

Troubleshooting guide to DSO Digital Concerts

Playing the video:

Click the link in the email, and a new window should open automatically and direct you to the player. You might have to enter a code. If so, your unique viewing code is in the email with the e-ticket. If you don't see it, let us know and we can re-send it.

If the video isn't playing:

Check your internet connection. We know, this is redundant, but make sure you're connected – either via an Ethernet cable or wi-fi.

It may need time to load! If the video doesn't start instantly or is pixelated, it may just need some time to buffer. This will depend on your connection speed.

Which browser are you using? We recommend Chrome, Firefox, or Safari. Internet Explorer is no longer supported by most services, and Microsoft Edge may not be compatible.

If you're still having trouble, try restarting the browser, and make sure cookies are enabled.

Still not working? Give us a call. We'll help you figure out what's going on so you can enjoy the concert. 302-656-7442

