

# FREQUENTLY ASKED QUESTIONS

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## WHAT DO I NEED TO ATTEND?

Attendees and Speaker require:

### **COMPUTER** (a laptop or desktop computer, Mac or PC)

**Our Tip:** Mobile devices and tablets are not recommended as they will not always let you experience the virtual venue to its fullest.

### **CAMERA** (Laptop camera or webcam)

**Our Tip:** Good foreground lighting and a nice, tidy background setup will make you look presentable on screen.

### **MICROPHONE** (A external microphone for the best sound quality)

**Our Tip:** A microphone close to your mouth is always best.

## HEADPHONES

**Our Tip:** Headphones are always better than your computer speakers as they will stop any echo and this will help others to hear you better

### **INTERNET** (A good connection to the internet is your ticket for a great experience)

**Our Tip:** This requirement is quiet minimal (5Mbps download 2.5Mbps upload). A quick test is here at [speedtest.net](https://www.speedtest.net). If you can play a Youtube/Facebook video or Facetime a friend you are good to go!

### **BROWSER** (Chrome or Safari)

**Our Tip:** Please note other browser such as Edge or Firefox may work but are very inconsistent with their support over different versions.

## **HOW DO I ATTEND?**

A link will be supplied and you simply click the link and the site will guide you through the clear process. You will log in with your email address and create a password. Turn your camera and mic on and start chatting with others!

## **WHAT DO I DO ONCE INSIDE?**

Double click on a free chair at a table to move through the venue. Video/audio chat with up to 6 people at that table! It's as easy as that!

## **WHAT IS NETWORKING MODE?**

Networking mode is when you can freely move from table to table to talk with others.

## **WHAT IS PRESENTATION MODE?**

When the MC/Speaker moves to the stage the "table chat" (both audio and video) will cease and all attention will be focused on the presenter video window on stage. The presenters video window will take over your screen and you will now be watching in presentation mode. Once the presentation is complete, the speaker leaves the stage and the "table chat" resumes.

## WHAT CHAT FUNCTIONS ARE THERE?

There are 3 modes of chatting (text based chat):

- **General Chat** – The entire room will see this chat
- **Table Chat** – Only people at your table will see this chat
- **Private chat** – One on one direct chat

## HOW DO I EXIT?

Simply click the 'Quit Event' button on the bottom right of the tool bar at the bottom of screen.

## HELP!

There will be a help lounge on Level 1 at the bottom right lounge, clearly labelled. We will also have staff visiting the table to ensure everyone is enjoying the virtual experience!