

## NEED HELP WITH THE LIVESTREAM?

### Fixes for common issues:

1. If you're experiencing buffering or a blurry connection: **test your internet speed.**  
Most streaming services recommend at least 25 Mbps per second for a successful streaming connection.
  1. Try moving your streaming device closer to your router or modem, or connect directly with an Ethernet cord.
  2. Kick other devices off your network temporarily.
  3. Try clearing your browser's cache.
2. Refresh your browser: If the stream has not started by 7:30pm, try refreshing or closing out of your browser and reaccessing the page.
3. Missing audio? First, confirm your speakers are connected with the volume at an appropriate level. Second, make sure the video itself is not muted—either by clicking the video window or selecting the video's volume icon.
4. Catching an echo or double audio? First, determine the source of the noise.
  1. Confirm you only have a single browser window or tab open to play the performance.
  2. If it seems like two different sources of audio are playing (competing songs, for example), make sure other media players on your device, such as Spotify or Apple Music, are shut down.
  3. Finally, if necessary, switch to a separate audio output setting (from headphones to your computer's main speakers, for example).

**When in doubt, restart.**

**Restart your browser!**

**Restart your router!**

**Restart your computer!**

**Don't shy away from the classic advice:**

**"Have you tried turning it off and back on again?"**

**Still having issues? Call the following numbers:**

**303.449.1343 ext. 0   OR   303.443.0542**