

[HANNAFORD STREET SILVER BAND - SUNDAY, OCT.25 AT 3:00 PM](#)

TROUBLESHOOTING – THIS IS YOUR DRESS REHEARSAL

Decide on your setup well before the concert and test it out. Pop on a YouTube video to get a better feel for the sound and visual quality of your intended setup. This will be a great way to see what works, and what needs tweaking before the live show.

YOU CAN “REPLAY” THE CONCERT!

There’s nothing like being there in the moment, watching for the first time with everyone else – but – if you aren’t able to watch at the concert start time, happen to miss the first few minutes, or if you just HAVE to watch it again, you can do so.

ENHANCE YOUR VIEWING EXPERIENCE

SOUND

We want you to feel like you are back in the Jane Mallett Theatre enjoying the acoustics live... or as close to that as possible. We have listed some of the most effective tips and tricks to enhancing your at-home audio:

- Make sure your volume is turned up.
- If you are watching the concert alone, a set of headphones can be a great way to drown out the white noise and enhance the concert’s sound.
- If you are watching the concert on a computer or laptop, plugging in a set of **external speakers** can make a really big difference in the quality of sound.
- If you are watching the concert on a laptop, try plugging your laptop into your TV using an **HDMI cable**, which you can purchase at any computer supply store. This pushes the sound through your TV speakers, resulting in a higher quality of sound, and the ability to turn it up louder than on your laptop. Not only will the sound be transferred to the TV, but so will the picture. Watching the concert on a bigger screen is a great idea!

VISUAL

Say goodbye to the pressure of trying to get the 'best seat in the house' and the worry of someone tall sitting in front of you. Our cameras are positioned to give you the most intimate at-home viewing experience. With that being said, we understand that with new experiences come new challenges. If your video seems to be lagging, pausing, or choppy, we recommend **refreshing** the page. A quick refresh is usually the easiest fix to these problems.

GET COMFY

Embrace the perks of watching the concert at home by situating yourself comfortably on your couch, or maybe a lounge chair. It's not every day you get a front row concert experience without having to sit on an uncomfortable chair!

"ARRIVE" EARLY

LOGIN BEFORE CONCERT START TIME

Like a live concert, we ask that you arrive around 15 minutes before concert start time. Give yourself time to turn on your device, open your email, launch the link, and enter the password. Once logged in, you will know you are in the right place when you see the countdown on the screen, telling you how many more minutes until concert time.

JOIN US IN THE HSSB CONCERT LOBBY CHAT ROOM

Join our Chat room (open at 2:45PM) on the event page and interact with fellow audience members and performers in real time. A great opportunity to ask questions and get behind the scene details about the concert.