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. Go full screen 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 products—On-Demand concerts, *Alone Together* Livestreams, and Backstage episodes.

   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. Note: Vimeo will default to a video playback quality best suited to your browser and connection speed.
Watch on your smart TV.

From Chrome browser (desktop)

1. To cast from the Vimeo video player to your smart TV, you must be using Google’s Chrome browser. Download Chrome here and follow the instructions to install.

2. Once you’ve installed Chrome, navigate to the Watch page containing the concert you’d like to view/stream—this will be the page containing an embedded video player. Then click the three dots in the upper right hand corner of the Chrome browser.

3. Next, click “Cast.”

4. After clicking “Cast,” choose the device you’d like to cast to. The Chrome browser window you’re viewing will display on your smart TV and a Chromecast icon will display to the right of your Chrome browser’s navigation bar. When you are connected to the device you’d like to cast to, the Chromecast icon will turn blue.
5. Enter fullscreen view (see page 1), click “Play,” and enjoy the show!
6. To stop casting, click the blue Chromecast icon, then click on the device you’re casting to to disconnect.

From your iPhone/iPad
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. Note: in Firefox, the AirPlay icon is only visible in fullscreen view.

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.

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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.
4. Hang out in the chat!

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! Note: you can chat from your Vimeo account by first signing in at vimeo.com.

**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. When the video pops out, it can be moved around the screen and resized. 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.
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.