

Frequently Asked Questions

How should I prepare for the soirée?

During this troubling time, we still look forward to sharing the beauty of opera with you. We invite you to make yourself comfortable and enjoy your favorite drink. If you plan on engaging in other activities during the soirée, we kindly ask that you acquaint yourself with your mute and stop video functions. Please keep in mind that all soirée times are Eastern Time.

How do I log on?

Click the link provided above, unique to your event. That will automatically open Zoom, prompting you to download the application if you don't have it already. We strongly recommend you use a computer, as opposed to a phone or tablet. Make sure you have strong wifi, good speakers (or headphones), and a comfortable, quiet place to enjoy the soirée. We recommend you test this out in advance of the soirée in case you encounter issues. Please note that our House Manager will be more difficult to reach during showtime, and more able to troubleshoot with you prior to the show.

What if I need Zoom tech support?

Heartbeat needs YOU to take responsibility for making sure Zoom is loaded on your device and functioning properly. If you've never used Zoom before, we recommend you give it a test run with a friend or family member before our soirée.

When should I log on?

Please log on 10 minutes before "curtain" so you have some time to troubleshoot and get settled. We will have a Waiting Room enabled. Our House Manager will admit guests one by one.

Should I have my video on?

It's optional, but we encourage you to sign in with your video on so we can greet you. Then we'll instruct you to turn off your video during the programming.

Watch an instructional video on how to join a meeting here:

<https://us02web.zoom.us/j/82205393391>

And join a test meeting by clicking here: <https://zoom.us/test>

When in doubt, do not be afraid to exit the call and rejoin. Your momentary absence might solve the technological issues and save time in the long run.

Who should I contact if I have trouble signing on?

Please contact our House Manager Siobahn@heartbeatopera.org or text her at (929) 352-6259.