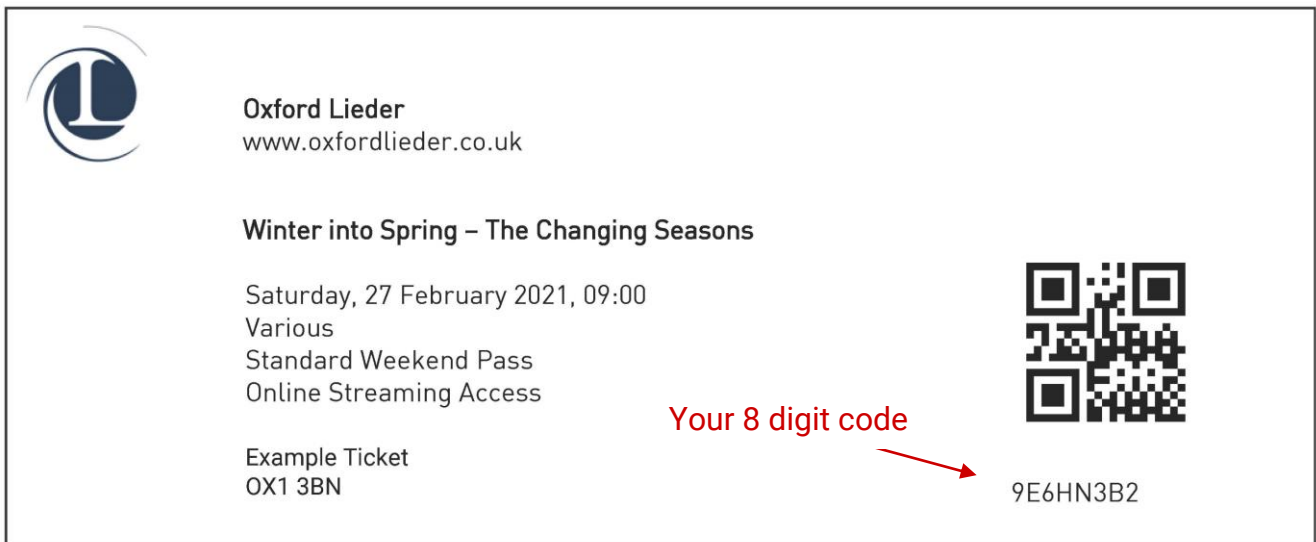
## DIGITAL CONCERT HALL FAQs

### What is the Digital Concert Hall (DCH)?

For each event page on the Oxford Lieder website, there is a Digital Concert Hall section specific to that event. This is where you will be able to watch all Festival concerts and events, including study events.

### How do I get into the DCH?

Go to the Events page at [www.oxfordlieder.co.uk/events](http://www.oxfordlieder.co.uk/events) and select the event for which you have bought a ticket. Once you have opened the relevant event page, look for the 'Digital Concert Hall' button and click on it. You will be asked for the eight-digit code on your E-ticket (see below) which will have been emailed to you at the time of purchase. If you have bought a pass, the eight-digit code on your e-Ticket will give you access to every event. Please note, there is a separate DCH for each event, accessed via the individual event pages on the website. If you are on the incorrect event page, your ticket code will not work.



The image shows a sample e-ticket from Oxford Lieder. It includes the organization's logo, name, and website. The event title is 'Winter into Spring – The Changing Seasons', scheduled for Saturday, 27 February 2021, at 09:00. Ticket options listed are 'Various', 'Standard Weekend Pass', and 'Online Streaming Access'. An example ticket code 'OX1 3BN' is shown. A QR code is present, and a red arrow points from the text 'Your 8 digit code' to the code '9E6HN3B2' located below the QR code.

### When can I access the DCH?

You will have access to the DCH from 20 February, to take advantage of the additional material available, and until midnight on the following dates (depending on what pass you have purchased):

Standard Festival Pass	21 March
Pioneer Pass	11 April
Pioneer+ Pass	11 April

Events will be broadcast at their scheduled time as specified on our [events page](#), and will be available to watch again shortly after the event finishes.

### **What is in the DCH?**

You will find the livestream screen prominently at the top of the DCH page, and this is where you can watch the event. Also on this page, from 20 February, you can download texts and translations and programme notes, and each event will have various other resources, including pre-concert talks, artist interviews, playlists, and language labs.

### **I still have questions - where should I go?**

Please email us at [boxoffice@oxfordlieder.co.uk](mailto:boxoffice@oxfordlieder.co.uk) with your name, postcode, email address, and your questions, and we will answer them as soon as possible.

# **OXFORD LIEDER LIVESTREAM**

## **TICKETING FAQs**

### **Where can I buy tickets?**

The easiest way to buy tickets is to book online at [www.oxfordlieder.co.uk](http://www.oxfordlieder.co.uk), where the booking process is streamlined, simple and secure. If you have any queries, you can email [boxoffice@oxfordlieder.co.uk](mailto:boxoffice@oxfordlieder.co.uk). You can also call us on 01865 591276 to leave a message and your call will be returned.

### **Will 'in-person' tickets be available for the Winter into Spring 2021 Festival?**

In-person tickets will not be available for the 2021 Winter into Spring Festival; instead, all concerts and events will be available to watch online, for those who have purchased e-Tickets.

### **How do I get my e-Tickets?**

All tickets will be issued as e-Tickets, and sent as a PDF attachment to the email address you provide when booking. Please keep the e-Ticket safe, as you will need the number code on your e-Ticket to access Festival events in the Digital Concert Hall.

### **I have bought a Pioneer Pass or Festival Pass, but have only been sent one e-Ticket. Is this right?**

Yes, passholders will each be sent one e-Ticket only; the code on that e-Ticket can then be used to access all Festival events, and no further purchase is necessary.

### **I have bought an e-Ticket online, but haven't yet received anything by email – why is this?**

If you have purchased e-Tickets and they haven't yet arrived, please check your email's junk or spam folder. If there is nothing there, please email us at [boxoffice@oxfordlieder.co.uk](mailto:boxoffice@oxfordlieder.co.uk) with your name, postcode, email address and date of attempted purchase, and we will sort out the issue as soon as possible.

### **I'm no longer available for an event for which I have purchased an e-Ticket. Do I need to cancel?**

All Festival events, including talks and study events, will be available shortly after their time of broadcast to watch on demand, at a time to suit you. You can access the events on demand in the Digital Concert Hall, using the eight-digit code on your e-Ticket.

### **I'm in a time zone outside the UK - can I still watch events at a reasonable time?**

All Festival events, including talks and study events, will be available shortly after their time of broadcast to watch on demand, at a time to suit you. You can access the events on demand in the Digital Concert Hall, using the eight-digit code on your e-Ticket.

### **Can I buy tickets as a gift for other people?**

Of course! To buy an e-Ticket as a gift, simply purchase it from the Oxford Lieder Box Office as above and forward the PDF e-Ticket to the person you want to give it to. Please note that each e-Ticket comes with its own unique eight-digit code, and this code cannot be shared between people viewing in different locations. So to watch the same concert as the person for whom you have bought an e-Ticket, you will also need to purchase an e-Ticket of your own.

### **Will programme notes and texts and translations be available?**

Yes. These can be downloaded from the Digital Concert Hall (see below) from 20 February to 21 March (or to 11 April for Pioneer Pass holders). The Digital Concert Hall also contains various other resources, including pre-concert talks, artist interviews, playlists, and language labs.

### **Further details**

For further details about the Festival, recital programmes and artist biographies, [please see our website](#).

### **Schedule, changes, and refunds**

We will make every effort to present the programme exactly as advertised here. However, should circumstances change due to the Covid-19 pandemic, we reserve the right to change artists, venues and programmes at short notice and kindly ask for your understanding in these circumstances. In the unlikely case of technical problems with the livestream, the event will be made available as soon as possible and confirmation of this will be emailed to all ticket and pass holders. Refunds will only be offered where an event is cancelled. Refunds will not be offered where artist, venue or programme alterations are made, or where an event cannot be presented live due to circumstances beyond our control. All ticketholders and Festival pass holders will have access to their event until 21 March 2021 (11 April for Pioneer pass holders).

### **I still have questions - where should I go?**

Please email us at [boxoffice@oxfordlieder.co.uk](mailto:boxoffice@oxfordlieder.co.uk) with your name, postcode, email address, and your questions, and we will answer them as soon as possible.

# **OXFORD LIEDER LIVESTREAM**

## **TECHNICAL FAQs**

### **What is live streaming?**

Live streaming is a way for you to watch content which is broadcast via the internet, without the need for your computer or device to download this content.

### **Which live-streaming platform is Oxford Lieder using?**

A platform is the software used to watch live-streamed events. Oxford Lieder will be using the platform Vimeo, but it will be hosted from our website. This means that, to watch the Festival, you will need to access the Oxford Lieder website and click on our Digital Concert Hall.

### **What do I need to be able to watch a live-stream?**

You will need a device that can connect to the internet – for example a computer, iPad, tablet, or Smart TV – and a relatively fast internet connection. All our events will be streamed in High Definition, which requires a broadband ‘download speed’ of at least 5Mbps (megabits per second).

To achieve a high-quality audio and visual experience, a fast internet connection is just as important as a suitable device. So if this is important to you, and you do not already have fibre broadband or other fast connection, we recommend that you contact your internet provider to arrange an upgrade before the Festival.

It’s also important that the browsers and operating systems on your devices are up-to-date. For operating systems we recommend using Windows 7 or later, or macOS Sierra (10.12.6) or later. For browsers, we recommend using any of the following: Chrome 30 or later; Firefox 27 or later; Microsoft Edge; Safari 9 or later.

### **My internet connection is too slow, but I do not want to upgrade it for the Festival. Can I still watch the events?**

Yes, but you will be highly likely to encounter problems such as those listed under ‘buffering’ below, and this will unfortunately have a negative impact on your enjoyment of the Festival.

### **I want to upgrade my television and audio system before the Winter into Spring Festival. Can you recommend a company for this?**

Yes, we recommend Richer Sounds. Please contact Kaz on [oxford@richersounds.com](mailto:oxford@richersounds.com), leaving your name and number and explaining that you would like to upgrade your sound/TV system to watch Oxford Lieder’s Winter into Spring Festival, and one of the team will call you back. Richer Sounds prefers you to email in the first instance, since they are not always able to answer calls at the time, but they will endeavour to ring you back as soon as possible.

### **I have a Smart TV. Will I be able to watch the Festival on it?**

Some Smart TVs allow you to access web browsers, in which case you will be able to access our website and view Festival events. However, not all Smart TVs enable you watch videos via web browsers, so we recommend that you test this well in advance of the Festival by visiting our test event. If your Smart TV does not allow you to watch the video we suggest you link your TV to another device.

### **I want to watch the Festival on my television but I do not have a Smart TV. Can I do this?**

Yes – to do this you will need to connect your laptop or other device to your television, probably via a HDMI cable. Your television will need to have a HDMI port or equivalent (older models may not have the correct port so please make sure to check this in advance).

### **How do I connect my TV to another device?**

You can connect your laptop or other device to your television, using an HDMI cable (these can easily be purchased from electronics shops such as Curry's, or over the internet from sites such as Amazon).

First, locate the HDMI port(s) on your television; they are usually labelled 'HDMI' and are rectangular with a tapered bottom edge. Most televisions will have one or two HDMI ports, and we recommend you look at your television's instruction manual if you are unsure of whether your television has an HDMI port.

Then, locate the HDMI port(s) on your laptop/device. If your laptop/device does not have an HDMI port, you will need to purchase an adapter to be able to plug your HDMI cable into your device; the kind of adapter you will need will depend on the type of laptop/device that you have. All Apple products (such as iPads) will require some kind of adapter.

Next, plug one end of your HDMI cable into your television (making a note of which HDMI port you have used) and the other into your laptop/device; then use your laptop/device to log on to the Oxford Lieder website and access the live stream.

Once you have connected your laptop/device, some televisions will automatically display the picture from your device; for other televisions, you will need manually to select the input source to display the picture from your device. To do this, use your remote control and select 'Input' or 'Source'; then, if your TV has more than one HDMI port, make sure you select the HDMI port that you plugged your HDMI cable into. You should now see your laptop/device screen display on your television once you have successfully connected it up.

Some tablets and phones can also 'mirror' or 'airplay' onto a TV. This tends to be the case where tablet/phone and TV are made by the same company; for example, it should be possible to link a Samsung Android phone to a Samsung TV, or an iPhone/iPad to an Apple TV.

### **I want to listen to the Festival using my own speaker system. Is this possible?**

Yes. If your speakers have Bluetooth or other wireless connection, you can connect your laptop, tablet, or phone to your speakers wirelessly this way.

If your speakers don't have Bluetooth or other wireless connection, you will usually be able to connect your laptop to your speakers with an 'Aux cable' cable (these can easily be purchased from electronics shops such as Curry's, or over the internet from sites such as Amazon). Plug one end of the Aux cable into the headphone jack in your laptop (the small circular port which usually has a little pair of headphones next to it) and plug the other end of the Aux cable into the back of your speakers or hi-fi system.

In order to connect to your speakers, some laptops, tablets, or phones may also require you to purchase an adapter to enable you to plug your Aux cable into your device.

### **What is buffering?**

If your broadband internet connection is too slow, or subject to frequent interruptions, this could result in delays or pauses during the event you are watching, or a reduction in quality of the sound or video. This will most likely have been caused by 'buffering'; you might alternatively see a message saying you have 'insufficient bandwidth'.

We recommend you check your broadband internet speed before the Festival starts, by looking at your internet registration documents to ensure you are able to watch and listen to Festival events in High Definition.

### **What can I do about buffering?**

There are several things which can sometimes help with buffering:

- try disconnecting or turning off any other devices using the same internet connection as you are
- if you're using wi-fi, try moving your device closer to your internet router
- try using another browser (different examples of browsers include Safari, Chrome, Microsoft Edge, and Firefox); or, if you have lots of tabs open in your browser, close them down as they could be affecting the device's performance
- if you have an ethernet cable, try connecting your device directly with your router
- if these don't work, and you haven't already done so, contact your internet provider to check your internet speed. All Oxford Lieder events will be streamed in High Definition, which requires a broadband 'download speed' of at least 5Mbps (megabits per second).

### **Can I test my equipment in advance of the Festival?**

Yes, and we strongly advise that you do so. Nearer the Festival we will post a test event on our website where you can practice accessing our Digital Concert Hall and test out your equipment.

### **I still have questions - where should I go?**

For further help on equipment, it's best to start with the manual or operating instructions for your device; if that doesn't help, it's best to contact the manufacturer's helpline. For further help on internet speeds, and related issues like buffering, it's best to contact your internet service provider. Oxford Lieder staff are unfortunately unable to offer any advice on equipment or internet speeds.