



ENCUE: ENHANCE YOUR CONCERT EXPERIENCE!

The Winnipeg Symphony Orchestra is committed to enriching the live symphony experience for all music lovers and is now using EnCue at selected concerts. The WSO was the first orchestra in Canada to introduce this exciting technology at a performance!

What is EnCue and what does it do?

EnCue is a real-time program note app on your phone that delivers additional content which is live-synced to the performance. By downloading the EnCue app to your iPhone or Android phone, EnCue allows you, in real time with the concert, receive notes and information specifically written to accompany the music. When using the live-sync, the slides will be advanced exactly to the music as it is being played by Naomi Woo, RBC Assistant Conductor.

EnCue also utilizes proprietary Dark-screen™ technology to minimize any glare or distraction to other patrons.

How do I get EnCue to participate in this unique experience?

Go to the App Store or Android Store, search for 'EnCue by Octava' and download to your phone – it's free. You can do this now or any time before the concert.

Need help? WSO staff and volunteers will be in the lobby prior to the concert to offer assistance downloading the app if required. Look for EnCue sign and we'll be happy to help!

Where do I get EnCue?

The EnCue app is available at the App Store and Google Play (search for 'EnCue' and download).

Does EnCue work on all phones?

EnCue currently works iPhones and Android devices. The current minimum specs are:

- Android OS Version 4.4 (KitKat) with 1GB of RAM
- iPhone 6 and above

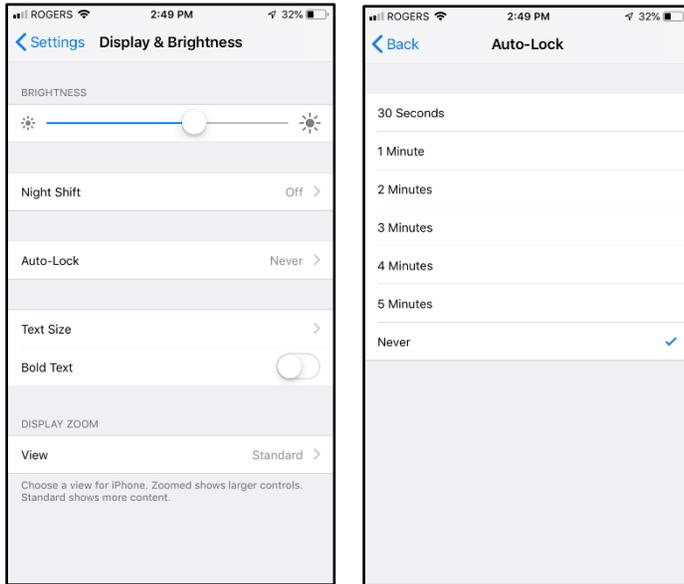
This doesn't mean it will not work on earlier phones but these are the optimal specs.



Does I need to configure my phone in any certain way?

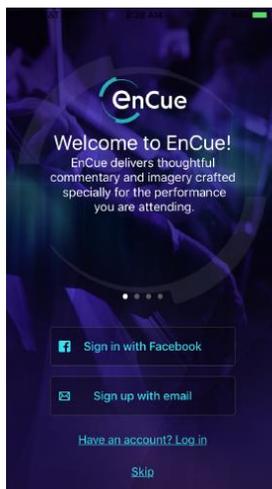
To provide a more seamless experience, we recommend you turn off your WiFi connection when using EnCue. The app doesn't include any streaming videos and uses a minimal amount of data.

To minimize distractions to other patrons who chose not to use EnCue during the performance, we ask that you **silence your phone, disable alerts** during the performance, **turn off the screen auto-lock** (in iPhones, go to the Display & Brightness option) to avoid your phone turning off during the performance and **keep the display in portrait mode** for best viewing.



What happens after I download EnCue?

When you first open the app, you will have a few options to create an account using your email or Facebook account, or you can skip this step. We recommend creating an account if you plan to use for future performances. By creating an account, you can also save the presentation and browse the content anytime!



After logging in (or skipping), you will receive a brief page of instructions. Most are intuitive for smartphone users. You can also return to the help menu at any time by pressing the “?” during the performance.



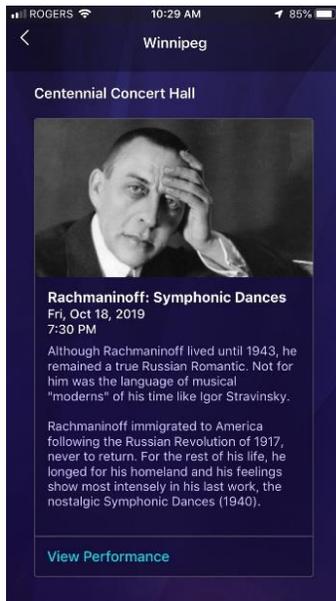
When finished reading, the “X” in the upper corner closes the window (on later slides, you can also click on photos to enlarge them and use the “X” to close the photo and return to live-sync).

Closing this window will lead you to the EnCue landing page, where they will see the performance listed at the top, as “Live: Today – Winnipeg Symphony Orchestra”:



If you skip creating an account, you will land on a city listing page with other performances. Scroll and touch to select Winnipeg. The concerts available will then appear.

Touch **'Download to view'** then **'View Performance'**:



After selecting View Performance, you may only see a preview slide with a general introduction about the concert. The full presentation will be available the day of the performance.

At the performance:

Once the full EnCue content is available, you can scroll through all the cards to preview the notes. We recommend experiencing EnCue with live-sync as the performance happens!

IMPORTANT: During the performance, scrolling ahead or behind to other slides will disable the synchronization with the performance.

After scrolling, you will need to touch the “re-sync button” in the lower left-hand corner. This will automatically re-sync the slides with the live performance.



Performance Library

If you have created an account (we recommend this option), you can save the concert notes to a personal “Performance Library” where the notes can be viewed whenever you like.

Other orchestras who use EnCue say their patrons like this feature as music teachers and parents have reported using the notes with students and their children after to concert to teach them about symphonic music!

Tell us about your EnCue experience!

At the end of the performance, the last slide has a link to a short 3 – 5 minute survey. We would love to hear from you and share your experience and comments about using EnCue at today’s concert!

2019-20 EnCue Performances at the WSO:

Oct 18 & 19, 2019: Symphonic Dances

Jan 31, 2020: Metropolis Symphony

Mar 20 & 21, 2020: Shostakovich’s Symphony No. 6