Frequently Asked Questions - FAQs

Q: What is the Naxos Video Library?
A: The Naxos Video Library is a performing arts video library with over 3,400* operas, ballets, documentaries, live concerts, and musical tours of historic places. It includes the Naxos DVD label, Opus Arte, Arthaus, Dacapo, and EuroArts, among others, and is continuously updated to offer the best selection of performing arts videos. *As of July, 2013

Q: What are the key features and benefits?
A: Naxos Video Library offers a fine selection of studied works performed by some of the world's premier artists and groups. A sophisticated online search engine allows users to search by composer, production, artist, venue, role or genre. Playlists with customized clips from any video are easily created for educational use or for hours of continuous enjoyment. DVD booklets are included with valuable information about the works, artists and composers. New releases are continuously added to provide the best selection and quality of performing arts videos.

Q: What are the main benefits for academic institutions?
A: The Naxos Video Library allows students to see world-renowned musicians performing studied works. Playlists enhance students' grasp of key sections of works. Students have access to institutional playlists and the NVL on or off campus. Multiple users can access the same videos simultaneously as opposed to waiting for the library's DVD to be returned. In the classroom, instructors can choose from a great selection of titles without having to find or purchase DVDs.

Q: Can I access the Naxos Video Library at home or from any computer?
A: Yes. Subscribers can access the Naxos Video Library with a password from any computer with an internet connection and the specified system requirements. If your institution requests IP-authenticated access only, then you will need access through your institution.

Q: How is it priced?
A: Naxos has built its reputation on providing affordable access to high-quality music. Naxos Video Library is a continuation of the same concept. You decide how many simultaneous users will have access to the service (with a minimum of five). The more simultaneous users you purchase, the more cost effective it will be per user.

Q: Who pays the collection societies for the use of the content?
A: Naxos does. Naxos pays all licensing fees for the use of other labels' streaming video. Subscribers to Naxos Video Library do not have the right to publicly perform the contents (e.g. in student performances or other public spaces).

Q: Do we need any licenses or agreements to play the music in classrooms?
A: No. Not in your class. The Fair Use Policy of your organization, institution or local performing arts societies will govern how you can use content that is in copyright.

Q: Can I have a free trial subscription?
A: Yes, if you are a librarian, a music industry professional such as a journalist, or an executive staff member of a performing arts organization, we are happy to offer you a free trial.

Q: How does the Naxos Video Library work?
A: Naxos Video Library streams content using the Adobe Flash Player.

Q: What are the hardware and software requirements?
A: The following are the minimum system requirements for compatibility with Naxos Video Library. If your system exceeds these requirements, that is fine. Anything below the listed minimum requirements will not work.
Flash Version: Minimum 9.0.60.10 recommended.
Browser: Internet Explorer 7+, Firefox 2+, Safari 2+, Chrome (any version with Flash support)
OS requirements: Any OS that can meet the browser and Flash requirements
Adobe Flash is the default player for Naxos Video Library. Please make sure you have the latest version of Adobe Flash installed. You can find the latest version of Adobe Flash here: www.adobe.com/ap/products/flashplayer/

Q: In what format is the video streamed?
A: The video is streamed via Adobe Flash (at 700Kbps or 2Mbps depending on the type of subscription). To download the latest version of Adobe Flash, visit: http://www.adobe.com/products/flashplayer/

Q: How is the video quality compared to a DVD?
A: The standard quality 700Kbps stream could be compared to a VHS tape or VideoCD (VCD), while the 2Mbps stream could be compared to a DVD. However, the library isn't meant to replace purchasing the DVDs or Blu-
rays. Instead, it gives users access to a much larger quantity than they would hear on an average daily basis. We've tested the videos on a wall with a 7-foot projector, and it looks quite good. It's not as good as Blu-ray, but to view so many videos in one place at an affordable price, we felt this brought the best value to the user.

Q: Can I fast-forward the video?
A: No, but you can skip to any point in the video with a click of the mouse. Clicking at any point on the player bar will immediately advance the video to that point.

Q: How do I enlarge the video screen?
A: Click on the small grey box on the right of the player bar just below the video screen. There is an option for 2/3 screen and full screen. Press Escape at any point to return to the smaller screen.

Q: Can I start the video at a particular scene or aria?
A: Yes. Click on the Chapters tab to the right of the video screen. All scenes are listed below, and each line is a link to that particular scene. Click on any scene to start the video at that point.

Q: Where can I find the DVD booklet?
A: See Cast tab to the right of the video screen. Click on the PDF that says “Download Booklet” to see the DVD insert.

Q: How do I view a playlist?
A: Click on the playlist tab in the menu bar. Click on Play this Playlist to play any playlist in its entirety. To only play a specific clip, click on the listed time to the right of the clip.

Q: How can I search the Naxos Video Library?
A: The Naxos Video Library can be searched by any one of the following:
- Keyword Search bar at the top right corner of the screen
- Advanced Search with Role, Work, Venue, Artist, Festival, Title and more
- Composer tab - all composer pages include a complete discography
- Label tab - see complete holdings of each label on the label page
- Production Personnel tab - see complete lists of choreographers, stage designers & more
- Genre tab - lists all videos within a given genre in the NVL
- Artist tab - lists conductors, orchestras, and all other performing artists

Q: How can I set the default search page and streaming rate?
A: Yes. Administrators can select the Home page or Advanced Search page as the default when logging in. Streaming quality (700Kbps or 2Mbps) is set at purchase.

Q: How do I log in?
A: There are two options.
1. Go to www.NaxosVideoLibrary.com, type in your username and password, and click the Login button. The procedure is the same for logging in at home, in the library or at the office.
2. Institutional subscribers may need to visit a different website. Please check with your librarian regarding off-site access.

Q: What is IP Authentication?
A: IP Authentication is a feature for on-campus use at academic institutions. A dedicated URL will be created for your institution. You will then be able to access Naxos Video Library without additional login because you are authenticated via the computer's IP address, which tells us that you are within the premises of the institution.

Q: How many simultaneous users can access the library?
A: There is no limit to the number of simultaneous users per subscription. You decide how many user spaces you wish to purchase. Our sales associates are happy to help you choose the best subscription for your university or organization.

Q: Is it possible to download the videos or burn them to a CD or DVD?
A: No. It is not possible to download or burn any videos in the Naxos Video Library. Catalogue numbers are listed for all items. DVDs can be purchased through www.Naxos.com, which offers the best prices on Naxos DVDs, or from other retailers if item is not a Naxos product.
Q: How reliable is the service?
A: Naxos Video Library content streams online. The quality of the service is dependent upon the quality of service provided by your local Internet Service Provider. Naxos makes every possible effort to ensure that its servers have sufficient capacity and adequate rate of connectivity to provide each customer with a quality of service comparable to current standards in the industry. Maintenance is performed at times of low usage and will be announced in advance.

Q: What technical support do you offer?
A: Naxos Digital Services offers ongoing email support. Subscribers OUTSIDE the US and Canada: Customer.Service@Naxos.com

Q: How can I get my usage statistics?
A: You can view your usage statistics in the "My Account" section of the browse/search page (Please note that this is only available if you enter at www.NaxosVideoLibrary.com using your administrator username and password). There is a button on the “My Account” page labeled “Usage Stat”. Click this tab, and you will arrive at a page that allows you to view detailed usage statistics, which are live (in Hong Kong time).

Q: We recently purchased new computers at our school. Now they cannot access the Naxos Video Library through the link that we normally use. How do we fix this?
A: When you add new computers to your network, please make sure that you update their settings based on the NVL technical specifications. Also, please re-send your list of IP ranges to Naxos staff (see relevant email address at the bottom of this page) so that we can update your IP addresses.

Q: How do I create a playlist?
A: Select any video within the Naxos Video Library and click on the Add to Playlist bar below the video screen. Enter the start and stop time for the clip, or allow the video to play and click the Start and Stop buttons at the beginning and end of a clip you would like to add to your playlist. Once a start and stop time has been entered, click Add Clip to Playlist and use drop-down bars to select a playlist to which the clip should be added. Please see instructions below the Add to Playlist feature, the online PDF handbook or video tutorial if further clarification is needed. Please Note: Only professors and administrators can create and edit playlists in the Naxos Video Library.

Q: I am a professor and I would like to view static URLs. How can I do this?
A: First, make sure that you are logged in as a professor, then click on the Playlist tab in the menu bar. Next, click on Show Static Links. The static URLs to all clips and playlists will be displayed below each clip or playlist title.

Q: Once I have finished using the service, can I exit by just going to another website?
A: No. When a user logs in to the Naxos Video Library and fails to log out properly, the user space remains in use for up to an hour before timing out. Subscriptions are based on number of simultaneous users, and another user might be unnecessarily turned away if all user spots are registered as filled. The user space will open up after a time-out period has been reached. The time-out period is different for different types of subscriptions. In the case of an institution, it is set by the administrator. Please ask all users to log out using the following process: Click the Logout button at the top of the page before closing the browser.

Q: Can I use the Naxos Video Library in a language other than English?
A: Currently, the Naxos Video Library website is only in English; however, subtitles and libretto for the videos are available in over 5 languages.

Q: Why am I getting the message "You are not authorized to view this page"?
A: This message means that you are entering from an Internet location whose address is not included in your institution's list of valid IP (Internet Protocol) addresses.
If you are on campus:
Please notify your librarian of this error. If your librarian cannot correct the error, (s)he will contact NMLHelp@NaxosUsa.com.
If you are off campus:
Please make sure you are logging in through your school/institution's website. Off-campus login is different from on-campus login. If you are unfamiliar with your institution's login procedures, please contact your librarian. If your librarian notices a problem with off-campus access, (s)he will contact Naxos via NMLHelp@Naxos.com.

Q: Why am I getting the message "The maximum number of simultaneous users has been reached......"?
A: Each subscription allows a certain number of users to be logged in at one time, and this message appears when all spots are currently in use. Always remember to click the Logout button at the top right of the screen when you are finished using Naxos Video Library to ensure that your user spot opens up immediately. Closing the browser or going to another site without clicking the log-out button will keep your user space occupied until the session times out and can prevent you or other users from logging in.
If you are logging in through a school or institutional subscription, other patrons from your institution may be using Naxos Video Library at the same time. If you receive the "maximum users" message, please contact your librarian and request an increase in the number of user spaces purchased. This will make it easier for all users to gain access as needed.

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www.naxosvideolibrary.com • naxosmusiclibrary@savad.com.au
Q: What do I do if I get the message “Login Failed……”?
A: Please email NMLHelp@NaxosUSA.com with your full name, username, password and error message. We will check your website or password, make sure that your connection is working properly and ensure access is restored.

Q: Why do I get the message “Sorry! Your license has expired.”?
A: It is likely that your subscription to Naxos Video Library has expired. If you access Naxos Video Library via a subscription from an institution, please contact the relevant personnel in the institution.

Q: How do I make a copy of my screen and send it to Customer.Service@Naxos.com?
A: For Windows:
(1) Press the PRINT SCREEN key on the right of your keyboard. You will not see anything until you complete step (2) below.
(2) Open a new Microsoft Word document, and then press the PASTE key (under the EDIT tab or CTL + “v”).
(3) Save the Microsoft/Word document, and email it to Customer.Service@Naxos.com.

For Macs:
Please follow the relevant steps in the following hyperlink