



Below is a glossary of technical terms, which will help you in understanding how to get the most out of your virtual concert experience.

- **Stream** – a ‘stream’ is the broadcast of video or audio content over an internet platform (e.g. YouTube, Vimeo, or Spotify).
- **Live stream** – a ‘live stream’ is the broadcast of video content over an internet platform that is *temporarily* available, and is streaming in real time—similar to watching live television, or listening to live radio.
- **Web browser** – a software application used to access the internet (e.g. Chrome, Safari, or Firefox).
- **Cache** – a ‘cache’ (pronounced like “cash”) is a storage location that collects temporary data to help websites, browsers, and apps load faster. A cache makes it easy to quickly retrieve data, which in turn helps devices run faster. Sometimes, a cache can become too “clogged” with old data, and ‘clearing the cache’—emptying out this storage location—can help improve your speed and experience.
- **Internet service provider** – also known as an ‘ISP’, this is the company that provides your internet access: e.g. Rogers, Bell, Cogeco, or Tekksavvy.
- **Router** – part of the hardware used to access the internet.
- **Modem** – part of the hardware used to access the internet.
- **Refresh** – ‘refresh’ is a command available on all web browsers, either by clicking the circular arrow button next to your browser’s address bar, OR, by pressing CTRL + R (if Windows) or ⌘/Command + R (if Macintosh). ‘Refreshing’ a webpage will load the most recent version of that page.
- **Icon** (e.g. volume icon, refresh icon) – an ‘icon’ on a webpage or application is a pictographic symbol that assists you in navigating a webpage or platform. For example, the ‘back’ button is often represented by an arrow pointing left, whereas a ‘volume’ button is commonly represented as a small speaker.
- **Browser tab** – a browser tab opens one webpage within a browser window. To keep multiple webpages open within a single browser window, it’s possible to open new tabs.
- **Casting** – ‘casting’ is the process of sending content from one device to display on another, often wirelessly. For example, certain computers can cast through ‘chromecast’ to smart TVs.
- **Smart device** – a smart device is an electronic device that can connect to the internet, such as a smart phone, or tablet like an iPad.
- **Auxiliary cable** – often shortened to ‘AUX’, an auxiliary cable can connect a device to play audio externally, through headphones or speakers.