

# meetingplay

## VIRTUAL ENGAGEMENT PLATFORM

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EYNOTE SESSION

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EXHIBIT HALL

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# System Requirements

## What are the system requirements needed for me to use the platform?

We recommend you connect to the event using the Chrome browser from an internet enabled desktop or laptop.

<b>Desktop Browser &amp; Operating System</b>	 <b>Chrome</b>	 <b>Firefox</b>	 <b>Edge</b>	 <b>Safari</b>	 <b>IE</b>
Windows 7	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Windows 8.1	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Windows 10 (includes Surface Pro 3 & 4)	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
macOS Mojave 10.14	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
MacOS Catalina 10.15	Minimum Version 80	Minimum Version 73	Edge Chromium	Not Recommended	Not Recommended
Red Hat Enterprise Linux 7.4	Minimum Version 80	Not Recommended	Not Recommended	Not Recommended	Not Recommended



# System Requirements

## **Can I use my phone to connect to the event?**

We recommend using a laptop or desktop to get the full functionality and experience. If needed, our sites are optimized to briefly view on a mobile device.

## **What if I need to connect from my iPad/iPhone?**

If you need to connect from your iOS device, we recommend using Google Chrome. However, if you wish to share your video during a live, interactive, session you must use the Safari web browser.

## **What if I need to connect from my android device?**

If you need to connect from your android device, we recommend using Google Chrome. You will need to enable audio and video to participate in live, interactive, sessions.



# System Requirements

## The platform doesn't seem to be working. What can I do?

Please check the following:

1. Check that your browser is up to date and that you are using one of the recommended browsers above.
2. Check that you are on a solid internet connection.
3. Check that your company VPN is turned off.
4. Check if there is a company firewall and try to connect to a Wi-Fi that is not behind a company firewall.

## I connected through a VPN; will I have issues?

It is possible that your VPN could block incoming or outgoing video and audio. If possible, turn off your VPN or connect via an alternate device not connected to a VPN. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.

## I'm connected through a company firewall; will I have issues?

It is possible that your company firewall could block incoming or outgoing video and audio. If possible, connect to the event on a different network. If this is not possible, we recommend working with your preferred IT professional to resolve the issue.



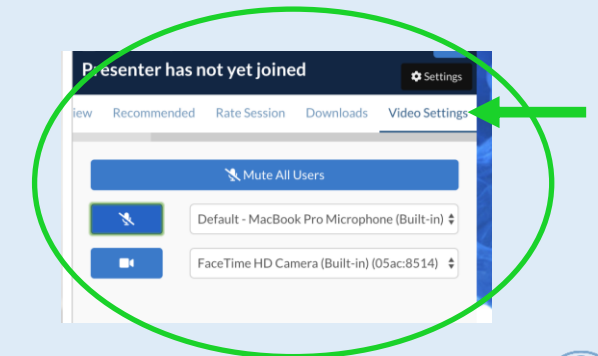
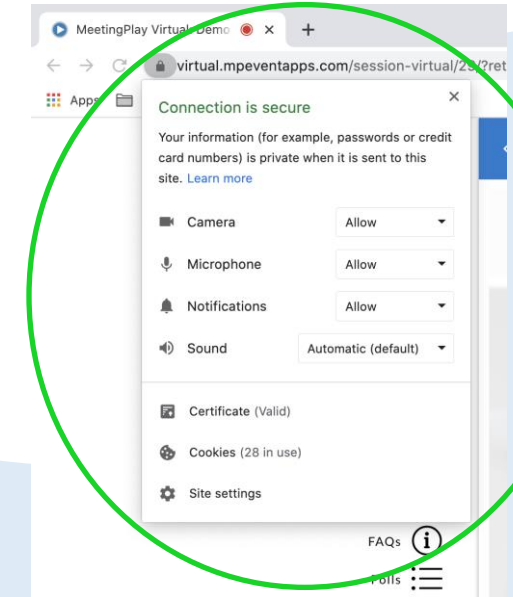
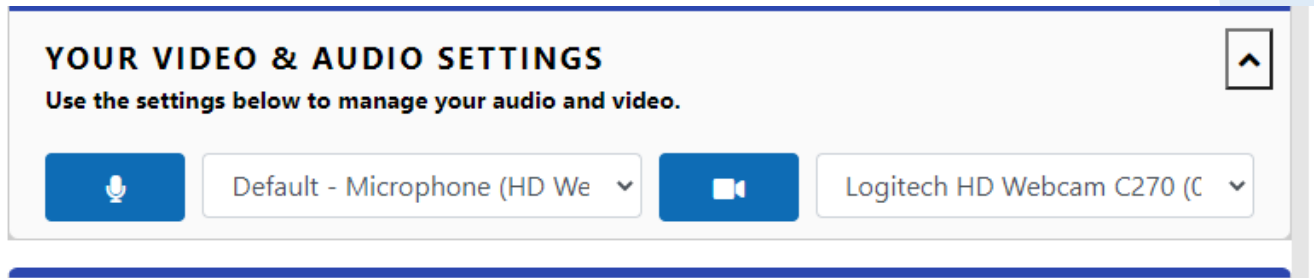
# Audio/Video

## I accidentally clicked “Block” instead of “Allow” when asked to enable my camera and microphone. How do I enable this now?

There are a couple different ways to do this depending on the type of device and browser you are using. To enable your camera and microphone in Google Chrome, click on the locked icon at the beginning of the URL, and select allow for camera, notifications, and microphone.

## I need to mute my microphone/camera, how do I do this?

Use the Video Setting tab or bar to toggle your microphone and camera on and off.



# Audio/Video

## **My computer keeps spinning and I can't see any of the presenters, what can I do?**

Make sure you are connected to strong WIFI or are connected to a hardline. If your internet/WIFI is working on other pages, reload the page. Also, please check that your VPN is turned off and you are not on a company wifi.

## **I am having trouble with the video quality and load time on the site.**

Ensure that other devices on your network are not consuming bandwidth through downloads, streaming, updating, or watching online videos, as each of these will greatly slow down your connection.

If you're using Windows, ensure that Windows Updates are not downloading in the background. To access this menu, simply press the Windows icon in the bottom left corner of your screen and type "update". After selecting "Check for updates" you will be able to verify whether your internet bandwidth is being taken by the Windows Update. If there is a download occurring, simply press the "pause" button to stop the download and speed up your internet.

If you're on a wireless device like a laptop or tablet, you may need to move closer to your network router to get a stronger signal. This can impact your internet speed greatly.





# Miscellaneous

## **My screen looks like it is cut off or the scrollbar is not working, how do I fix this?**

Check that your cursor is hovering over the section you would like to scroll. If so, make sure you are connected to strong WIFI or are connected to a hardline. If your internet/WIFI is working on other pages, reload the page. You may also need to adjust the Zoom settings to 100% so you are able to see everything in your computer frame.

## **I do not see a logout button; how do I leave the meeting?**

You can close out the browser window or click the Logout button on the left-hand navigation or in the top right corner (depending on the layout). The button looks like an open door.

## **How do I get Technical Support during the event?**

Use the Meeting Concierge/Technical support button to access our live chat option.





# Additional Support

## I am still having technical problems on the platform. Help!

We've got you covered! Use the navigation to chat with your MeetingPlay Concierge. Our team is ready and available to chat directly and help you with any questions or concerns.

The screenshot displays the MeetingPlay user interface. On the left is a vertical navigation menu with icons for Attendees, Networking, Speakers, Exhibitors, FAQs, Polls, Downloads, Social Feed, Game On!, Meeting Concierge (highlighted with a green circle), and Log Out. The main content area features a header with 'EXPERIENCE' and a video player. Below is a personalized greeting 'Hello Meredith!' and a section for 'Wednesday, April 8, 2020' with event listings for 9:00 AM, 10:15 AM, and 11:00 AM. On the right, there are sections for 'NOTIFICATIONS', 'YOUR PROFILE' (with a 'Message Us' chat overlay), 'OUR SPEAKERS' (featuring Carl Williams), and 'OUR EXHIBITORS'. The 'Message Us' overlay shows an 'Inbox' with a message and 'FAQs' for 'Basics'. The interface is powered by Freshworks.

