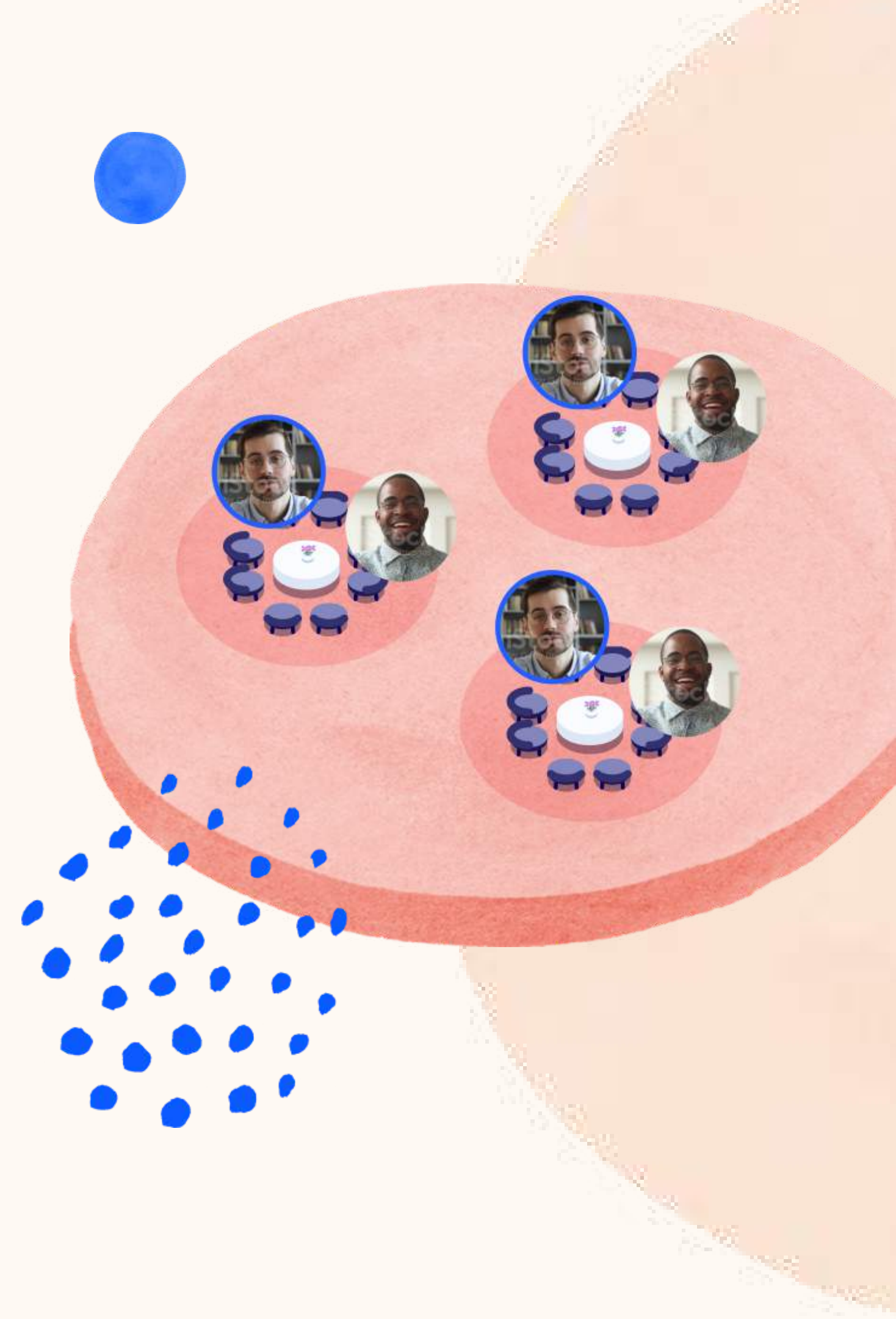# remo

Event Guide for Guests

Getting to know the ins-and-outs of Remo

1

Getting your device ready before the event
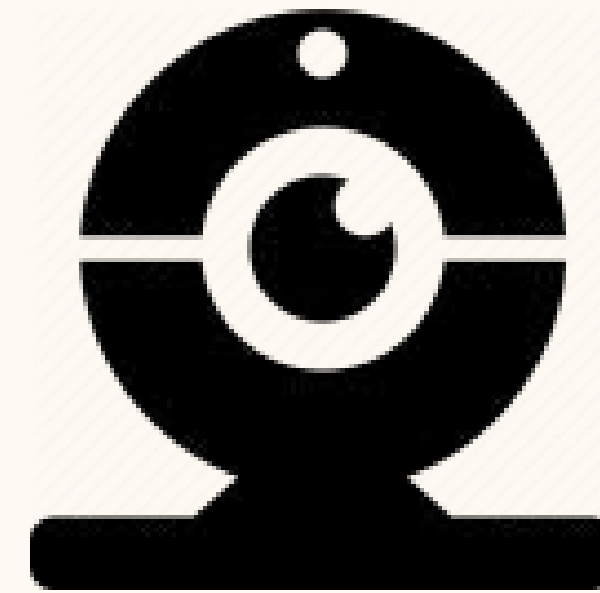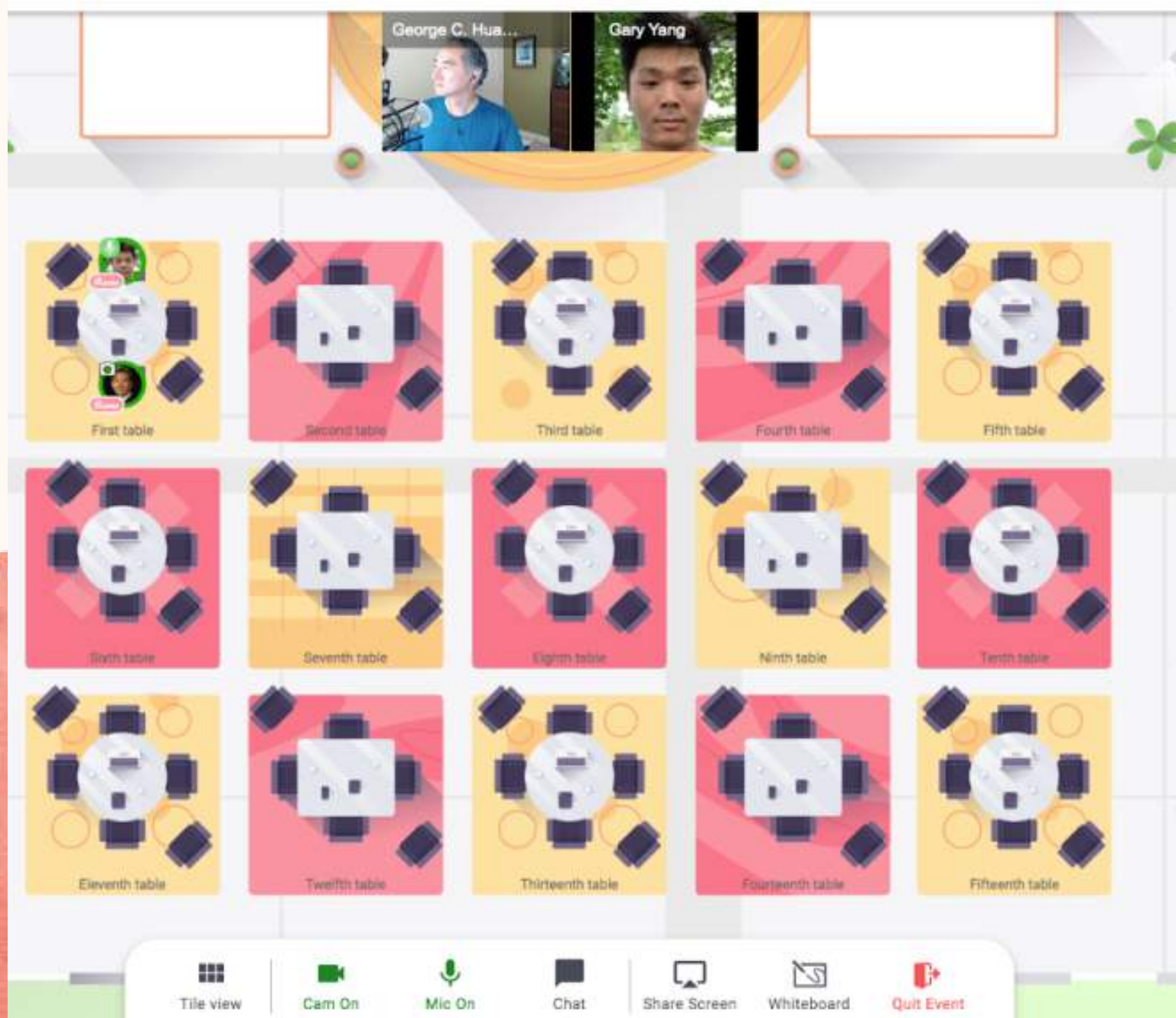

remo

One-click System Test

HTTPS://GEARTEST.REMO.CO

Test your microphone, camera, speakers, browser, hardware and internet connection on this page

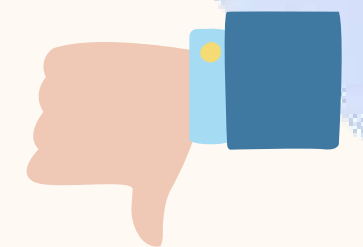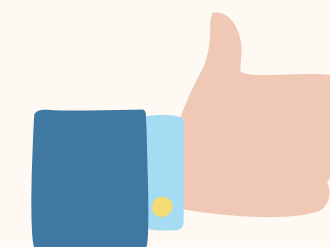This is essential to have an enjoyable event experience
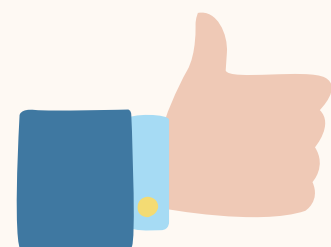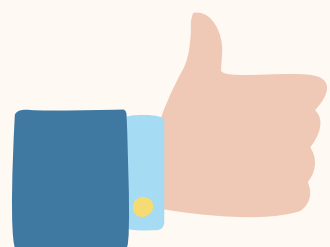
remo

Camera & Microphone Settings

To get the full experience of connecting with others, we recommend using a device with a camera and microphone.
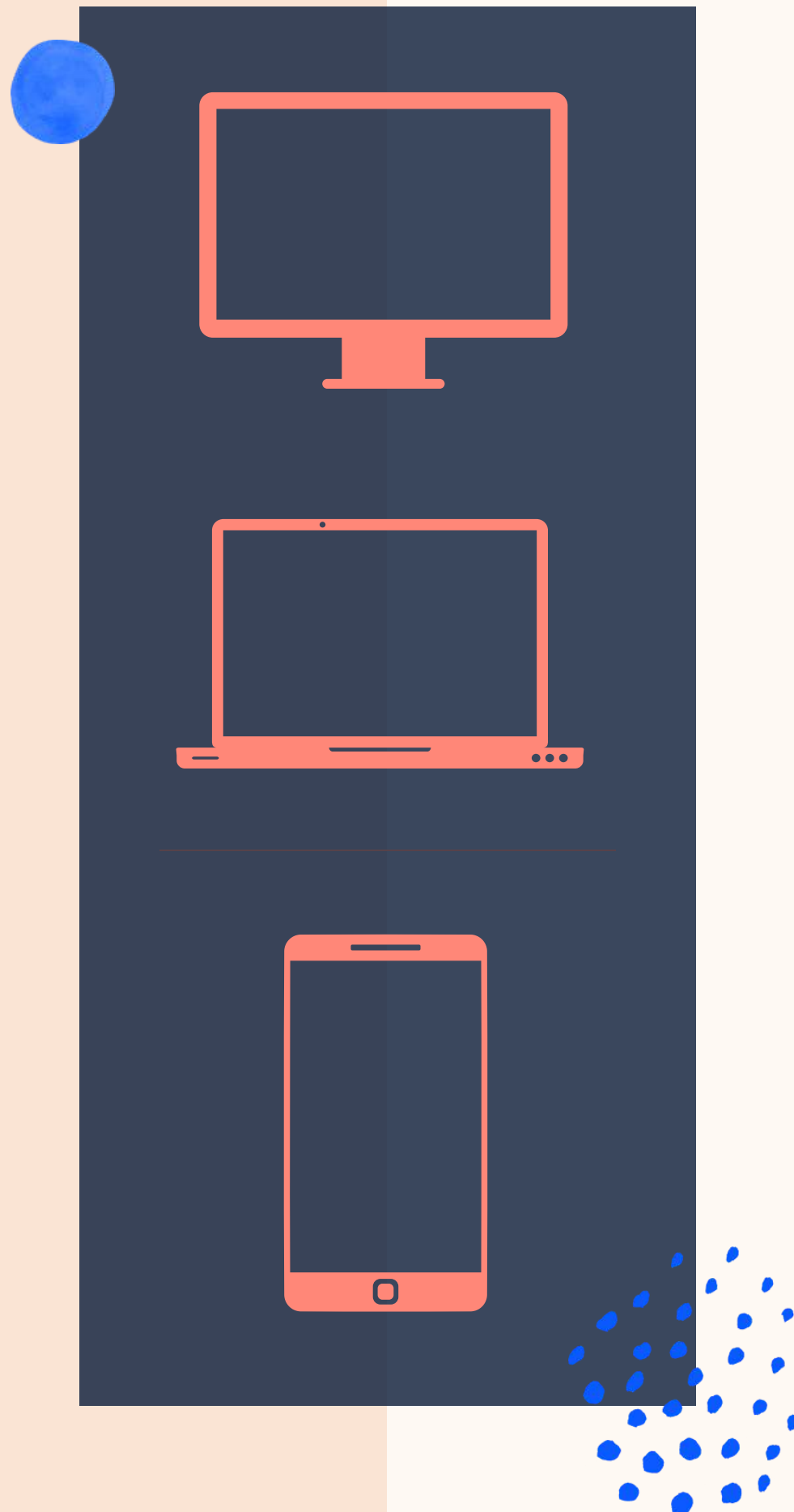
Device Compatibility

Remo works on **desktops**, **laptops** and **mobile phones**.
Tablets are not supported at this time.

Operating System Compatibility

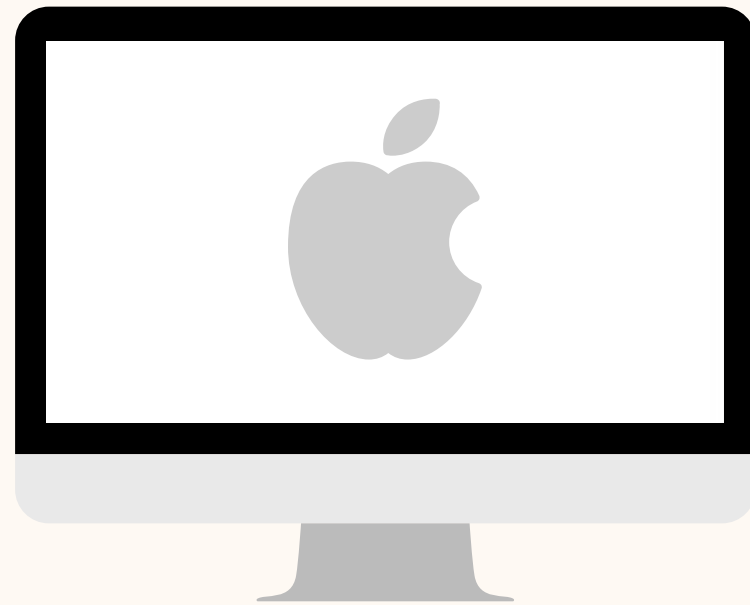Make sure your operating system is updated to the latest version.

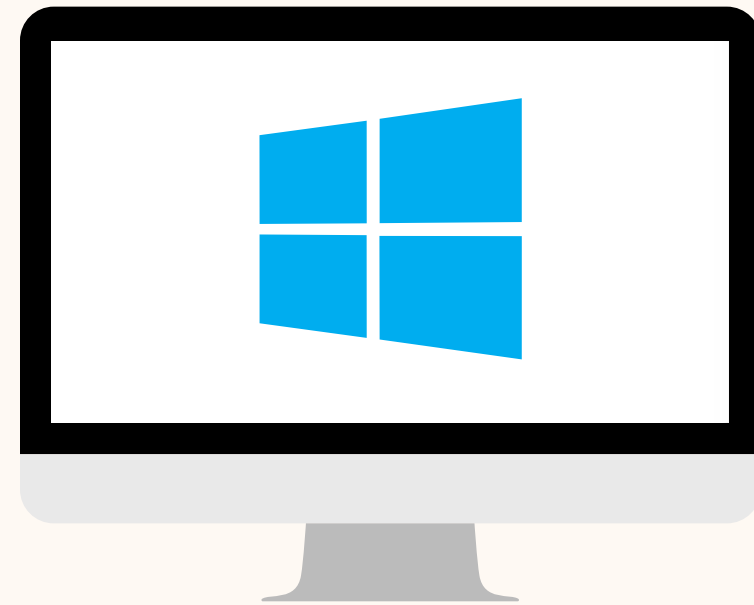On **desktops** and **laptops**, Remo is compatible with **macOS** and **Windows 10**

On **Smartphones**, Remo is compatible with **iOS** and **android**

remo

Browser Compatibility

Make sure your browser is updated to the latest version.

On **Mac desktops** and **laptops**, Remo is compatible with: **Chrome**, **Safari, Firefox** & **Microsoft Edge**

On **Windows 10 desktops** and **laptops**, Remo is compatible with: **Chrome, Firefox** & **Microsoft Edge**

On **iPhone**, Remo is compatible with: **Safari**

On **Android** phones, Remo is compatible with: **Chrome**

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Detailed Compatibility Requirements

Operating System (OS)	Operating System (OS) Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
		Microsoft Edge	87+
	10.14.4	Safari	12.1+ (no screen sharing)
			13+ (full compatibility)
		Chrome	77+
		Firefox	76+
		Microsoft Edge	87+
Windows	10	Chrome	77+
		Firefox	76+
		Microsoft Edge	87+
iOS Mobile Web	12.4.1+	Safari	12.1+
Android Mobile Web	7+	Chrome	77+

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Troubleshooting Guides

If your camera and/or microphone do not work, try these troubleshooting guides:

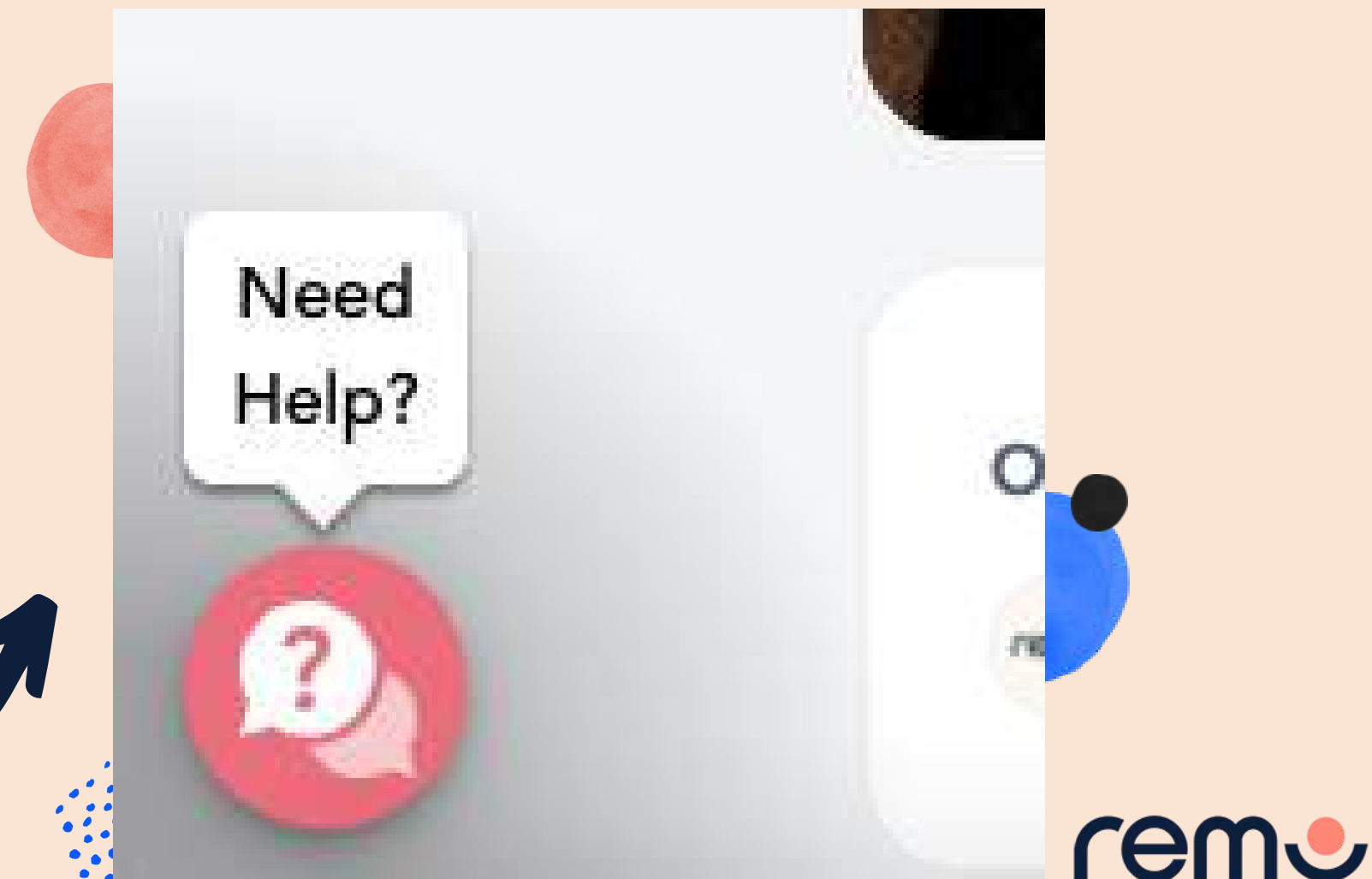**WINDOWS 10**

MAC

IPHONE

ANDROID

and if it still doesn't work...

Contact us on Chat Support

Visit live.remo.co and click on the "Need Help" button on the bottom-left corner

Need Help?

remo

Optimize Your Experience

For the best experience, we recommend following these steps:

✓ Close all other video applications, as well as memory-intensive programs (especially in Windows 10)

✓ Close other browser windows

✓ Close other tabs in your browser

✓ Connect to the internet using a wired connection (faster and more stable than WiFi)

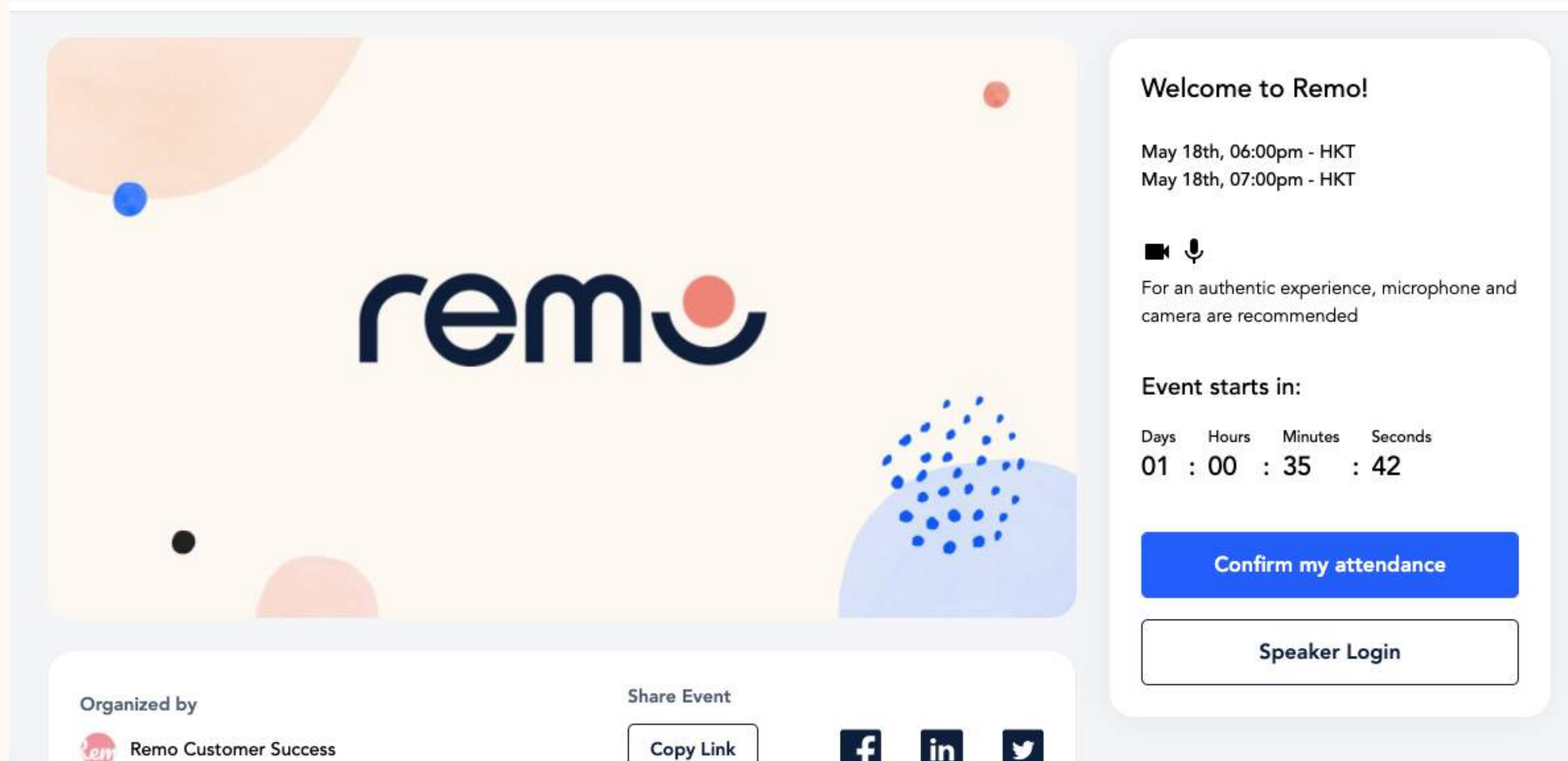✓ When possible, use your Desktop/Laptop rather than Mobile phone

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2

Register for the event

Join an event!

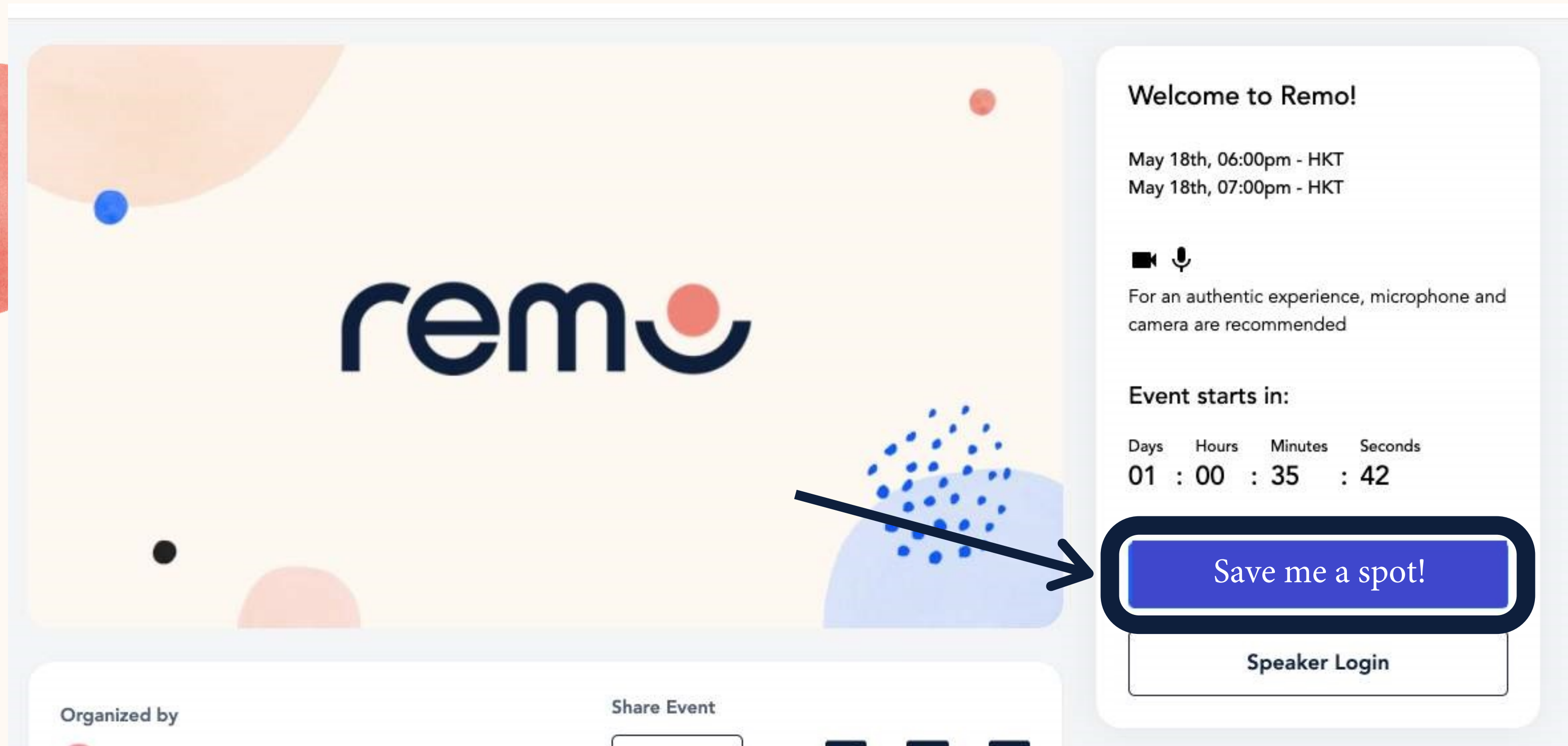Congratulations! You're now ready to attend your first event on Remo!

Here's how:

Register for your spot at the event

Click the "Save me a spot!" button. (This can be done before the event starts)

Now you'll be asked to either login or create an account

Register now!

Your Email

Email Address

Continue

Already have an account? **Log in now**

or

G **Log in with Google**

If you already have an account enter your **email.**

If not, it will automatically ask you to create an account by entering your **name**, **email address**, and create a **password** of your choosing.
(password must be 6 characters min.)

Now you can set up your profile before the event! Instructions below...

remo

Video Time!

Watch <u>this video</u> on how to set up your very own Remo profile

If the link does not work: <u>https://hi.remo.co/yourprofile</u>

Alternatively, follow the written instructions below...
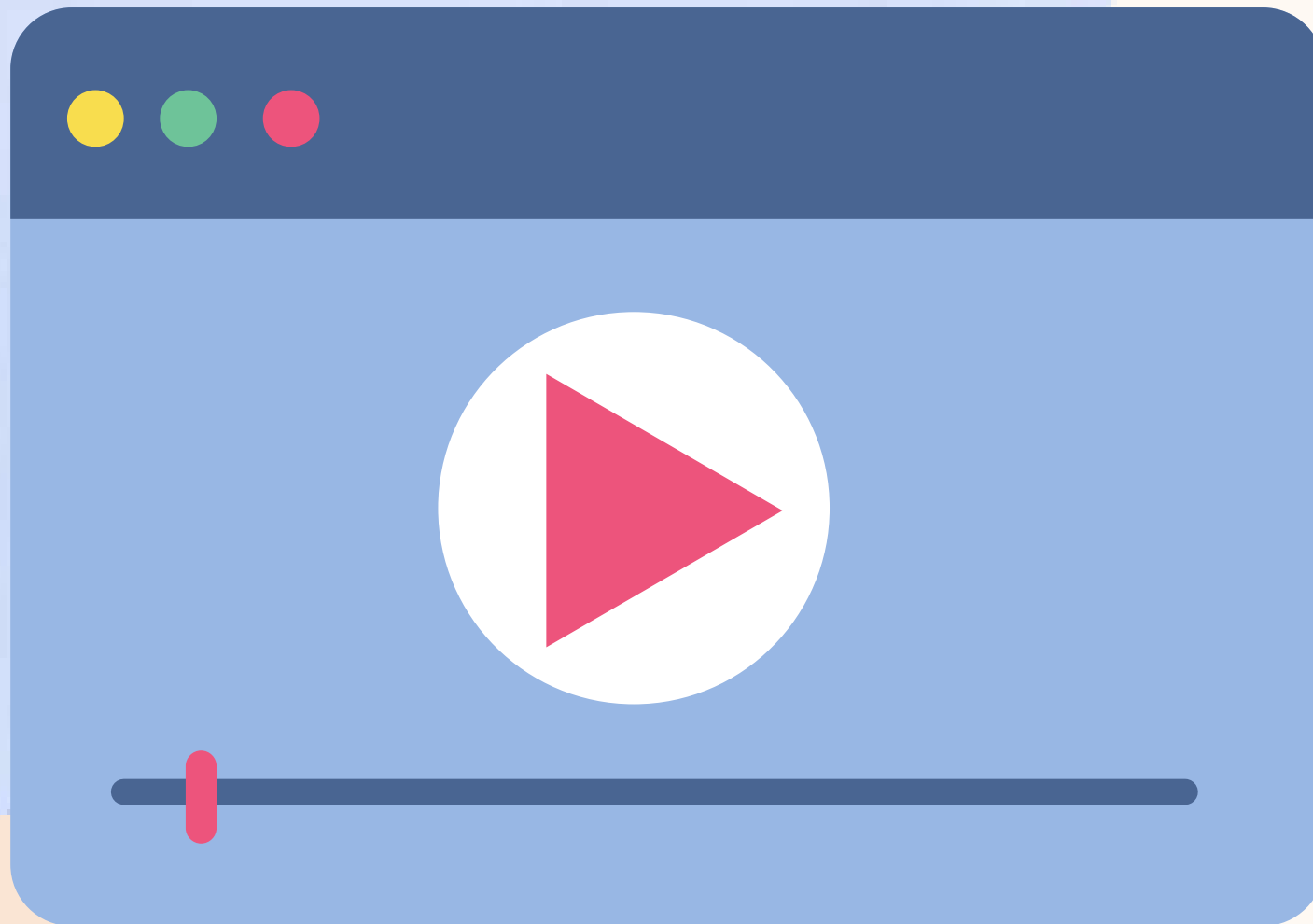
Step 1:
Go to the **upper right corner** of your window and click on the **profile icon**.
A drop-down menu appears.

My Profile

Sign Out

My Profile

Sign Out

o Remo!

0pm - HKT

0pm - HKT

Step 2:
Click on "**My Profile**"
Then the profile window will appear.

remo

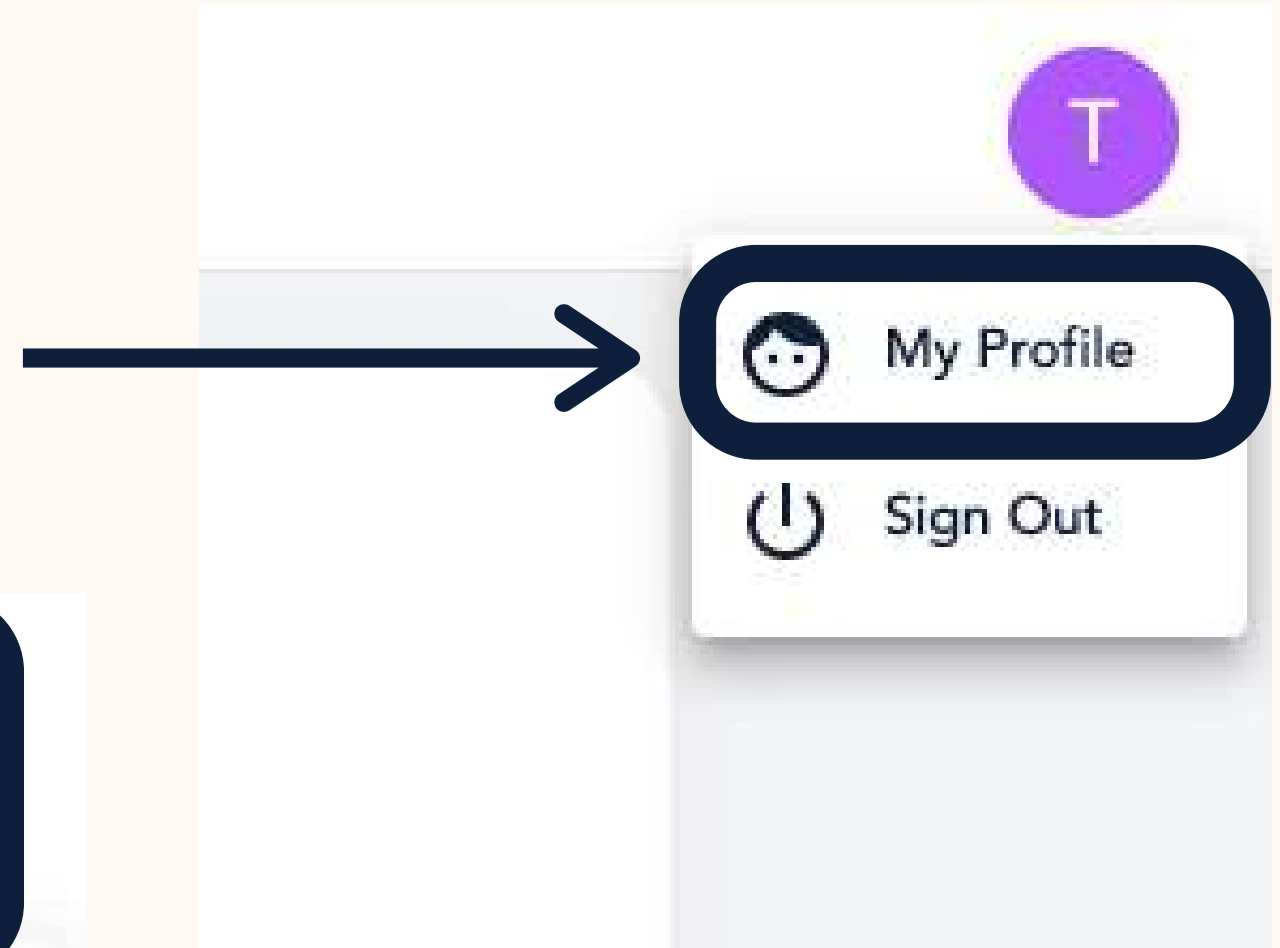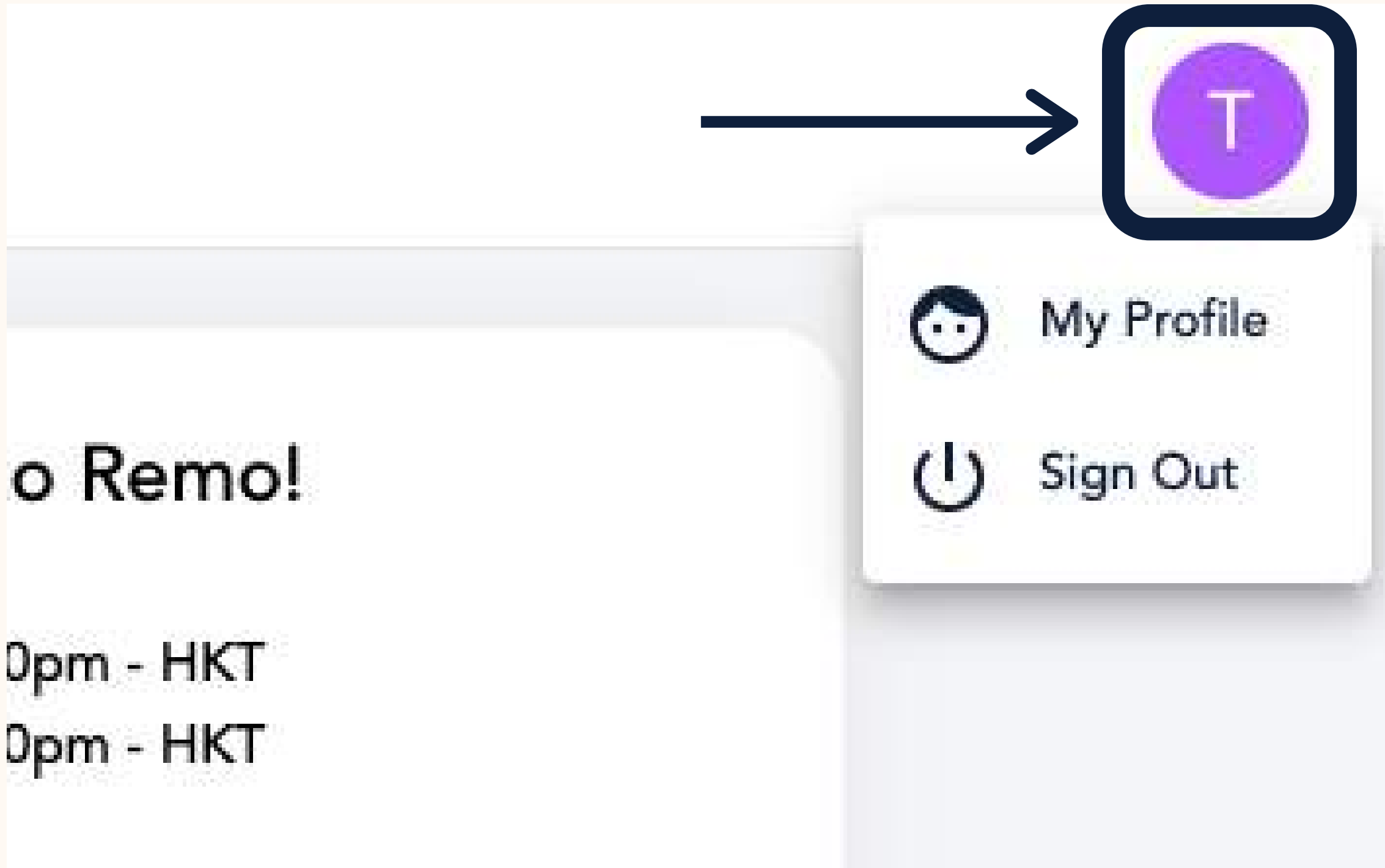**Step 3:** Click on **'Edit Profile'**. The profile details window appears as shown. Fill in as you wish! And once you're done, click **'Save Changes'**

Edit Profile

Add Profile Picture   ①

Full Name*
Tas Userpilot 3   ②

Headline   ③

Company   ④

Job Title   ⑤
LinkedIn Public Profile URL

Facebook Profile URL   ⑦
Meeting Schedule Link (e.g. Calendly)   ⑥

Eight/Sansan Virtual Business Card (🇯🇵 Japan)
Website   ⑧

Save Changes   Cancel

① CHANGE YOUR PROFILE PICTURE (NO LARGER THAN 512 KB)

② YOU CAN ALSO CHANGE YOUR **NAME**

③ WRITE A BRIEF **HEADLINE** ABOUT YOUR COMPANY OR ROLE

④ INSERT YOUR **COMPANY NAME**

⑤ INSERT YOUR **JOB TITLE**

⑥ PUT YOUR **MEETING SCHEDULE LINK** (E.G. CALENDLY, BOOK LIKE A BOSS, ETC.)

⑦ ADD YOUR **LINKEDIN, FACEBOOK,** OR **EIGHT/SANSAN BUSINESS CARD, LINKS** HERE

⑧ ADD ANY PERSONAL WEBSITE YOU WOULD LIKE TO SHARE

remo

3

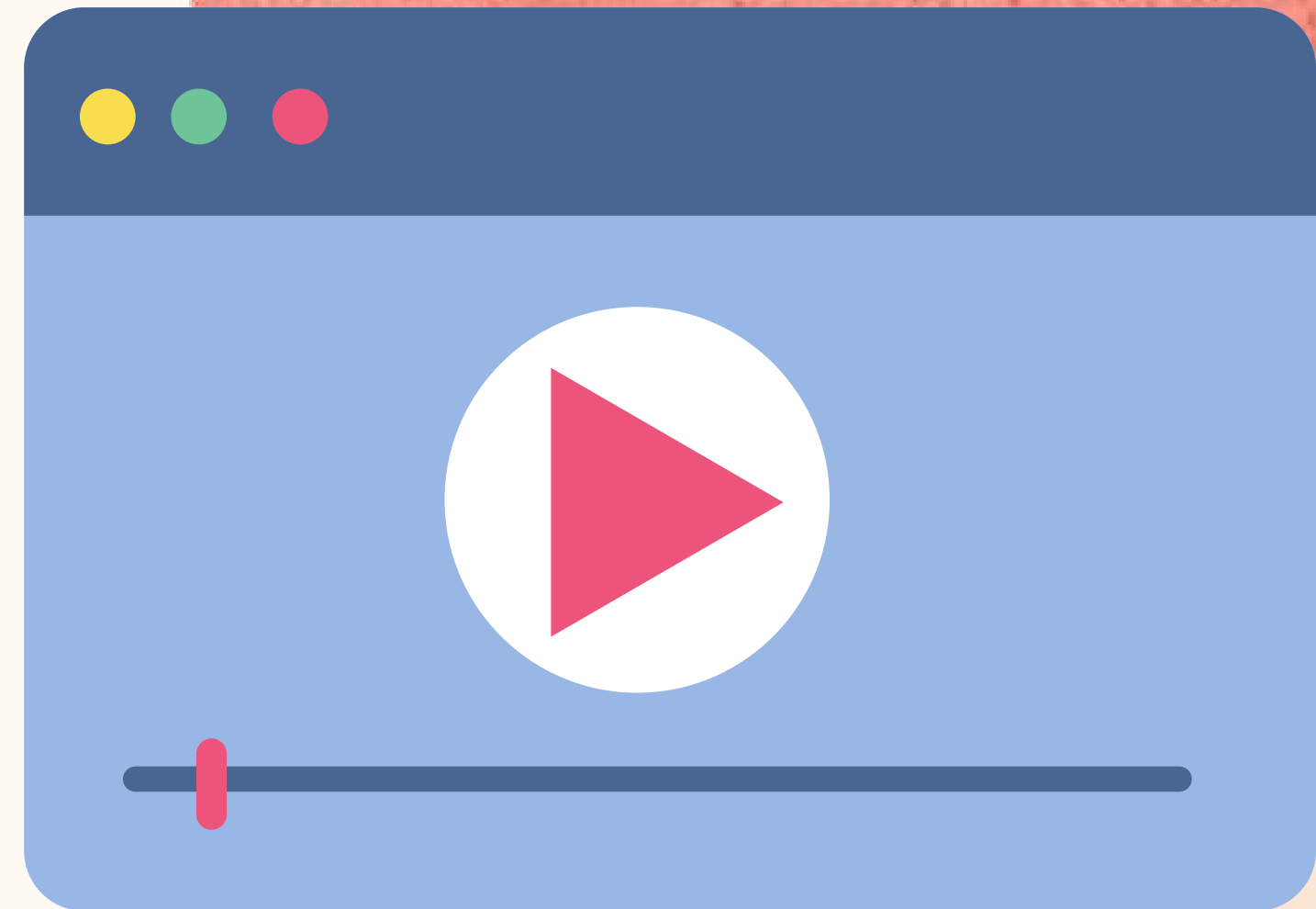# During
the event

remo

Video Time!

Watch this video on how to use Remo as a Guest

If the link does not work:
https://www.youtube.com/watch?v=P01JxUBNU2Y

Alternatively, follow the written instructions below...

rem

Go to the event link your organizer gives you.

Once the countdown reaches 00:00:00 the event has started! Click the "Join event now!" button
*Tip: If the button isn't showing, refresh your page (CTRL+R or CMD+R)

Welcome to Remo!

May 17th, 06:00pm - HKT
May 17th, 07:00pm - HKT

For an authentic experience, microphone and camera are recommended

Event has started 🎉

Join event now!

Click through
and follow the
tutorial!

When you enter the event you'll be
seated at a virtual table

Continue →

I'm in a hurry, take me right into the event
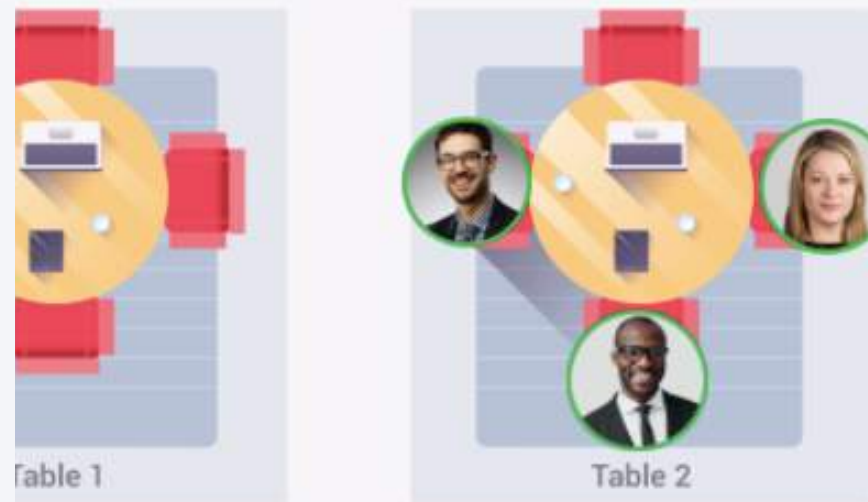
Table 1

Table 2

You can move freely by double clicking
on any table

Continue →

I'm in a hurry, take me right into the event

Table 1

Table 2
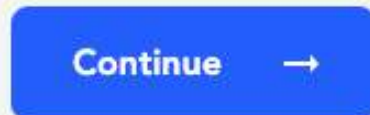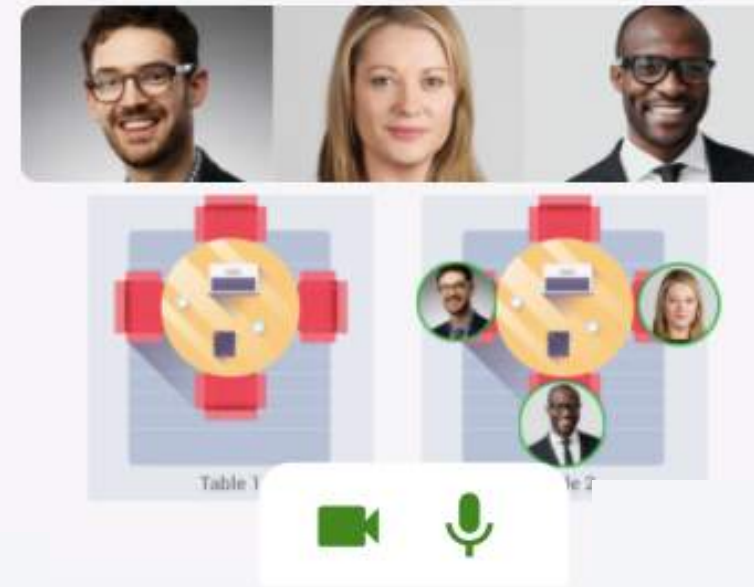
art interacting with each
turning ON your Cam and

Continue →

I'm in a hurry, take me right into the

One more thing: Take a couple of
minutes to set up your profile

Set-up My Profile

I'm in a hurry, take me right into the event

remo

PAY SPECIAL ATTENTION HERE PLEASE...

Please allow Remo access to your Microphone and Camera

For others to see and hear you, Remo will need access to your cam and mic.

Need Help?

Allow camera & microphone
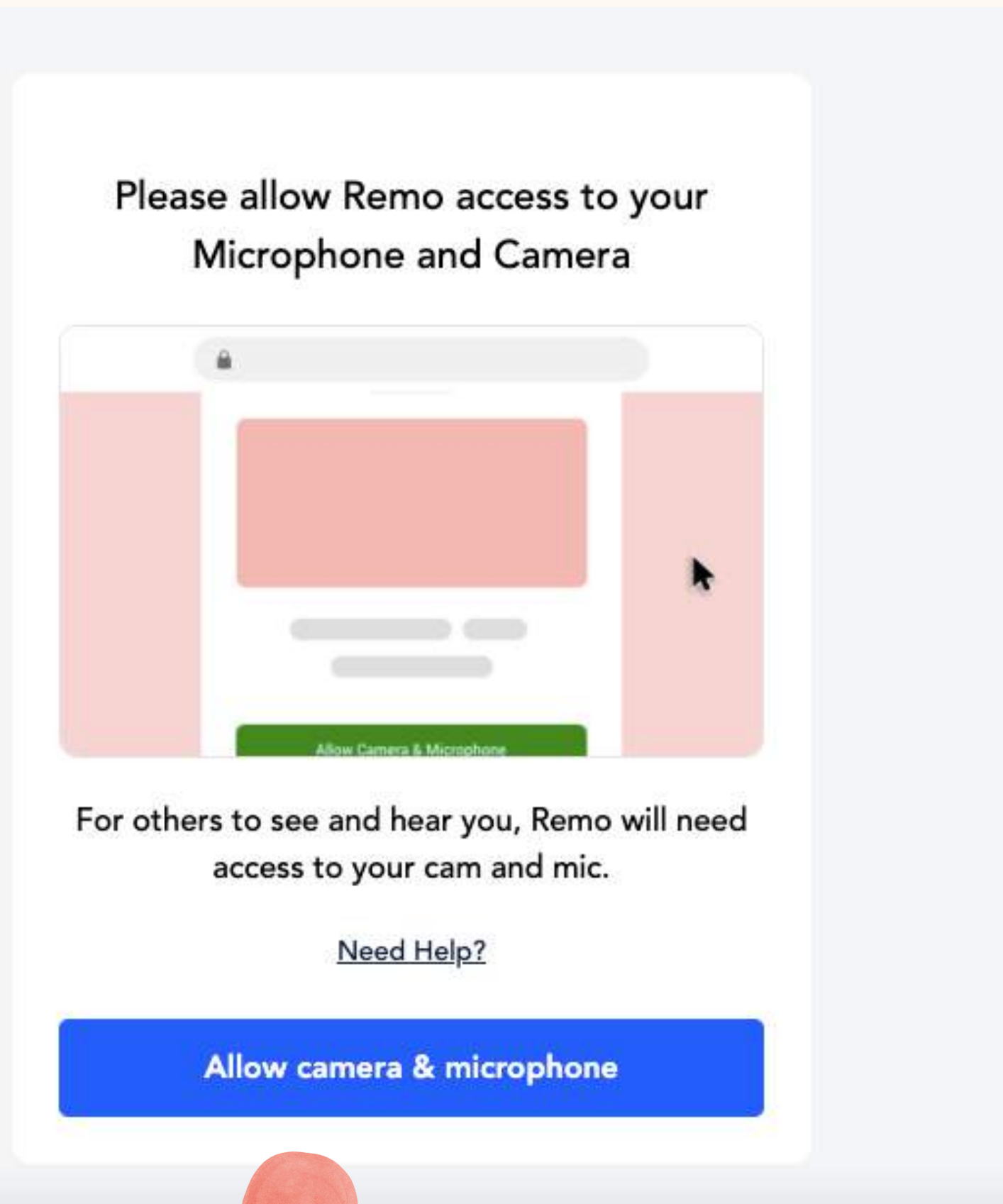
Ensure you **allow** the browser access to your **camera and microphone** to get the most of the Remo experience!

Check out these articles if you need support giving your browser access:
Chrome | Firefox | Safari | Microsoft Edge

remo

This page tests your system's compatibility with the Remo Conference platform!

Once the system check has passed, click '**Join Event**' to enter
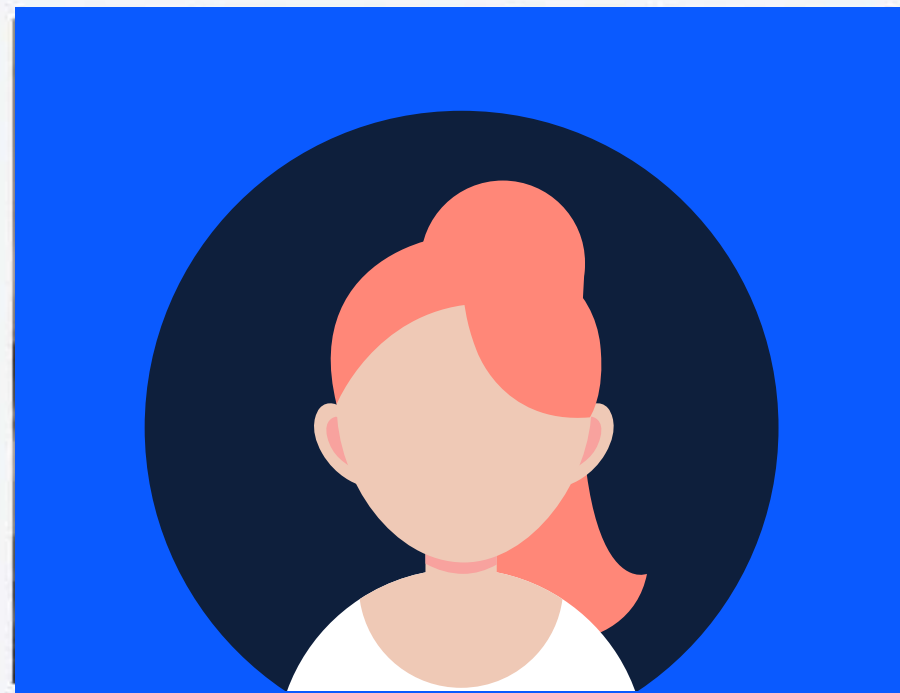
Camera [FaceTime HD Camera ⌄]

Microphone [Default - External Micro ⌄]

🎤 ———————————

Speaker [Default - Headphones (⌄]

▶ Test Audio ———————

Camera and Microphone not working?

✓ System Check Passed!
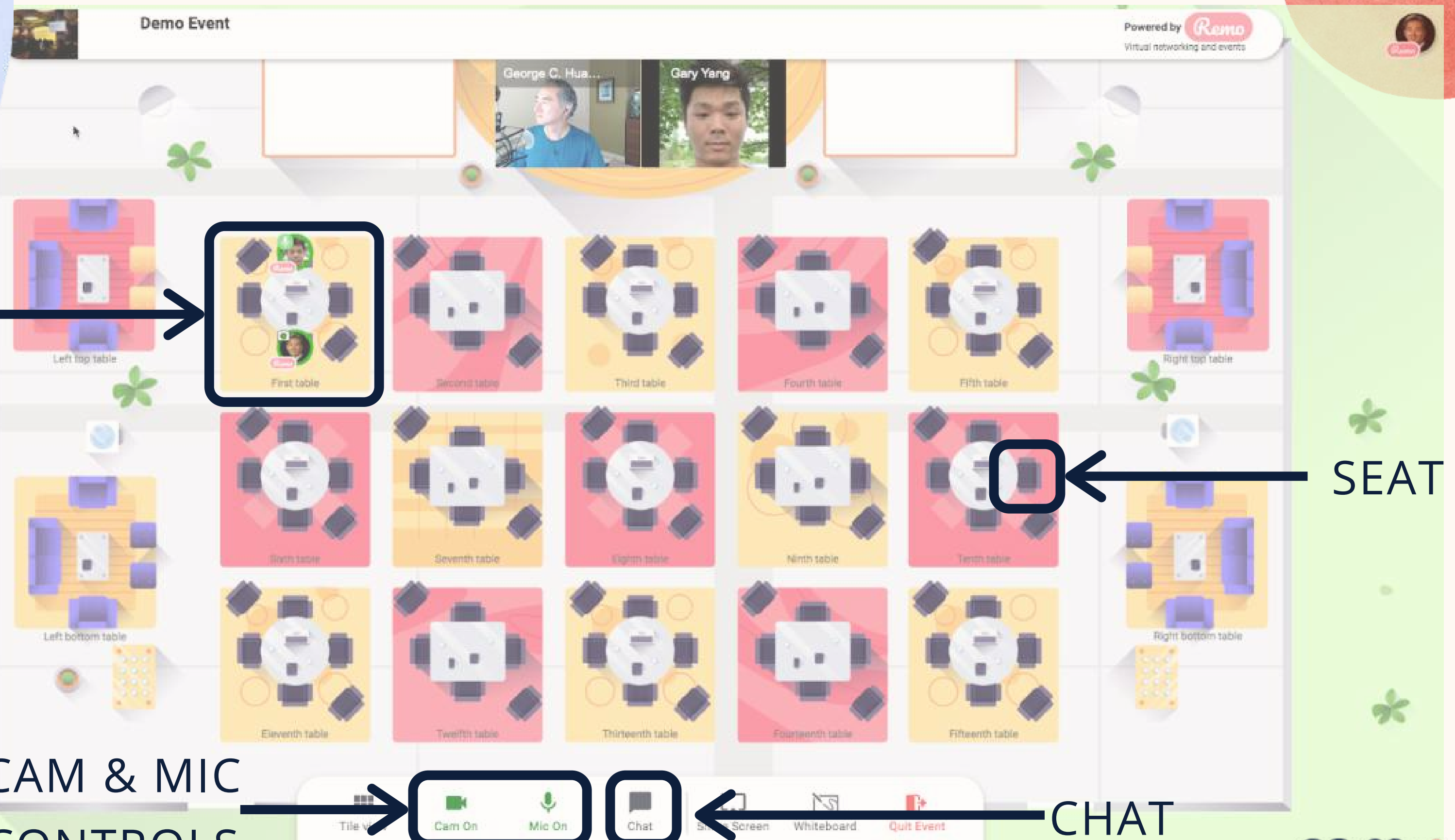
See more

Are you ready to join the event?

Join Event

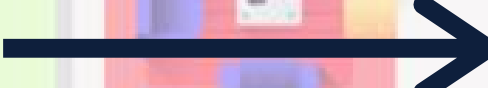If it fails, click to retry once more.
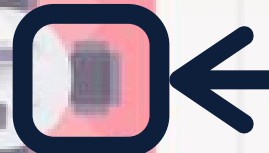If it still fails, please ensure you're on a compatible device

rem

Floor View

This is what you'll see when you enter an event

TABLE/ ROOM

SEAT

CAM & MIC CONTROLS
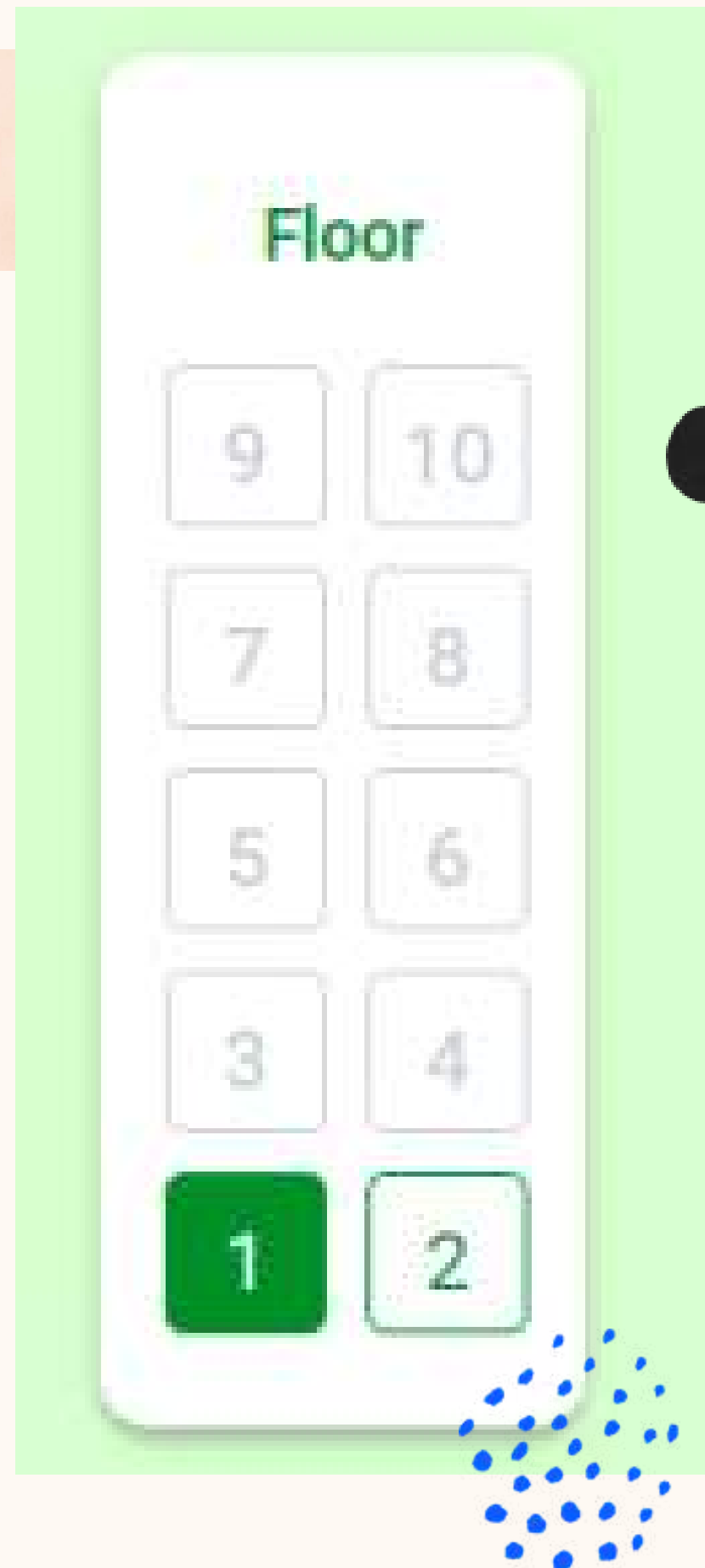
CHAT

Moving around Remo

You will randomly join a table, but you are **free to move around as you please**

Simply **double-click** on the **table** you wish to join.

But If you try to join a table that is full, you will receive a message stating that the table is full.

Elevator

Floor

9	10
7	8
5	6
3	4
1	2

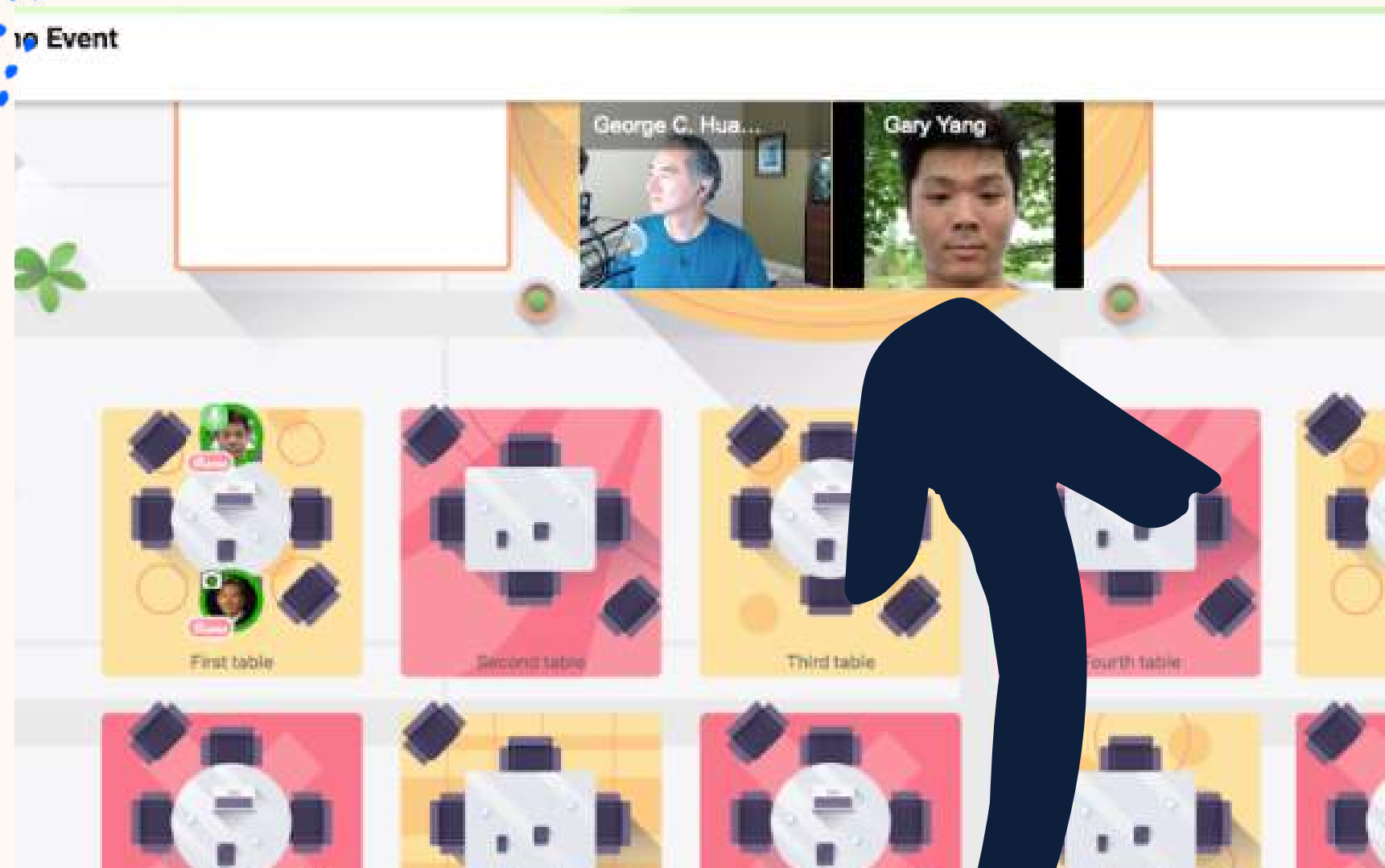**1** You can navigate between floors using the elevator dial on the left side of your screen

2 To see how many guests are on a particular floor, hover your cursor over the floor button.

3 This only appears if there are multiple floors (so don't worry if you don't see one...)

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Mic & Cam

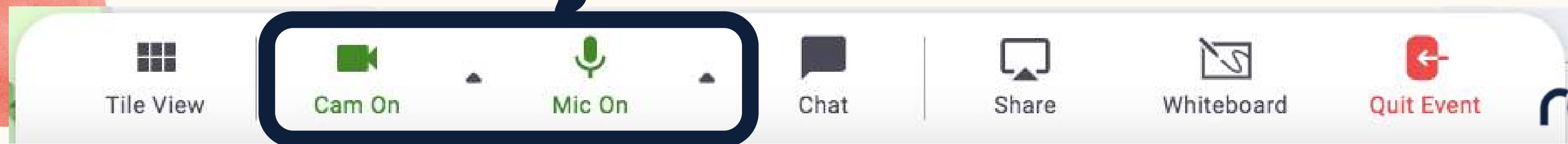REMEMBER FOR A TRULY INTERACTIVE EXPERIENCE, PLEASE TURN ON YOUR **MIC & CAM**

Step 1: Click on the '**Cam**' and '**Mic**' buttons in the menu on the bottom of your screen

Step 2: Enjoy connecting with Remo!

...If you're having mic-cam problems
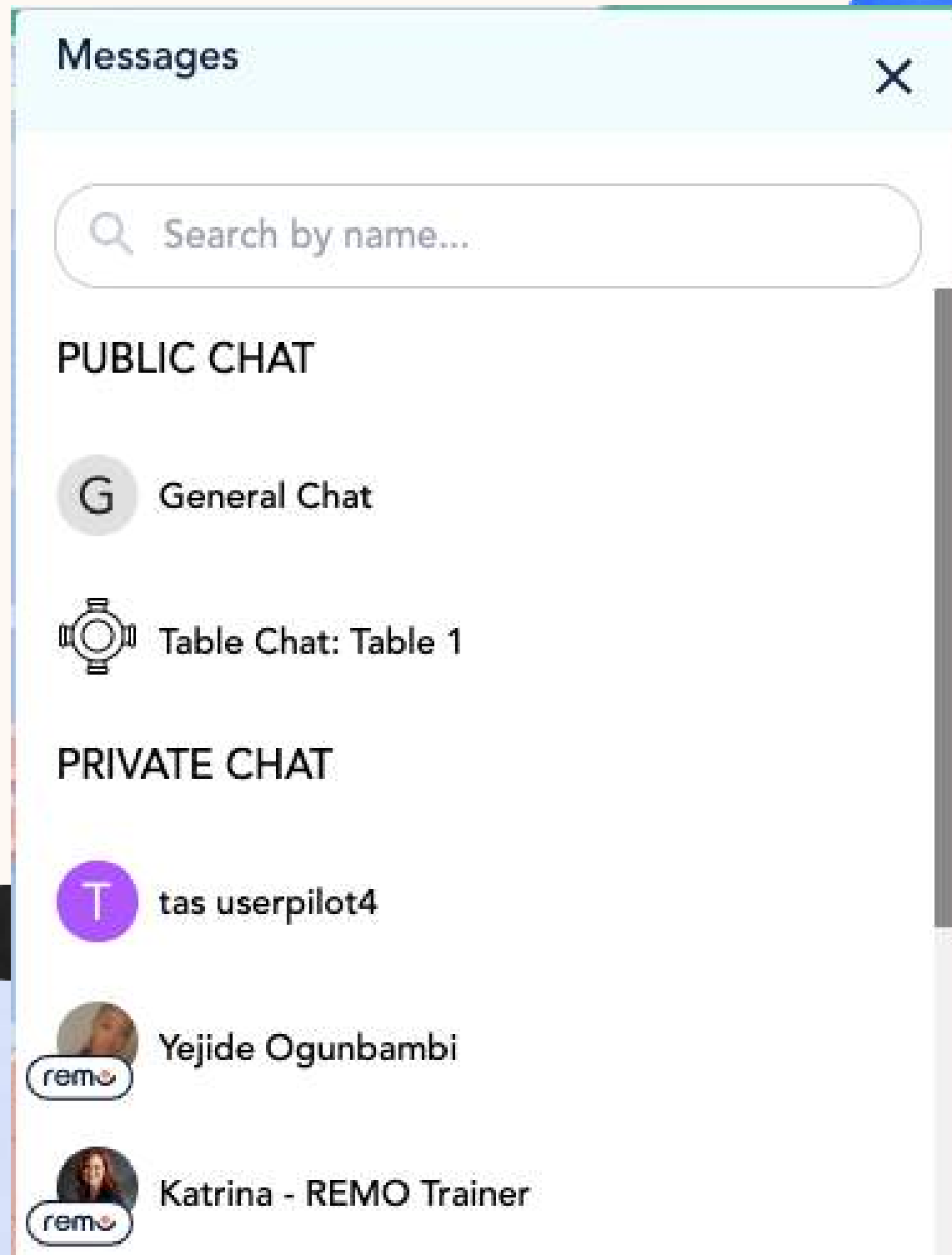Click here or access our troubleshooting guides <u>here</u>

Chat

During Remo events you can **chat** with others

Step 1: Just click on the '**chat**' button in the menu on the bottom of your screen

Step 2: Select one of the 3 chat options:

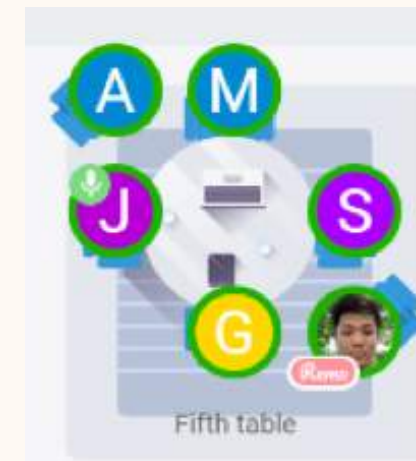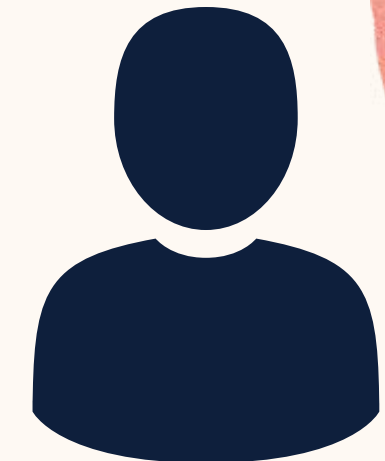**GENERAL CHAT:** Visible to all guests

TABLE CHAT: Visible to only members in your current table

PRIVATE CHAT: Direct message to specific guests (You can search using the search bar)

Step 3: Chat away!

Messages

Search by name...

PUBLIC CHAT

G General Chat

⚙ Table Chat: Table 1

PRIVATE CHAT

T tas userpilot4

remo Yejide Ogunbambi

remo Katrina - REMO Trainer

Cam Off | Mic Off | Chat | Share | Whiteboard | Quit Event
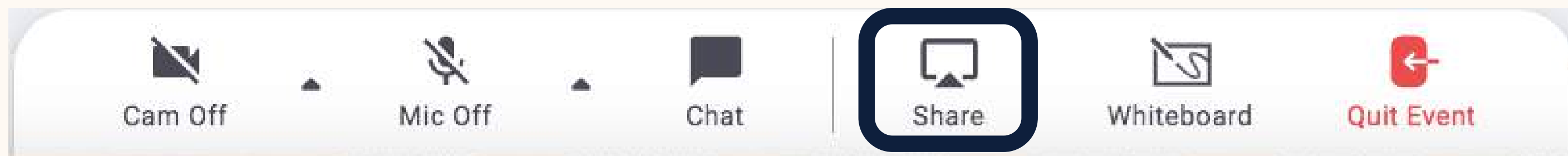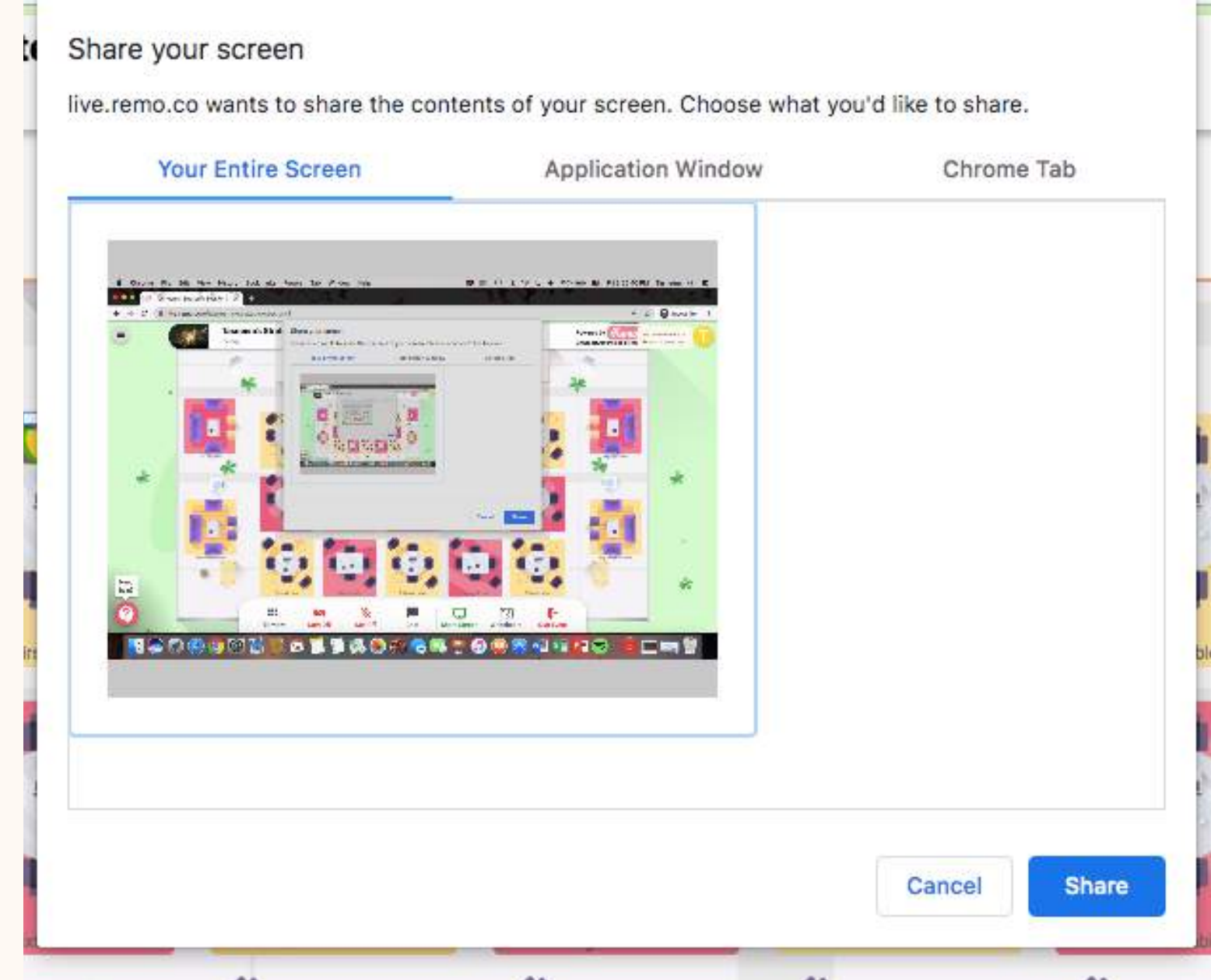
remo

Share Screen

You can also choose to **share screen** with the other guests at your table

Step 1: Click on the '**Share**' button in the menu on the bottom of your screen (or press Alt + S)

Step 2: Select what you want to share (your entire screen, a specific application or an individual browser tab)*
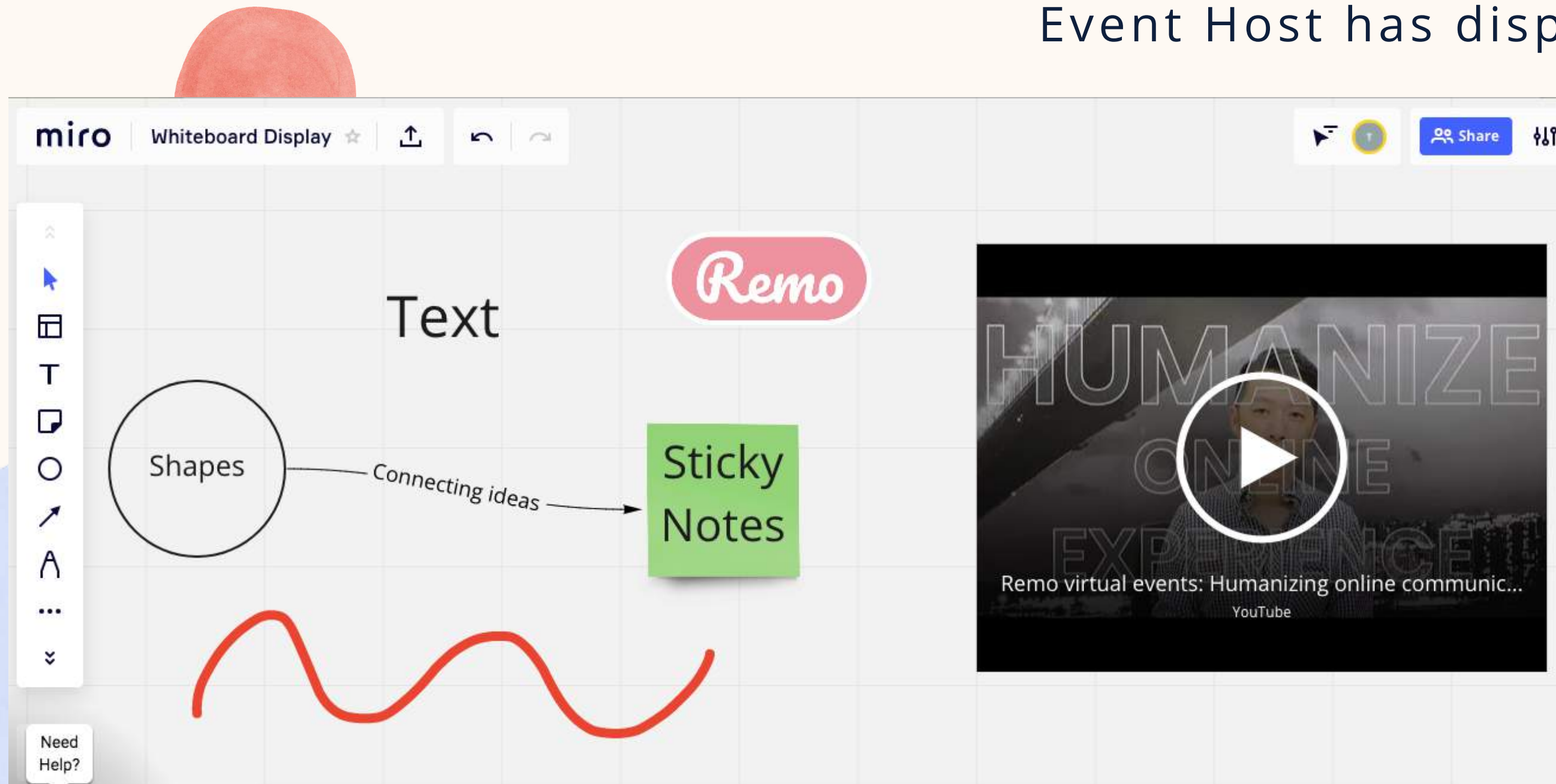
Step 3: Hit the blue '**Share**' button
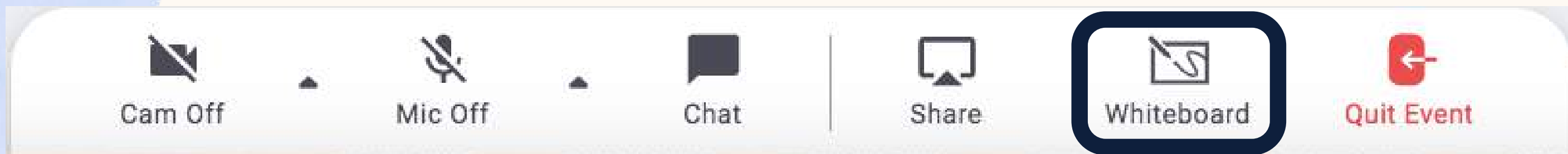
*depends on which browser used

Whiteboards

You can use the whiteboard to collaborate with the other members of your table or view information your Event Host has displayed for you!
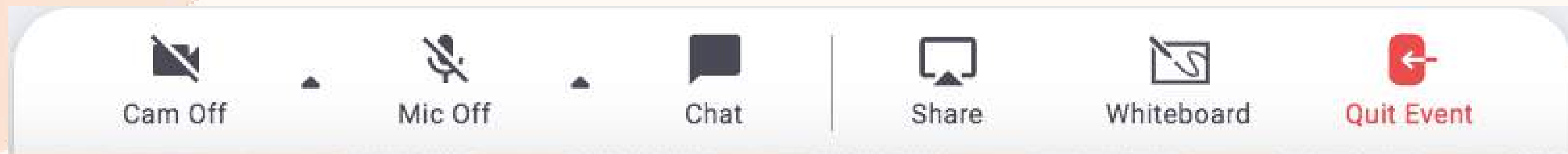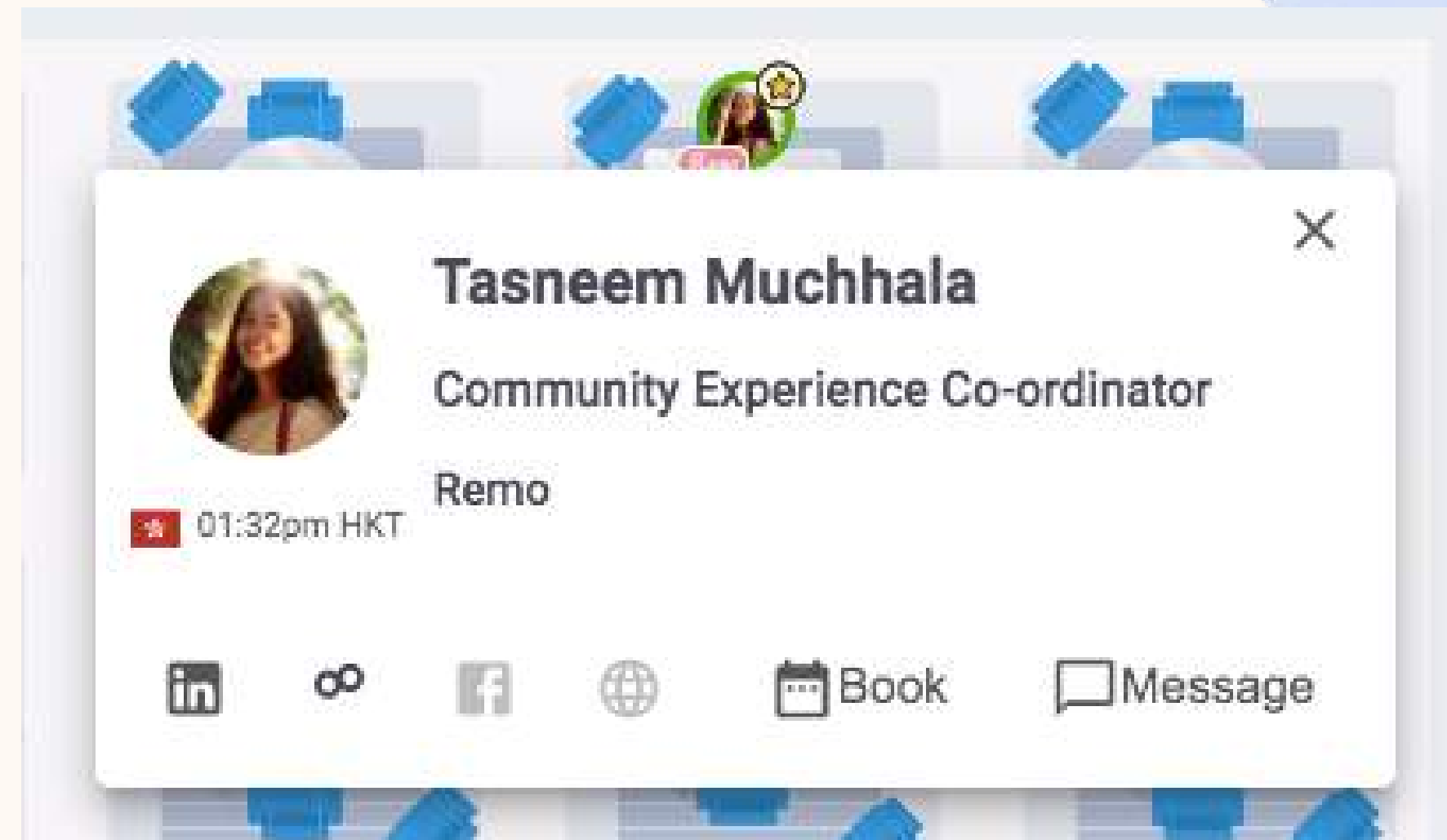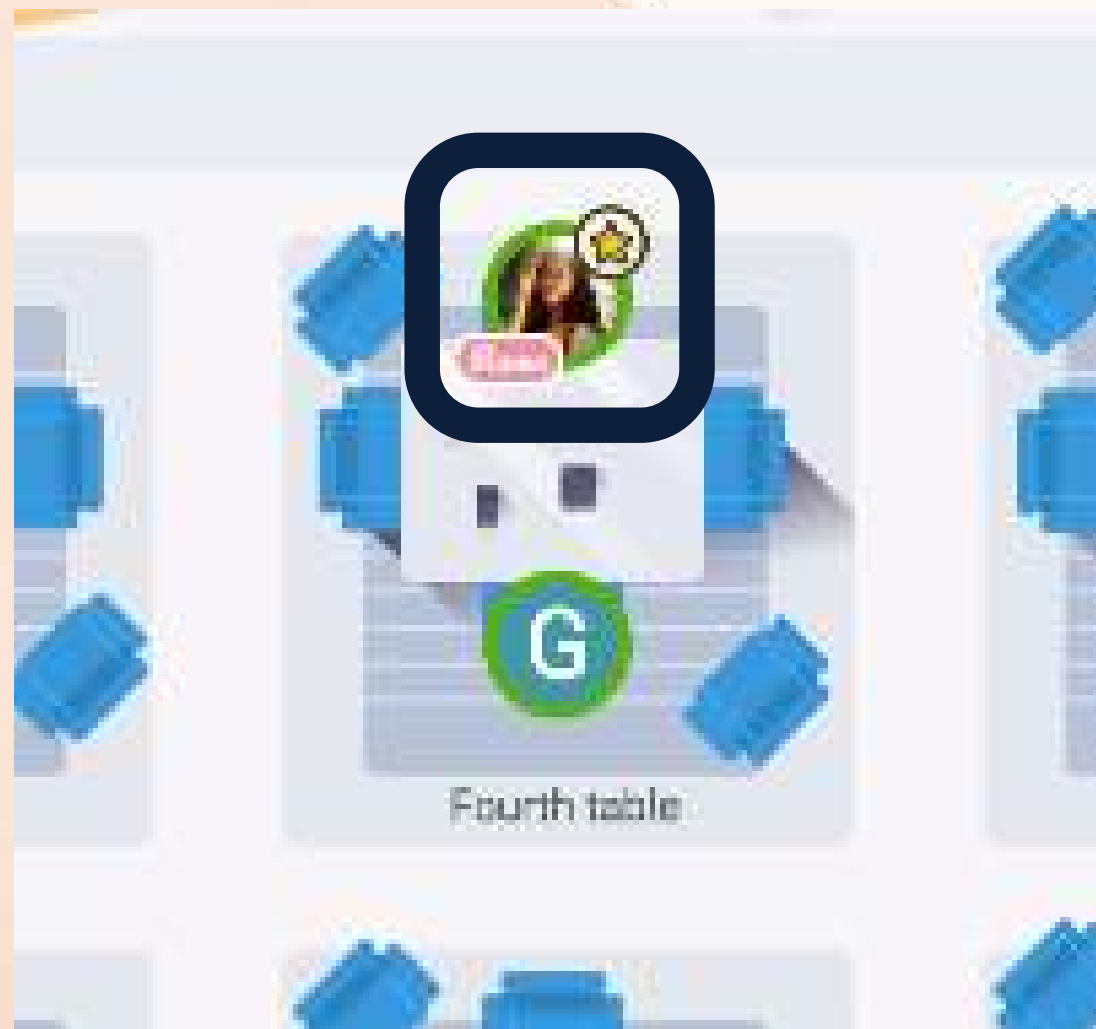
Step 1: Click '**Whiteboard**'

View Profiles

If you'd like to find out some more information about another guest, click on their avatar (profile picture or initial) to open their virtual business card

Tasneem Muchhala

Community Experience Co-ordinator

Remo

01:32pm HKT

in   ∞   f   ⊕   📅 Book   💬 Message

Fourth table

G

Cam Off   Mic Off   Chat   Share   Whiteboard   Quit Event

remo

If at any point during the event you experience difficulties, feel free to contact our remo support team

Step 1: Click the '**Need help**' icon in the bottom left corner of your screen

Step 2: Search our help articles to see if they answer your question - or-
Chat with our team directly!

Need Help?

Chat Support
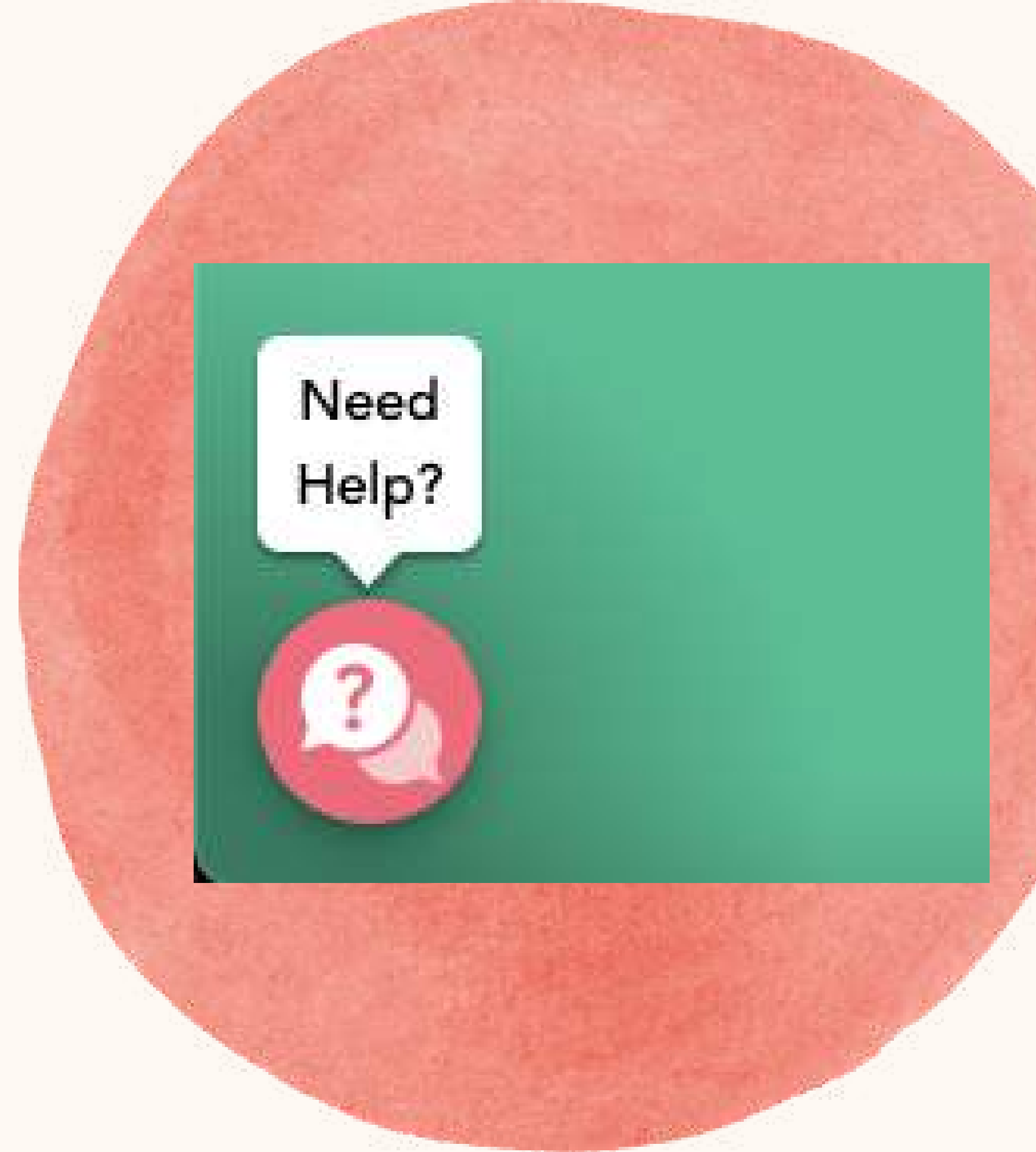
remo

Leave the Event

Your event's ended? Hope you enjoyed it!

To leave the event, just click on **"Quit Event"** in the bottom toolbar.

Thanks and enjoy your event!

remo

www.remo.co

Interactive Online Conferences & Networking
Experiences That People Can't Stop Talking About