# SPEAKER INFO PACKET

TECHNICAL SPECS

- **VPN**: Disconnect from a VPN. If you were on a VPN before entering session, restart computer with VPN off
- **FIREWALL**: Serious Level Firewalls will cause Latency (Delays in Audio/Video feeds/streaming) Just wait a few minutes if this happens and it will resolve itself.
- **OS (Operating System)**: Win 10 or Mac 11 (Big Sur) 10.15 (Catalina) or 10.14 (Anything else will cause you to have Audio/Video issues
- **PREFERRED BROWSER**: CHROME (latest version)
  ACCEPTABLE: Firefox, Edge (LATEST VERSION OF EACH)
  CAN BE PROBLEMATIC: Safari (LATEST VERSION)
  UNUSABLE UNDER ANY CIRCUMSTANCE: Internet Explorer
- **MINIMUM INTERNET SPEED FOR GOOD EXPERIENCE**: **20MBPS UP /** 20MBPS DOWN
  Slower speeds will have Audio/Video/Presenting/Stable Connection Issues
- If you are using a work Laptop/Computer or working from a non residential setting (especially Government or Military) or don't have Admin Level Access to your computer, you may need to contact your Admin/IT Department to enable/disable certain security settings to ensure connection. Inform them that you are going to be using a Webcam/Mic from a Browser based platform
  Previously using APP based Platforms like Zoom, Microsoft Meet, RingCentral are not the same as BROWSER based ones.
- If you used Zoom/GTM/RingCentral/Skype or similar App today, you probably need to restart your computer to clear the settings to use your cam in session.
- **PORTS - FOR IT ADMINISTRATOR USAGE (if necessary)**:
  MINIMUMS: TCP ports 80 and 443 open.
 **BEST EXPERIENCE**: In addition UDP ports 1025 - 65535 be open.

THINGS SPEAKERS NEED TO KNOW

- Log into your session 60 Mins before the Start Time
- Sessions Start at the Scheduled Time. There is no function to stop or pause/delay this
- Moderators only have Start Record/Stop Record, End Webinar Functionality
- Recordings can only be started and stopped ONCE. Once either has happened, that's it.
- Only Moderators can Mute/Unmute People and Turn off Cameras (not turn on. That's a violation of Privacy Laws, therefore it's not even a function option)
- Hover over any chat with your cursor, it will give you additional options. Click on the 3 Dots that appear on the right to see the options
- Hover over any Question in Q&A to see additional options
- Public Chat, Presenter Chat, Q&A, Polls + Results are all recorded. They can be pulled after the session in a report by each Client's Administrative Team. (Presenters/Moderators can not do this on their own)
- Powerpoints need to be converted to PDF before uploading. Max. File Size 100MB. Multiple Slide Decks can be uploaded
- Videos must be MP4 format. Max. File Size 4 GB. Multiple Videos can be uploaded.
- Virtual Backgrounds or Filters are NOT recommended
- A MAXIMUM number of NINE People can be on Camera or Mic simultaneously. If more than nine try, there will be Audio/Video issues, with a potential of session crashing

SPEAKER INFO PACKET

eSHOW

IMAGES FROM A WEBINAR
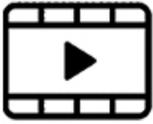
SPEAKER VIEW
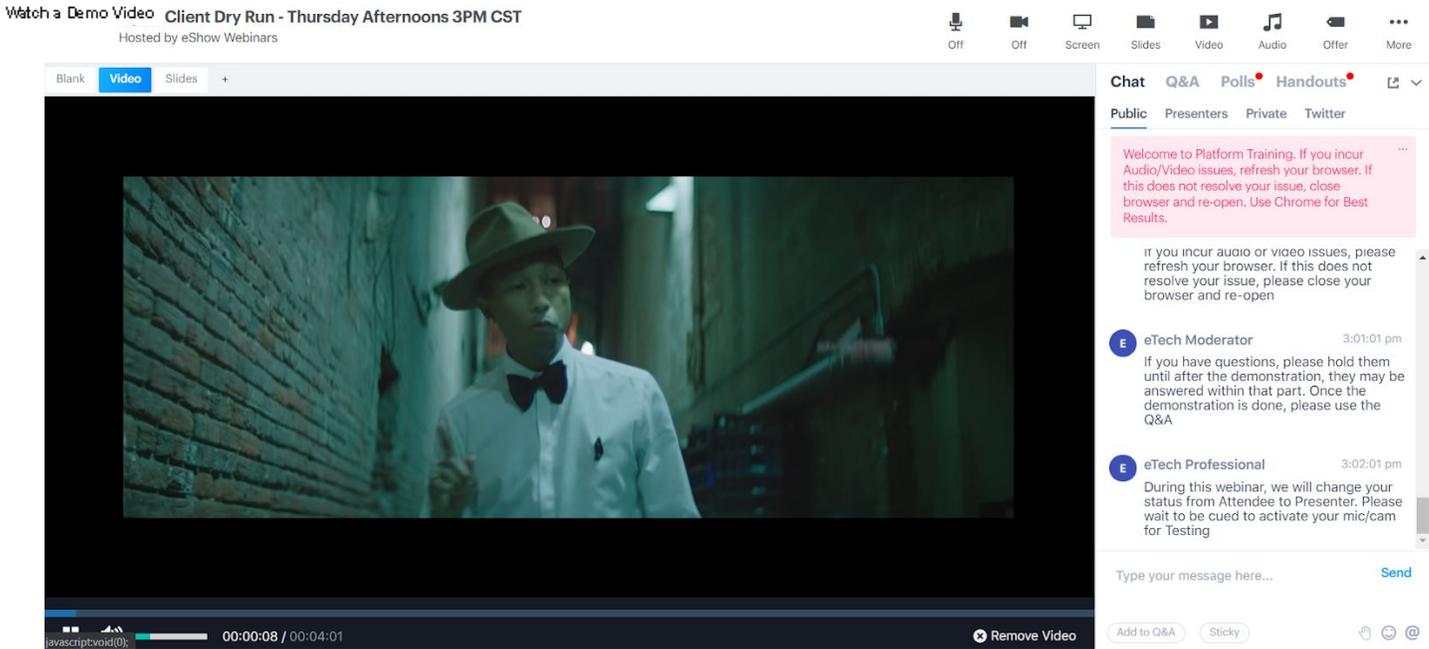
Watch a Demo Video

ICONS ON THE SCREEN

Watch a Demo Video

Settings

SETTINGS - Dial information is here, as well as the place to switch to a different microphone or camera if available and necessary.

Watch a Demo Video

Off

MIC - This is how to activate/deactivate/mute your mic.

Off

WEBCAM - This is how to turn on / turn off your webcam.

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Screen

SCREEN - This is where to go to do Screen Sharing.
POWER TIP: If you have animations and want to keep them in your presentation, you'll have to use SCREEN

SPEAKER INFO PACKET

eSHOW

SLIDES - This is where to upload the Slide Deck(s). They MUST be in PDF format. Under 100MB. No animations. No Video Embedded. No Audio Embedded. Multiple Slide Decks can be uploaded.

POWER TIP: If your internet is not strong enough to Screen Share but still want to use animations, video, audio embedded in your presentation, you can convert your slide deck into a MP4 very easily in PowerPoint.
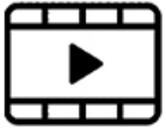
VIDEO - This is where to upload Video(s). Must be MP4 Format. Up to 4GB. There is also an option to use a YouTube Video Link. MUST be YouTube. Vimeo or other websites will NOT work. Multiple Videos can be uploaded.

POWER TIP: To bypass the File Size Limit or to if you're worried about having enough time to upload your video, upload your video to YouTube whenever you are ready before the conference and bring that link to instantly have usage in session. NOTE: Video settings can be private but "allow embedding" must be selected.

AUDIO - This is where to upload Audio. Must be MP3 or WAV. Multiple Files can be uploaded.

MORE - This is where the display language of the screen can be changed.

SPEAKER INFO PACKET

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THIS IS THE PRESENTATION AREA

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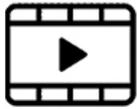Watch a Demo Video

THIS IS THE COMMUNICATION BOX

SPEAKER INFO PACKET

"CHAT" FIELD NOTES

- "Public" Chat, if activated, is where anyone can post and anyone can see it.
- "Presenter" Chat is where only Presenters/Moderators/Session Managers/eTech Pros can see the chat. Use this to communicate with each other before and during the Presentation so you aren't digging through the Public chat to see messages from each other
- "Private" Chat is one on one messaging. Note this chat erases itself if you refresh your screen or (a written answer).
- Twitter, if activated, is where anyone can live tweet from the platform

"Q&A" FIELD NOTES

- By default, any Questions posted are not seen by the public. Basically it's a pre-filtering mechanism.
- "New" column or Unpublished Questions are only visible by the person that asked it and the Presenters/Moderators/Session Managers/eTech Pros
- "Answered" column is where any question that has been physically answered appears (a written answer).
- "Published" column is where Questions that were physically pushed to the public to be seen, by hovering over the question and selecting "Publish" … These questions are now seen by everyone in attendance.

"POLLS" FIELD NOTES

Polls can be created and placed in a Queue to publish at any time or can be published from session start.

Polls must be "Open" to be done and for the public to see the results

"Closed Polls" + Results are only seen by Presenters/Moderators/Session Managers/eTech Pros

ATTENDEE VIEW

eSHOW®

BEST PRACTICES

- Use Headphones (even basic ones you use for listening to music or to talk on your cell phone) They eliminate echos, the need for you to turn up your volume all the way & mic on them is usually better than your computer's

- Raise your webcam to at least eye level so you aren't looking down at your audience.

- Have more light in front of you than behind you, especially if you have a white wall or window behind you. The camera will expose for the brightest thing on screen, if it's not you, then you'll appear dark and shadowed out. A lamp works well if you don't have professional style lights on a stand.

- Restart your computer before logging in, especially if you've been on apps like RingCentral, Skype or Zoom. Often these apps will hold on to your webcam settings and not let you activate in our platform. Also this will help shut down apps you aren't using and redirect bandwidth and computer processor power towards presenting.

- Try to have as few devices connected to your internet as possible to maximize your upload speed. That means no online gaming, streaming, or other video chats occurring when you are presenting if possible. Also be as close to your router as possible or plug in via network cable if that is an option.

- Please do not use virtual backgrounds. More often than not they appear pixelated and require extra bandwidth.

- Don't forget to mute your computer notifications and sounds, as well as muting your cell phone.

- Pacing matters! Slow down, take moments to breathe and pause frequently.

- Less is MORE! Be clear and don't offer to many tools and resources at the same time
    - Consider picking 1-3 tools max to use during the entire session so participants do not get overwhelmed
    - Don't clutter your slides - using more photos/graphics - large font - minimal bullet points