

## Pittsburgh Opera Mobile App: Live at the Theater Guide

### ***Background on Pittsburgh Opera Mobile App:***

The Pittsburgh Opera Mobile App launched in 2016. It was built using a platform called Instant Encore, which is the leading software provider of performing arts mobile apps in North America.

The app, which is free and available for both iOS and Android devices, features a plethora of opera content. Examples include performance and event schedules, bios on our Resident Artists, ticket purchasing, video excerpts, and more.

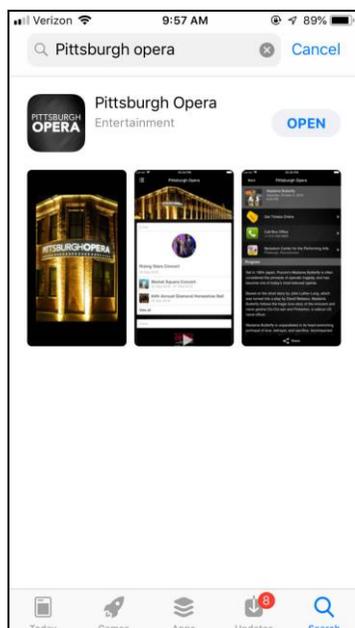
Instant Encore has recently added functionality which enables patrons in the theater to receive content during an actual performance. The content, which is visual (photos/text) and audio, is meant to enhance the patron's experience during the performance, by providing context, background information about the composer or piece being performed, etc. We hope you enjoy it!

### ***How to download the app:***

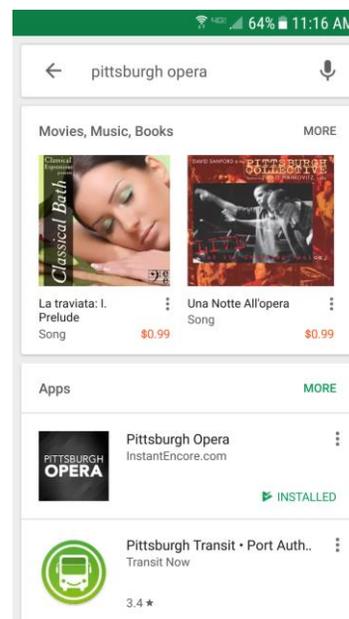
The Pittsburgh Opera mobile app is available for free download in the [App Store](#) for iOS devices and [Google Play](#) for Android devices. The links below will let you easily download them.

- [Download from Google Play](#)
- [Download in the Apple App Store](#)

Or, simply open up the App Store or Google Play on your phone, type in a keyword search for "Pittsburgh Opera", and download. (See screenshots on next page.)



*A search for 'pittsburgh opera' in the App Store on an iPhone*



*A search for 'pittsburgh opera' in Google Play on an Android device*

## *What to do at the Theater:*

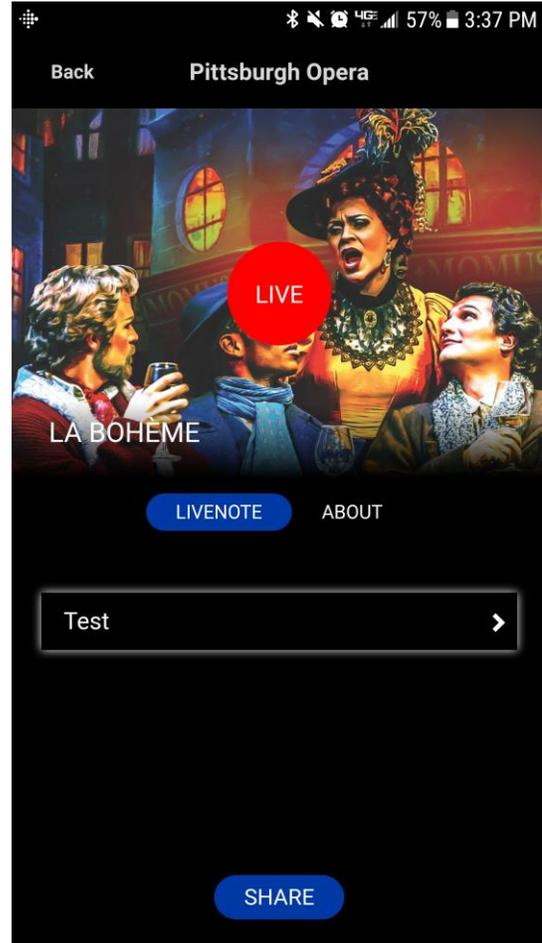
**Prior to the performance, please turn your phone notifications volume off, silence your ringer for incoming phone calls, etc.**

Please note that your phone does not need to be using WiFi for the live functionality to work.

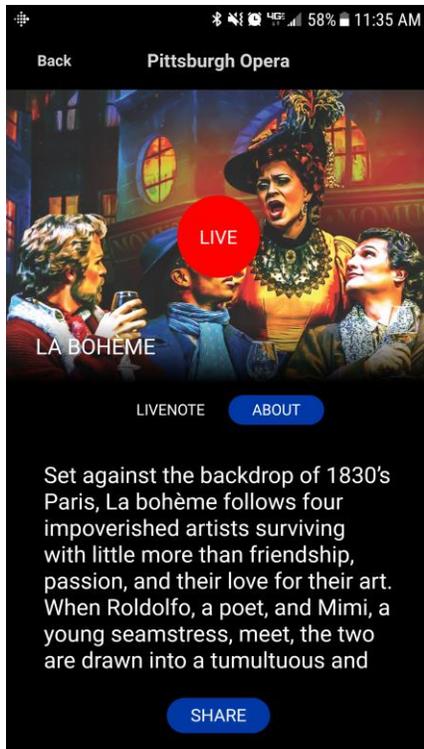
**Wifi at the Benedum Center:** The Benedum Center does however have public Wi-Fi available. The network is called "TrustArts". No password is required, but you will be prompted to accept terms and conditions when you open a browser.

Prior to the performance, please open the Pittsburgh Opera app.

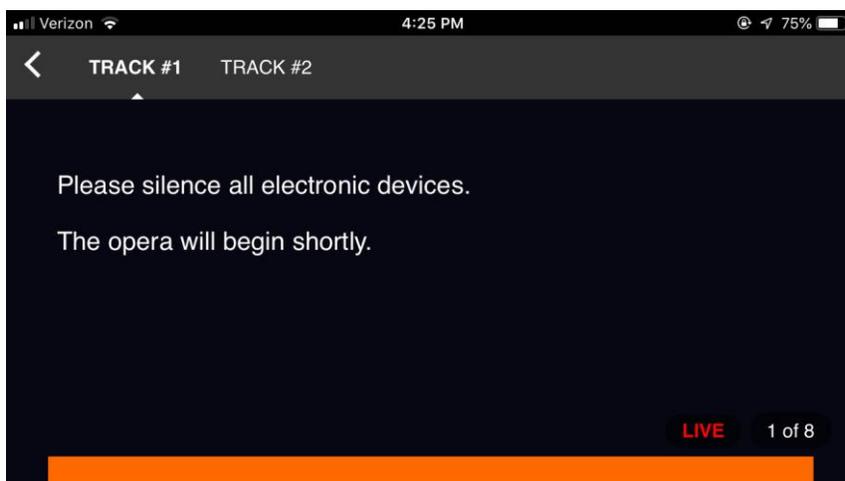
- Tap the event and then tap the red "Live" circular button to follow the original content in sync with the performance.
- There will be visual tracks on the top grey bar to choose from as well as audio to listen to at the top right corner. One track is labeled "Watch with Audio." This visual track goes along with the audio track. The other is labeled "Music & Production." This visual track is only visual but can be watched with the audio track. The user can toggle between the two visual tracks.
- For the audio to be available, you must have headphones plugged into your device. When headphones are detected, the user can toggle the audio track on and off whenever desired.
- If you start swiping between slides, click anywhere on the screen to access the red circle "Go Live" button to return to the live experience. **(See screenshot on next page.)**
- Some slides will have a word or words highlighted in yellow. Tap them or hit "Glossary" to take you to an in-depth glossary.
- If the live stream appears to be timed out or lapsed, hit the 'refresh app' button in the top left of the home screen.
- If you get a "Live Stream Error" touch the refresh icon in the upper left corner of the screen.
- If you get an error for "No network connection," consider refreshing your connection or using cellular data as needed. **(See error below)**



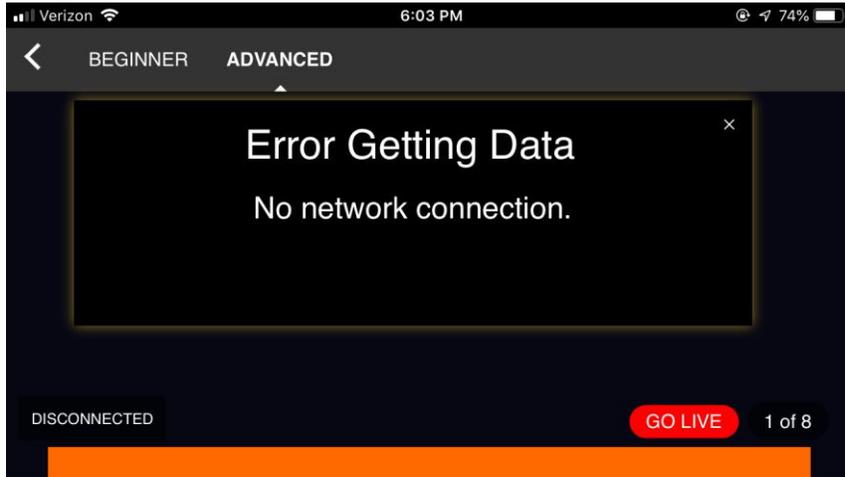
## Screenshots of live experience:



Opening screen of live experience. Start following along by clicking the red Live button.

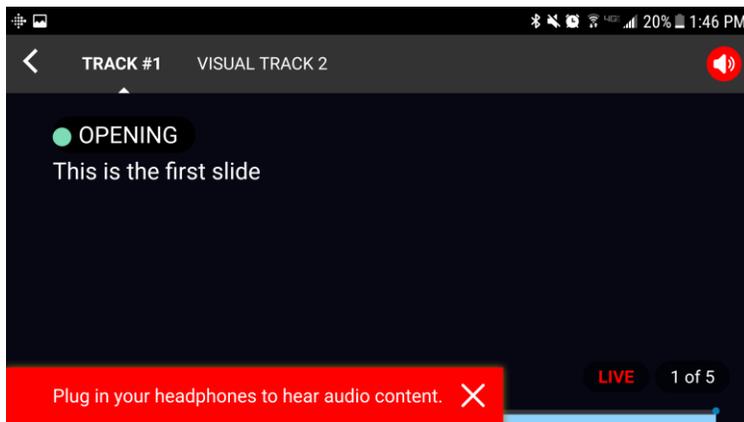


Visual Tracks appear on the top grey bar.

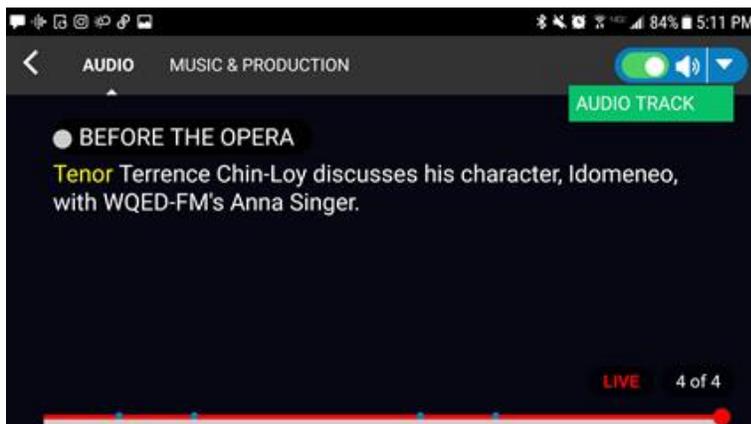


Example of Network Error. Refresh your phone.

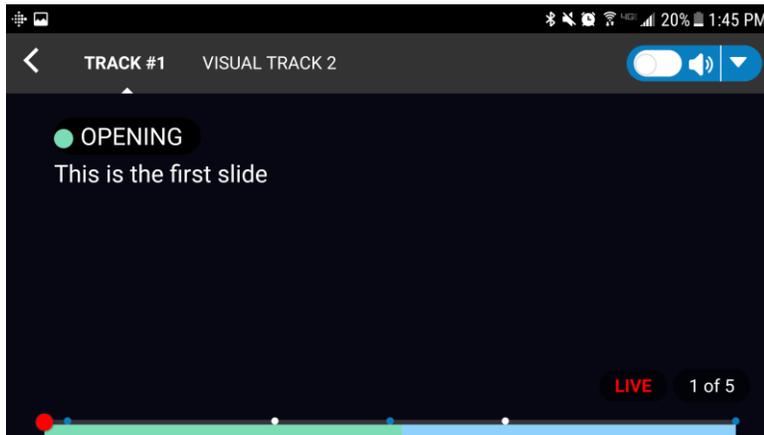
### ***Audio Track Navigation Tips:***



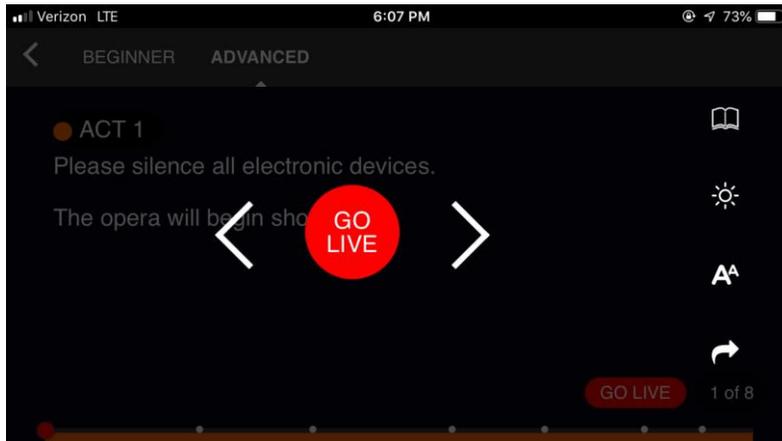
When headphones are not connected to the user's device, the top right audio controls will be red. When clicked on without headphones connected, the bottom alert will be delivered to the user's phone.



When headphones are detected on the device, the audio portion will be available in the top right of the screen.



When a user would like to turn the audio off, simply toggle the pill shape in the top right of the screen. Green is on, and white is off.



Access the "Go Live" button again after exiting the live experience by clicking anywhere on the screen.

**We hope you enjoyed this experience, and we hope our Pittsburgh Opera Mobile App enhanced your night. Keep a look out for a post-performance survey where you can submit comments on your experience with the app.**