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.