

# SFJAZZ DIGITAL BEST WAYS TO WATCH

All SFJAZZ Members have access to SFJAZZ's digital programming, including *Fridays at Five*, On-Demand concerts, *Alone Together* Livestreams, & more! To become an SFJAZZ Member, or to renew your membership, visit our [Membership](#) page. You can find additional login and access information on our [How To Access](#) page.

## **No audio? Need help troubleshooting? Scroll down to Troubleshooting Tips**

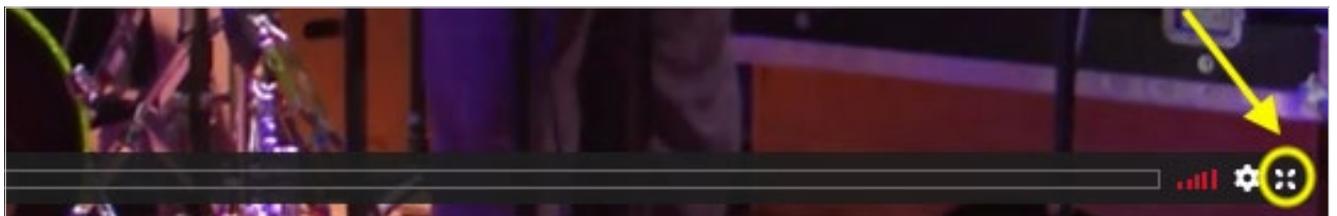
### **1 Watch on desktop/laptop**

For an optimal SFJAZZ viewing experience, we recommend tuning in from a desktop or laptop computer.

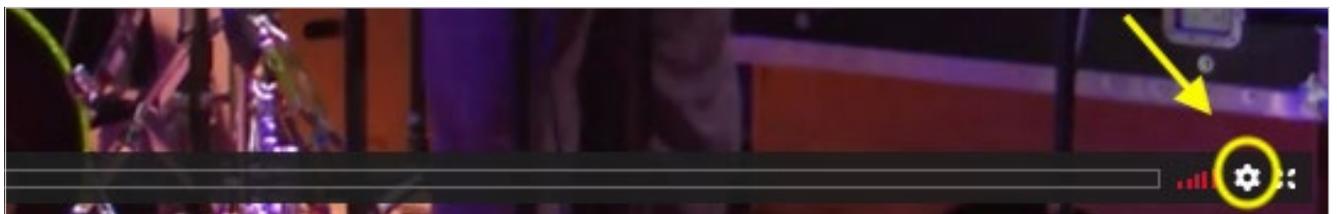
#### **Go fullscreen in 1080p HD (from any browser or device)**

1. To enter fullscreen, click or tap the four arrows icon (see below) in the bottom right of the Vimeo toolbar to enter fullscreen view. This will work for all programs: *Fridays at Five*, On-Demand concerts, *Alone Together* livestreams, and Backstage episodes—and across desktop and mobile devices.

Click or tap the same icon (or, from a desktop or laptop, press the 'Esc' button on your keyboard) to exit fullscreen view.

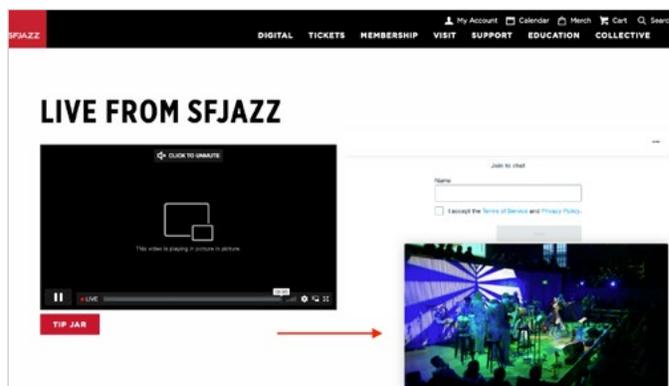


2. For the best viewing results, we recommend watching in 1080p HD. To do this, click the settings wheel (circled below) to change your video playback settings. Please note: Vimeo will default to a video playback quality best suited to your browser and connection speed.

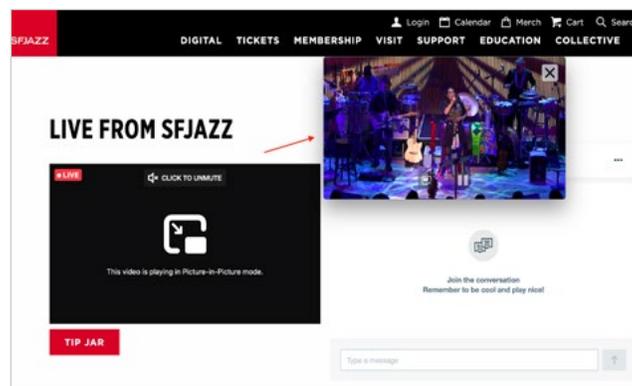


## Go picture-in-picture from iOS desktop/laptop (Firefox/Safari only)

1. The Vimeo player offers picture-in-picture viewing in specific browsers. From a laptop or desktop using Safari or Firefox, click the picture-in-picture icon at the bottom or along the right-hand side of the video player to enter picture-in-picture view.



In Safari



In Firefox

2. When the video pops out, it can be moved around the screen and resized. Please note: in Safari, the picture-in-picture window can only be placed in one of the four corners of the screen.

Click the picture-in-picture icon in the popped-out video to return to normal view.

## Go picture-in-picture from iPhone/iPad

On iPhone and iPad, picture-in-picture can be activated from Safari, Chrome, and Firefox browsers via the icon in the top photo (from either regular or fullscreen view).

## 2 Watch on your TV

**Please note:** to optimize streaming and casting functionality, we strongly recommend updating to the most recent version of your web browser, casting software, and operating system.

### HDMI from Mac, PC, tablet, or smartphone to TV

Many desktop and laptop Macs and PCs have an HDMI port that you can connect to your TV directly for audio and video. If your device doesn't have an HDMI port, you can purchase the **appropriate adaptor** to connect an HDMI cable to your TV. If you don't have an HDMI cable, they're inexpensive and readily **available online**.

### From Chrome browser (desktop)

Check out these linked resources to **"Cast"** from the Google Chrome browser on your PC or MAC, or from your **iPad** or **iPhone**.

## From your iOS computer or device

1. AirPlay can be used to stream SFJAZZ Digital content from mobile and tablet devices operating specific browsers.
  - a. Using an iPhone, stream via the AirPlay icon (noted below) from Safari, Firefox, or Chrome browsers. You can find the AirPlay icon from either regular or fullscreen view.
  - b. Using an iPad, stream via the AirPlay icon using Firefox or Chrome. Please note: in Firefox, the AirPlay icon is only visible in fullscreen view.
  - c. You can also use AirPlay to cast to a Roku device. Please note: AirPlay functionality is available only on the most up-to-date Roku devices. See [this article](#) for a list of AirPlay-compatible Roku and Apple devices. Follow [these instructions](#) to stream SFJAZZ Digital from your iOS mobile device to your Apple TV or AirPlay 2-compatible smart TV using Apple AirPlay.



2. Apple's [Screen Mirroring functionality](#) may also be used to watch Digital offerings on your TV. Additional information on mirroring from iOS computers and devices can be found [here](#).

## From your Android device

Depending on your Android device's specifications, you may be able to use screen mirroring, wireless display, or Miracast to stream Digital offerings to your smart TV. Please consult your device's settings, user manual, or manufacturer's support page for more information.

## A note on Smart TVs

We are working to develop Smart TV apps, but do not have any native Smart TV apps at this time. You can find information on mirroring to your TV here:

[FireOS](#)

[RokuTV \(Android\)](#)

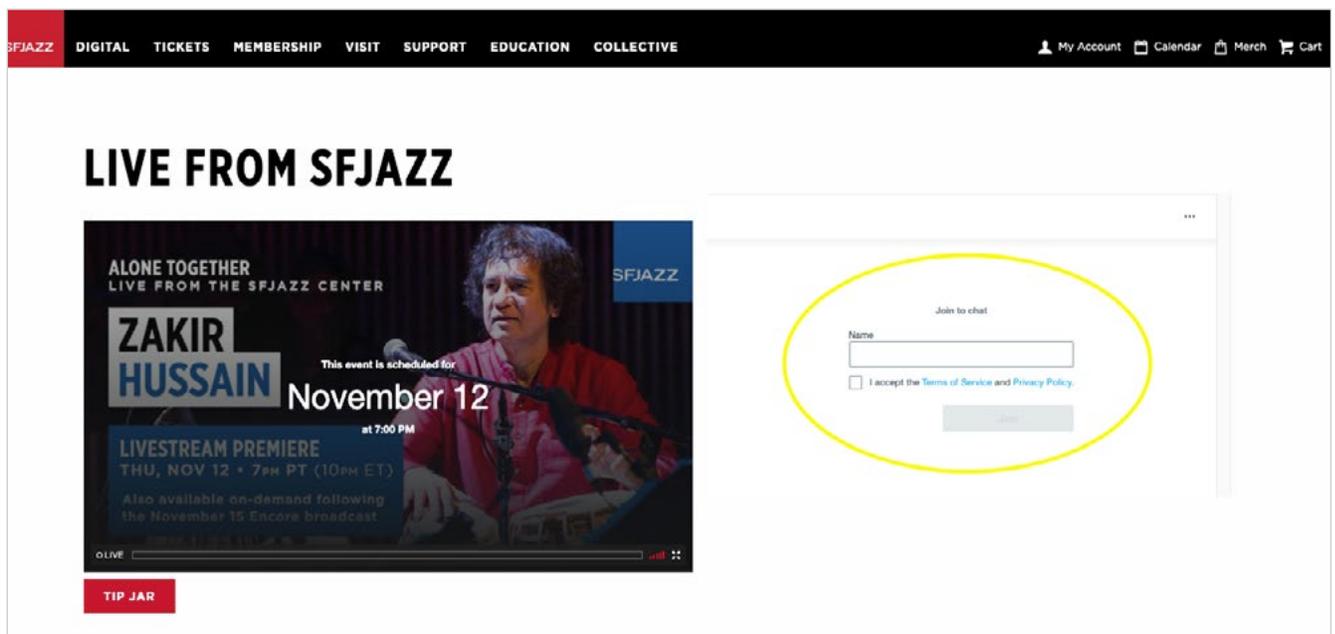
[RokuTV \(Apple\)](#)

[AndroidTV](#)

# 3

## Hang out in the chat!

1. SFJAZZ Digital Livestreams and Special Events feature a live chat. Come hang and connect with artists and other SFJAZZ patrons! To join in, enter your name when prompted, accept Vimeo's Terms of Service, click "Join" and start chatting! Please note: you can chat from your Vimeo account by signing in at [vimeo.com](https://vimeo.com).



2. To pop out the chat to a separate window, click the three dots in the upper right corner of the chat box, then click "Pop out." You can then move the chat window around your screen to optimize viewing and chatting.

# Troubleshooting Tips

## Make sure you're unmuted

If a livestream event starts with audio muted, an unmute prompt will appear in the video player (see examples below). Click or tap anywhere in the video player to unmute.



## Need help during a livestream event? We're here for you!

During livestream events, SFJAZZ support staff are standing by to help you! Look out for the Tawk.to support chat bubble, activated before and during all livestream events. Please direct any questions or issues to the support chat, rather than the live concert chat.

A screenshot of a web browser displaying the SFJAZZ website. The main content area features a live stream titled 'FRIDAYS AT FIVE' with a video player showing a musician playing guitar. Below the video player is a red 'TIP JAR' button. To the right of the video player is a 'Top chat' window with several messages. A red arrow points from the top chat window to a Tawk.to support chat bubble that is overlaid on the page. The support chat bubble contains a welcome message and a 'Write a reply...' input field. A red arrow also points to the support chat bubble. At the bottom of the page, there is a promotional message: 'Share Fridays at Five with a friend — Gift Memberships now available!'.