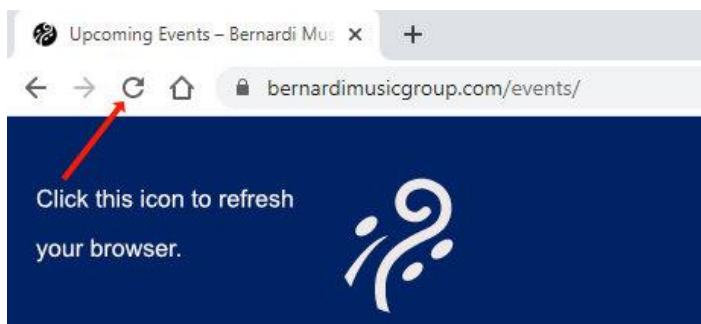# Bernardi Music Group

Getting the best out of your online concert

We shall be streaming some of our concerts live from our venues using the streaming host services of Vimeo.

For each concert, we create a special live stream page which will contain the embedded video code. If you have purchased a ticket for a concert, you can only access the live stream page by logging into your account, finding the order associated with your ticket and clicking on the live stream link which will be displayed.

Please Note: If you do not see the video at the start-time of the event, please refresh your browser.

If you have any issues and cannot see the link, please email our box office manager Laura at laura@bernardimusicgroup.com

For advice directly from Vimeo, please use the following link https://support.vhx.tv/article/755-what-do-i-need-to-watch-live-video

In summary through,

- Your experience will be largely dependent on the download speed you have from your ISP (Internet Service Provider) or mobile provider. Keep in mind that your overall Internet speed can vary depending on many factors, including but not limited to: time of day, Wi-Fi performance, other devices/users utilizing your connection, and the strength of the signal provided by your ISP.
- We will be streamlining our concerts at a high-quality level and so you will need a download speed of at least 7 Mbps. If you do not know what your download speed is, you can find out by using a Google Chrome browser and search for "broadband speed test". The first listing should present you with a blue button to "RUN SPEED TEST".

- You will need to use a modern browser, we recommend Google Chrome or Safari if you are using Apple products. Make sure you have the most up to date version of your browser installed.
- When you plan to watch the concert, please make sure that nobody else in your household is using your internet connection, especially if they are watching videos or online TV.
- If you have a strong internet connection and high download speed coupled with a good router, then watching via a connected mobile device is possible. However, a wired connection would be preferable if you can do this.
- On your device, it can be helpful to clear the cache from your browser and close any other browser tabs and apps on your device that are not needed to view the concert.
- If you want to watch via your Smart TV, then use a wired connection to your device. Browsers on Smart TVs are not supported and it is not possible to watch via the Android app on Chromebooks. The easiest way is to connect your device via USB to HDMI, here is a link to an article which may help.
  https://helpdeskgeek.com/how-to/how-to-connect-a-phone-or-tablet-to-your-tv-via-usb/
  or see your SMART TV technical handbook.
- If you are using a firewall service (e.g., corporate or school network) and/ or have restricted domains, you will need to whitelist a few ports and domains. Please read the Vimeo article mentioned above for full details.