

# Jacoby Symphony Hall [LIVE]

## Frequently Asked Questions

### **What is Jacoby Symphony Hall [LIVE]?**

Jacoby Symphony Hall [LIVE] is the Jacksonville Symphony's virtual concert hall, live streaming concerts from Jacoby Symphony Hall to your device!

### **Who has access to Jacoby Symphony Hall [LIVE] streams?**

All Jacksonville Symphony Florida Blue Masterworks Series subscribers, Jacksonville Symphony donors, Jacoby Symphony Hall [LIVE] subscribers, and [LIVE] single stream ticket buyers have access to upcoming live streams, as well as archived streams.

### **How do I access Jacoby Symphony Hall [LIVE] performances?**

1. You will receive an email containing stream access the Thursday prior to the virtual concert. A second email will also be sent at the start time of the concert for last-minute ticket buyers.
2. In this email you will find link to access the virtual concert both on YouTube and on [jaxsymphony.org](http://jaxsymphony.org).
  - a. If you will be viewing the virtual concert via YouTube, click the link provided in the email.
  - b. If you will be viewing the virtual concert via [jaxsymphony.org](http://jaxsymphony.org), click the link provided in the email and enter the password in the designated field.

If you have not received your email by the Friday of the stream, please call the Ticket Office at 904.354.5547. For live support, send the Jacksonville Symphony a message on Facebook at <https://www.facebook.com/jaxsymphony/>.

### **How can I watch Jacoby Symphony Hall [LIVE] performances on my TV?**

Viewers can directly connect a personal computer to a TV using an HDMI or other cable. Find detailed instructions at <https://www.wikihow.com/Use-Your-TV-as-a-Second-Monitor-for-Your-Computer>.

You can also enhance your Jacoby Symphony Hall [LIVE] experience by streaming the performance to a TV via Chromecast, Apple TV, AirPlay, and Amazon Fire TV. Learn more details about these options below.

### **How do I connect Chromecast to watch Jacoby Symphony Hall [LIVE] performances?**

If you have Chromecast, you can broadcast Jacoby Symphony Hall [LIVE] performances to your TV from your computer, tablet, or smartphone. You will find the Chromecast icon in

the bottom right-hand corner of the performance video. Click the icon to begin your Chromecast. Use the same icon to disconnect. Please note that you must use the Google Chrome browser or app, and your phone, tablet, or computer must be on the same wireless network as your Chromecast to connect.



More information about Chromecast can be found at <https://www.google.com/chromecast/built-in/learn>.

### **How do I connect AirPlay and Apple TV to watch Jacoby Symphony Hall [LIVE] performances?**

If you have Apple TV, you can watch Jacoby Symphony Hall [LIVE] performances on your television from your Apple device. Simply tap the AirPlay icon on your Apple device and share Jacoby Symphony Hall [LIVE] YouTube link to your Apple TV or AirPlay 2-enabled smart TV.



More information about AirPlay can be found at <https://www.apple.com/airplay/>  
More information about Apple TV can be found at <https://support.apple.com/apple-tv>

### **Recommended Internet Browsers**

For best user experience, we recommend that Jacoby Symphony Hall [LIVE] performances are viewed through the following internet browsers: (Be sure to update your browser to the latest version.)



Google  
Chrome



Firefox



Safari



Edge

### **How do I connect Amazon Fire TV to watch Jacoby Symphony Hall [LIVE] performances?**

Fire TV or Fire Stick users can install a video casting app (example: <https://video-tv-cast.com/amazon-fire-tv>) or an internet browsing app (example: Firefox for Fire TV) to stream Jacoby Symphony Hall [LIVE] performances.

More information and Amazon support can be found at <https://www.amazon.com/gp/help/customer/display.html>

### **Can I use external audio systems or soundbars with the Jacoby Symphony Hall [LIVE]?**

You can use external audio systems or soundbars to enhance your Jacoby Symphony Hall [LIVE] experience. Please consult the connection guide supplied by your device manufacturer for pairing instructions.

### **What are the browser system requirements for Jacoby Symphony Hall [LIVE] performances?**

Jacoby Symphony Hall [LIVE] performances are streamed through YouTube. Find a complete list of YouTube system requirements at <https://support.google.com/youtube/answer/78358?hl=en>.

### **Are the concerts available on CD/DVD/Blu-ray?**

Jacoby Symphony Hall [LIVE] performance recordings are not available for purchase at this time. Archived recordings are available for viewing at <https://www.youtube.com/playlist?list=PL6pTLbSHXTm8AA4cN4RamDKc0nCEm7oyT>.

### **Can I record or download concerts?**

Due to copyright restrictions, it is not permissible to record Jacoby Symphony Hall [LIVE] performances.

## Tickets, Subscriptions and Vouchers

### **How do I buy a ticket?**

Subscription packages and single tickets to Jacoby Symphony Hall [LIVE] can be purchased at <https://www.jaxsymphony.org/live/> or by calling the Ticket Office at 904.354.5547, available to assist you Monday-Friday, 10 AM-4 PM, and 90 minutes prior to concerts. See a complete list of Jacoby Symphony Hall [LIVE] performances at <https://www.jaxsymphony.org/live/>.

Jacoby Symphony Hall [LIVE] tickets can be purchased before the premiere performance. Note, the content will be available for the listed dates and times regardless of when the ticket is purchased and can be accessed once the stream has concluded.

### **How do I access my performance?**

You will receive an email (sent to the email address listed in your jaxsymphony.org account) the week of the virtual concert with an access link.

All Jacoby Symphony Hall [LIVE] performances will be archived and available for ticket holders to watch after the stream has concluded.

### **How long is my ticket valid?**

Jacoby Symphony Hall [LIVE] tickets are valid only for their designated concert stream. Most performances premiere on Friday evenings at 7:30 PM ET.

### **Can I purchase a ticket for someone else as a gift?**

Jacoby Symphony Hall [LIVE] tickets are directly tied to the Account that purchases the performance and are non-transferrable. If you'd like to give the gift of a virtual performance please contact the Ticket Office at 904.354.5547, 10 AM-4 PM, or 90 minutes prior to concerts.

## Orders and Payments

### **What payment methods do you accept?**

Jacoby Symphony Hall [LIVE] performances are available for purchase online at [www.jaxsymphony.org](http://www.jaxsymphony.org) or by calling the Ticket Office at 904.354.5547. We accept Visa, MasterCard, American Express and Discover.

## Manage My Account

### **How do I create an account?**

In order to purchase tickets and access Jacoby Symphony Hall [LIVE] performances, you must have a registered account with the Jacksonville Symphony. You can create an account online at <https://my.jaxsymphony.org/account/create>.

If you think that you already have an account, you can log in at <https://my.jaxsymphony.org/account/login>.

### **How do I recover my password?**

To recover your password, please follow these steps:

1. Go to [www.jaxsymphony.org](http://www.jaxsymphony.org) and click "Login"
2. Select "Forgot Password"

After clicking "Forgot Password," check your email for the link to complete your password recovery. If you do not receive an email within 15 minutes, check your spam folder. If it is not there, repeat the process or contact the Ticket Office at 904.354.5547.

### **How do I change my email address?**

Patrons can update their contact details such as email address, mailing address, and billing address directly in their account.

The Ticket Office is also available to assist with any changes and can be contacted at 904.354.5547, available to assist you Monday–Friday, 10 AM–4 PM, and 90 minutes prior to concerts.

## Troubleshooting

### **Why won't my video play?**

A slow internet connection could be the problem. Check your location and the number of devices connected to your network. Both factors can slow things down. You may also want to try refreshing your browser.

A weak internet connection can also cause issues. Check the strength on your device; if it is low, try moving closer to your Wi-Fi router.

Please be sure the device or internet browser you are using meets the system requirements for streaming Jacoby Symphony Hall [LIVE] performances. Jacoby Symphony Hall [LIVE] performances are streamed through YouTube. Find a complete list of YouTube system requirements at

<https://support.google.com/youtube/answer/78358?hl=en>.

For live support, send the Jacksonville Symphony a message on Facebook at <https://www.facebook.com/jaxsymphony/>.

### **What are the Jacoby Symphony Hall [LIVE] internet speed recommendations?**

Low internet speeds or an inconsistent connection can interfere with streaming Jacoby Symphony Hall [LIVE] performances.

For consistent, high-quality streaming, we recommend the following speeds:

- 5.0 Mbps for high definition content
- 25.0 Mbps for 4K UHD content

### **How do I clear my browser cache?**

Clearing your browser cache may resolve issues with viewing and playing Jacoby Symphony Hall [LIVE] video content. Steps for how to clear your browser cache are listed below.

## **Chrome**

### *Mac and Windows*

At the top right of your browser, click "More". (It may appear as three vertical dots or an upward arrow icon, depending on the version you are using.)

1. Select More Tools
2. Select Clear Browsing Data
3. Select a time range:
  - To delete everything, select "All time"
4. Check the boxes for:
  - Cookies
  - Other site data
  - Cached images and files
5. Click Clear data

## **Edge**

### *Windows*

1. Click the Hub icon (the star with three horizontal lines)
2. Click "History" in the left panel
3. Select "Clear History"
4. Check the boxes for:
  - Cookies
  - Saved website data
  - Cached data and files
5. Click "Clear"

## **Firefox**

### *Mac*

1. Click the History menu at the top of the screen
2. Select "Clear Recent History"
3. In the drop down for "Time range to clear:" select "Everything"
4. Check off the box for Cache
5. Click "Clear Now" to confirm
6. Restart or refresh Firefox

### *Windows*

1. Click the Firefox menu (found in the top right corner)
2. Select "History"
3. Select "Clear Recent History"
4. In the drop down for "Time range to clear:" select "Everything"
5. Check the box for Cache
6. Click "Clear Now"

7. Restart or refresh Firefox

## **Safari**

### *Mac*

1. Click Safari in the menu bar
2. Select "Preferences"
3. Select the "Privacy tab"
4. Choose "Manage Website Data"
5. Click "Remove All"
6. Click "Remove Now" to confirm

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