



# Music at Kohl Mansion's 38<sup>th</sup> Season

## Frequently Asked Questions About Viewing Concert Broadcasts Online

How can I watch the concerts?

Concerts are broadcast via YouTubeLive on the specified dates and times. You can view the concerts on any device hooked up to the internet. The concert broadcasts will start automatically – no need to push “play”. Tune in a little early for pre-concert offerings and to check your settings.

When will I receive the concert link?

On the day of the concert ticket buyers will receive the concert link via email, using the email address associated with their ticket purchase (the address to which their electronic purchase receipt was sent).

Help! The link you emailed me isn't working!

In rare cases, some email software disables and even changes links that are sent in an email from an unrecognized source. If the link in your email is not opening, try copying it and pasting it into your browser. If that doesn't work, you may need to type the exact URL into your browser.

Do I need to download any software or create an account to watch the concerts?

No – all you need is a reliable internet connection and a computer, laptop, mobile phone, tablet, or smart TV. Please note that MAKM cannot provide technical support for connecting your devices. To connect a smart TV, we refer you to [this website](#) for Apple users and to [this website](#) for Android users.

How can I ensure the best sound quality?

The quality of your sound experience is largely dependent on your internet service provider. Please keep in mind that your internet speed can vary depending on many factors, including time of day, WiFi performance, other devices/users utilizing your connections, and the strength of the signal provided by your ISP. For best results, try turning the WiFi off of all devices other than the one on which you will view the concert.

Is it possible to improve the image quality on YouTube Live?

If you find the video is blurry, try manually adjusting the video quality to a higher quality format. Please note that some high-quality formats may not be available for all devices. Refer to [this webpage](#) for further information.

I lost the email with the link!

If you have lost the email or have not received it by noon on the day of the concert, please contact us at [makm@musicatkohl.org](mailto:makm@musicatkohl.org) and we will resend the link as soon as possible. You may also contact customer support at (510) 463-1054 (be sure to leave your name and contact information).