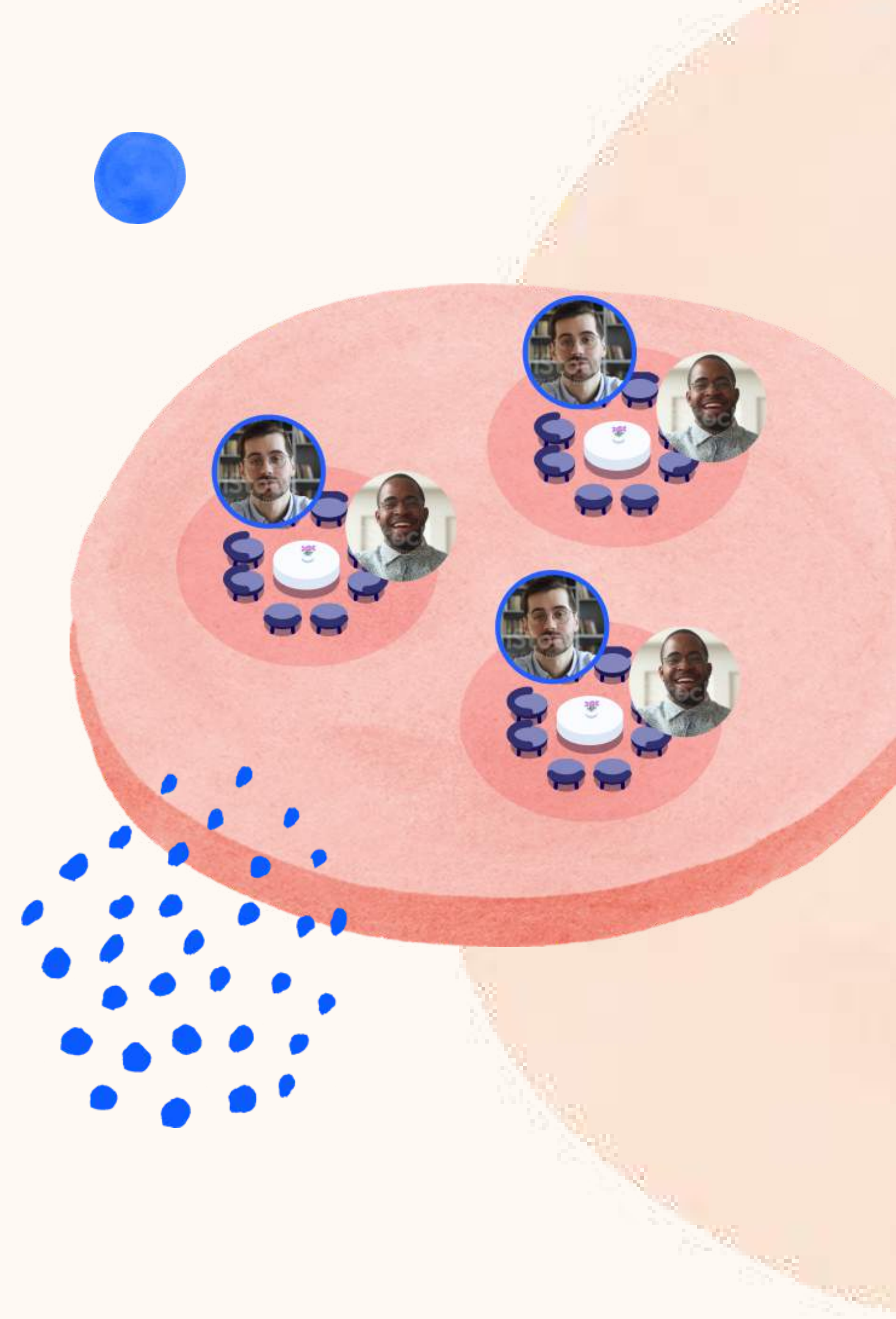




# Event Guide for Guests

Getting to know the ins-and-outs of Remo



1

Getting your  
device ready  
before the event





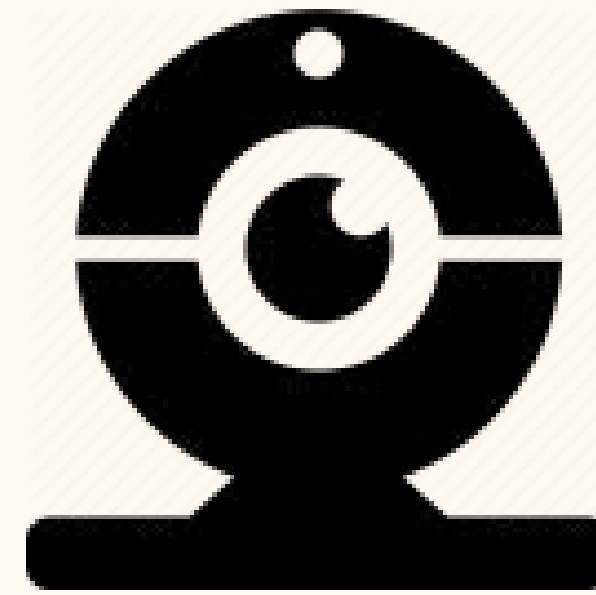
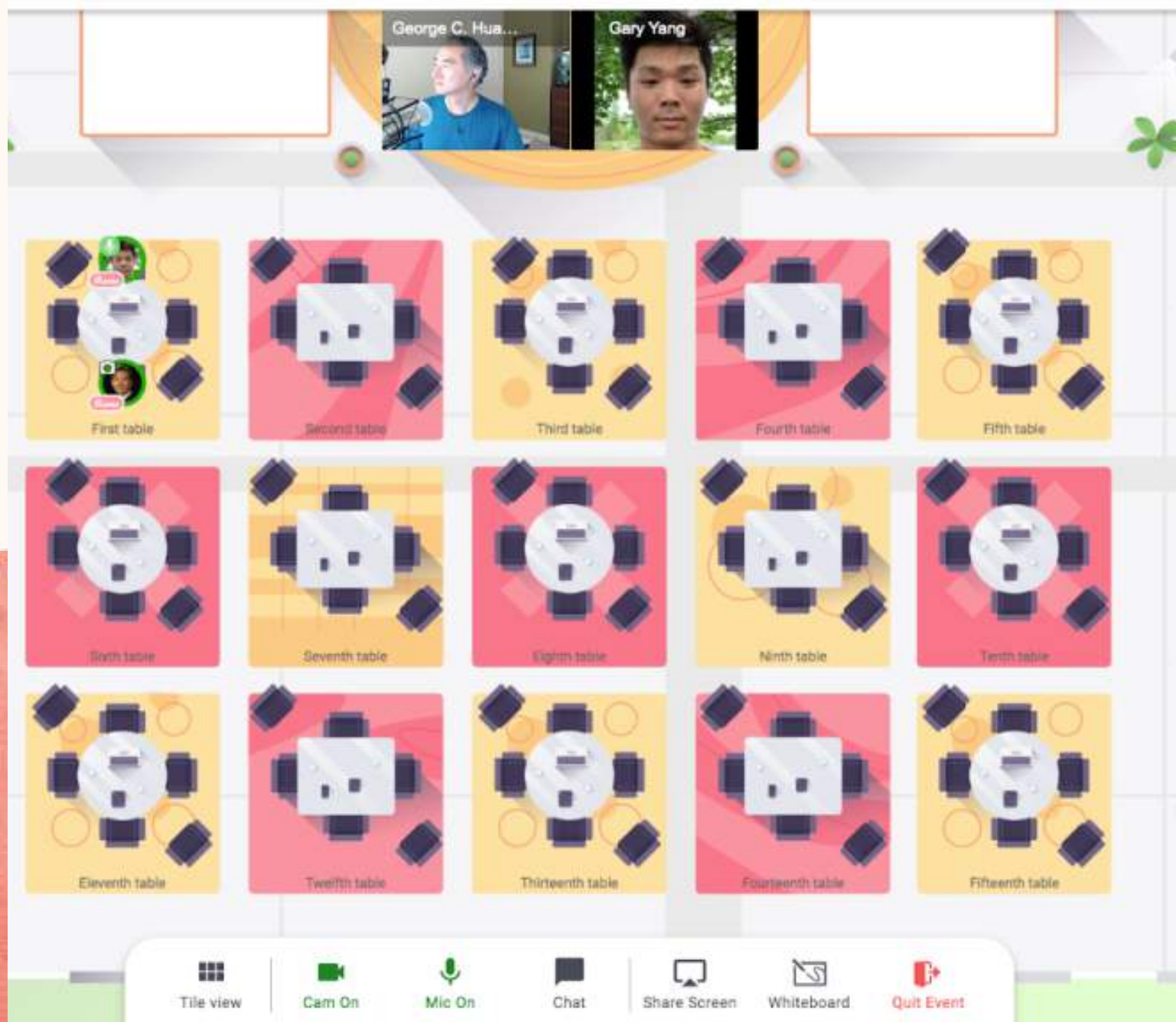
# One-click System Test

[HTTPS://GEARTEST.REMO.CO](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

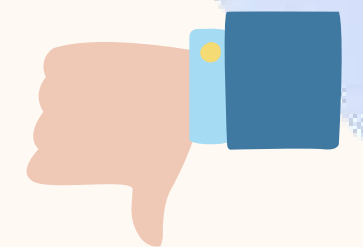
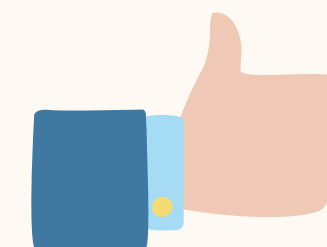
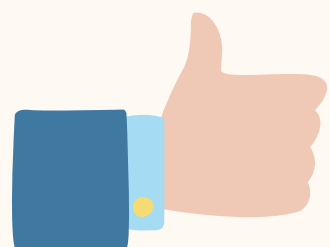
# Camera & Microphone Settings



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

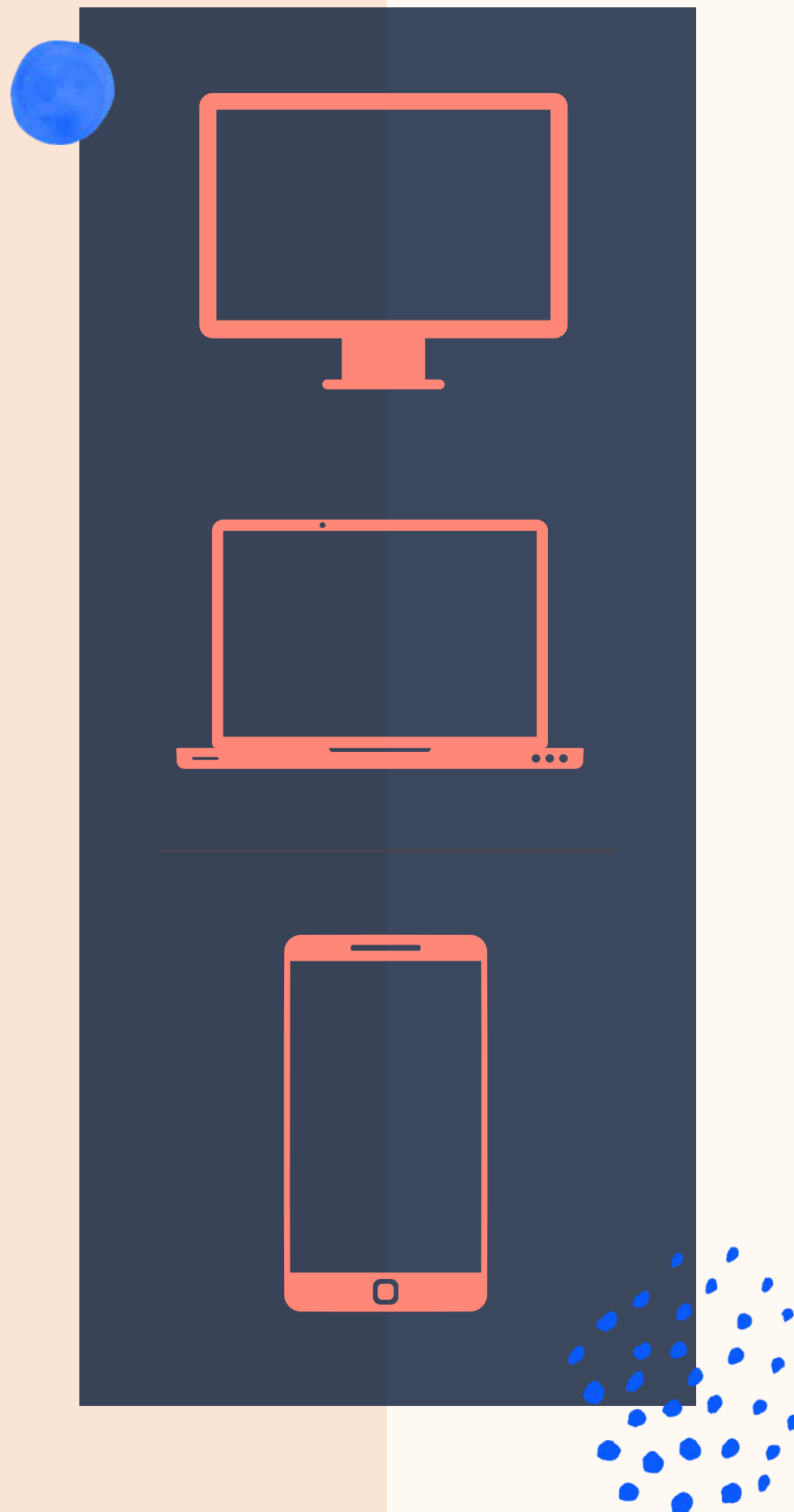
# Device Compatibility

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.



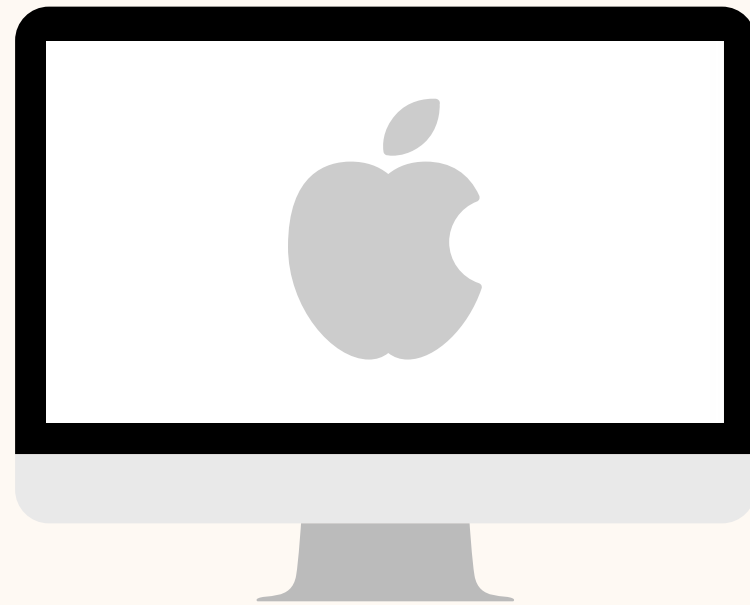
On **desktops** and **laptops**, Remo is compatible with **macOS** and **Windows 10**

---

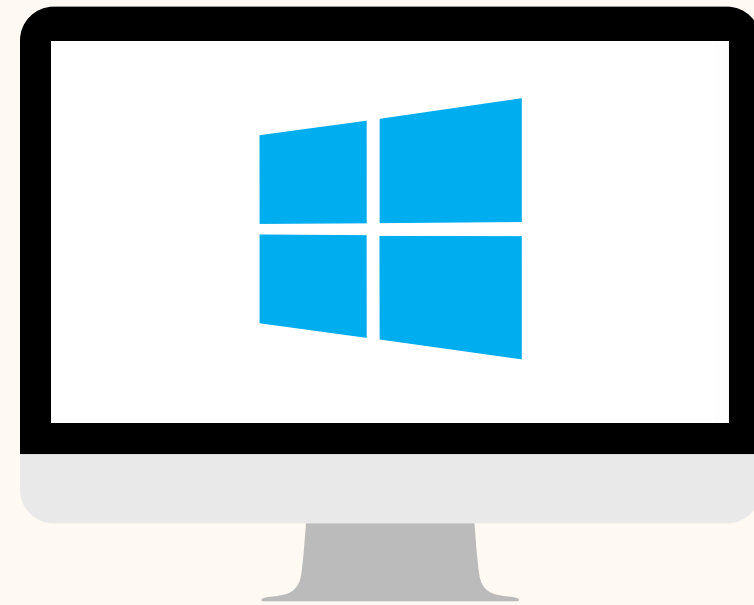
On **Smartphones**, Remo is compatible with **iOS** and **android**

# 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**

# Detailed Compatibility Requirements

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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+		



# Troubleshooting Guides

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

**WINDOWS 10**

**MAC**

**IPHONE**

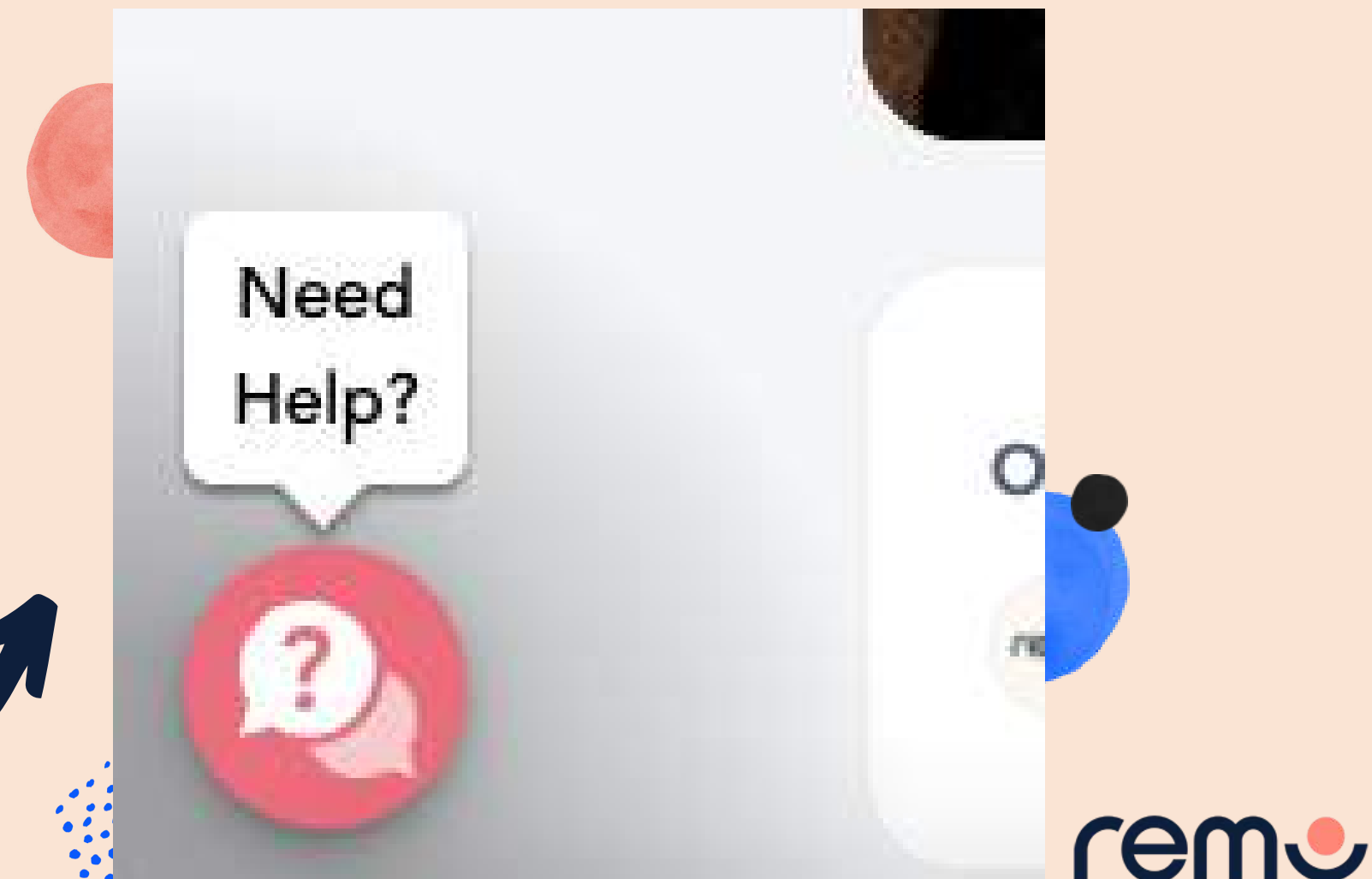
**ANDROID**

and if it still doesn't work...



# Contact us on Chat Support

Visit [live.remo.co](https://live.remo.co) and click on the "Need Help" button on the bottom-left corner



# Optimize Your Experience

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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



2

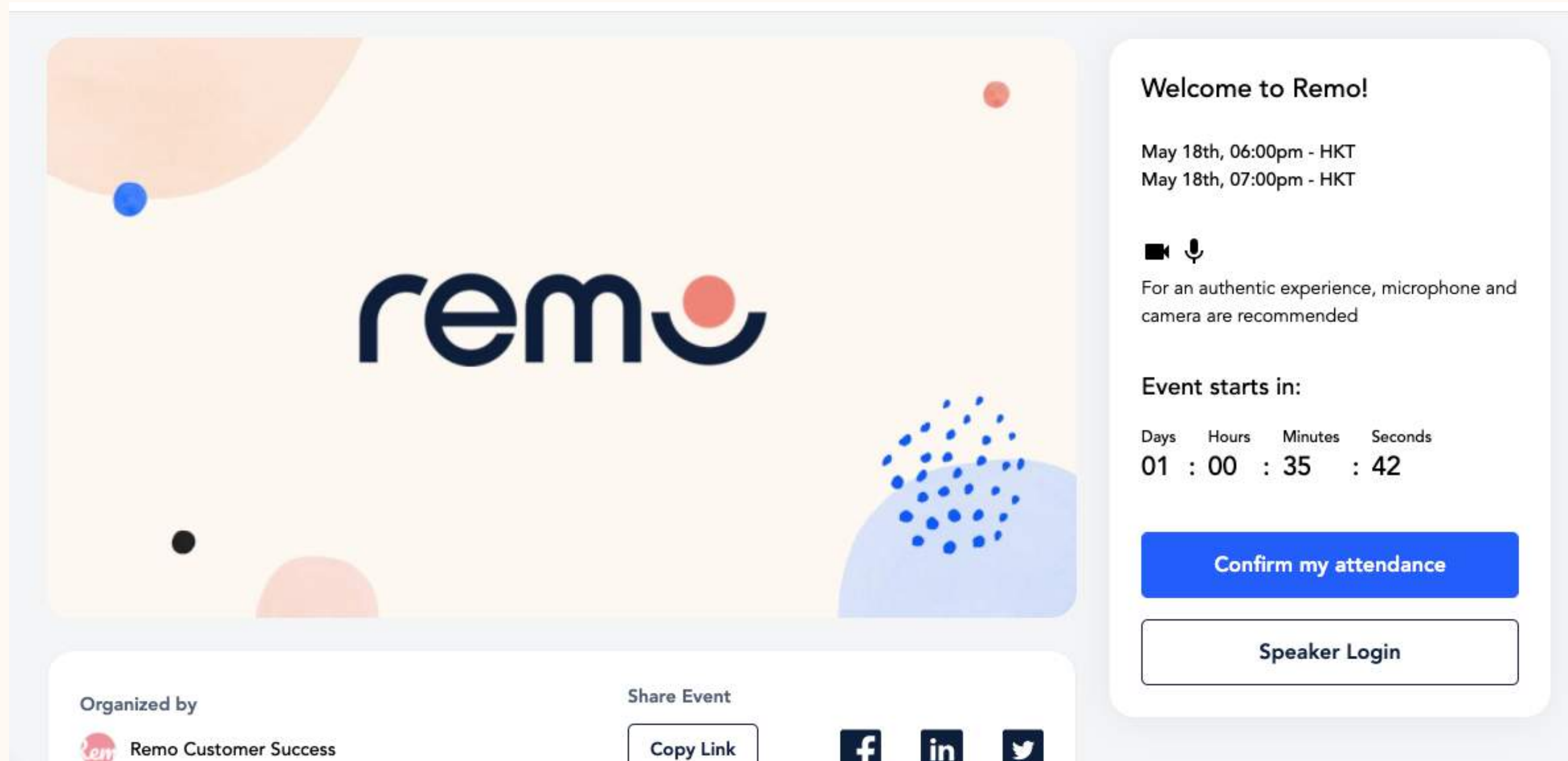
Register for  
the event



# Join an event!

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

Here's how:



The screenshot shows the Remo event registration interface. The main area features the Remo logo in the center, surrounded by abstract colorful shapes. On the right, a white panel contains the following information:

- Welcome to Remo!**
- Event dates: May 18th, 06:00pm - HKT and May 18th, 07:00pm - HKT
- Icons for video and microphone, with the text: "For an authentic experience, microphone and camera are recommended"
- Event starts in:**
- A countdown timer showing: Days: 01, Hours: 00, Minutes: 35, Seconds: 42
- A blue button labeled "Confirm my attendance"
- A white button labeled "Speaker Login"

At the bottom left, it says "Organized by Remo Customer Success". At the bottom center, there is a "Share Event" section with a "Copy Link" button and social media icons for Facebook, LinkedIn, and Twitter.

# Join an event!

## You've been invited to join Remo!

Tasneem Muchhala has invited you to join them in Remo. Click the button below to get started.

Accept Invitation

If the button above doesn't automatically redirect you to our page, please copy and paste the following link into your browser:

<https://live.remo.co/a/bec73a179466d7b91659910670acb572>

All the best,

The Remo team

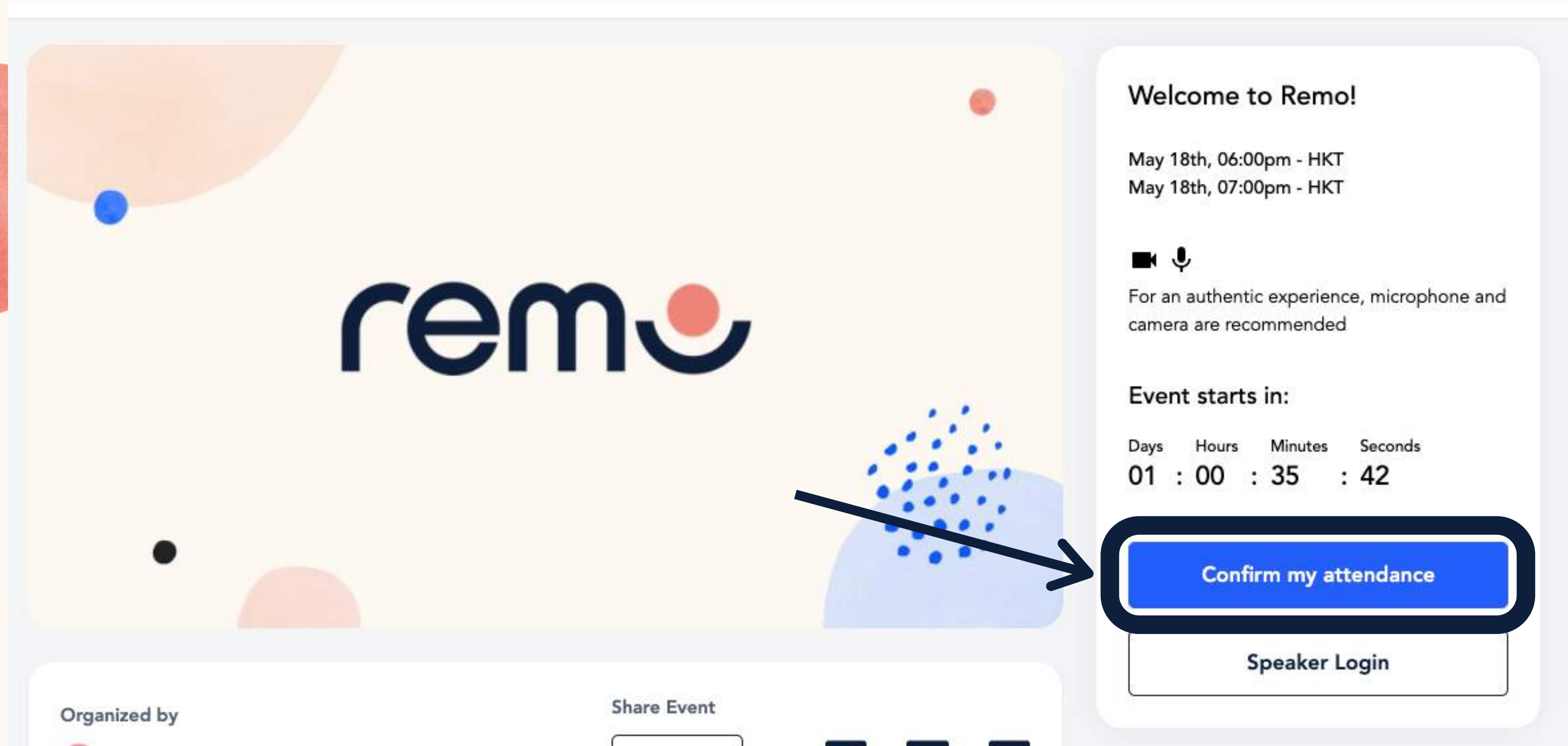


[Unsubscribe](#) - [Unsubscribe Preferences](#)

## Step 1: Accept the invitation!

Check your email for the event invite, and click the button "Accept Invitation"

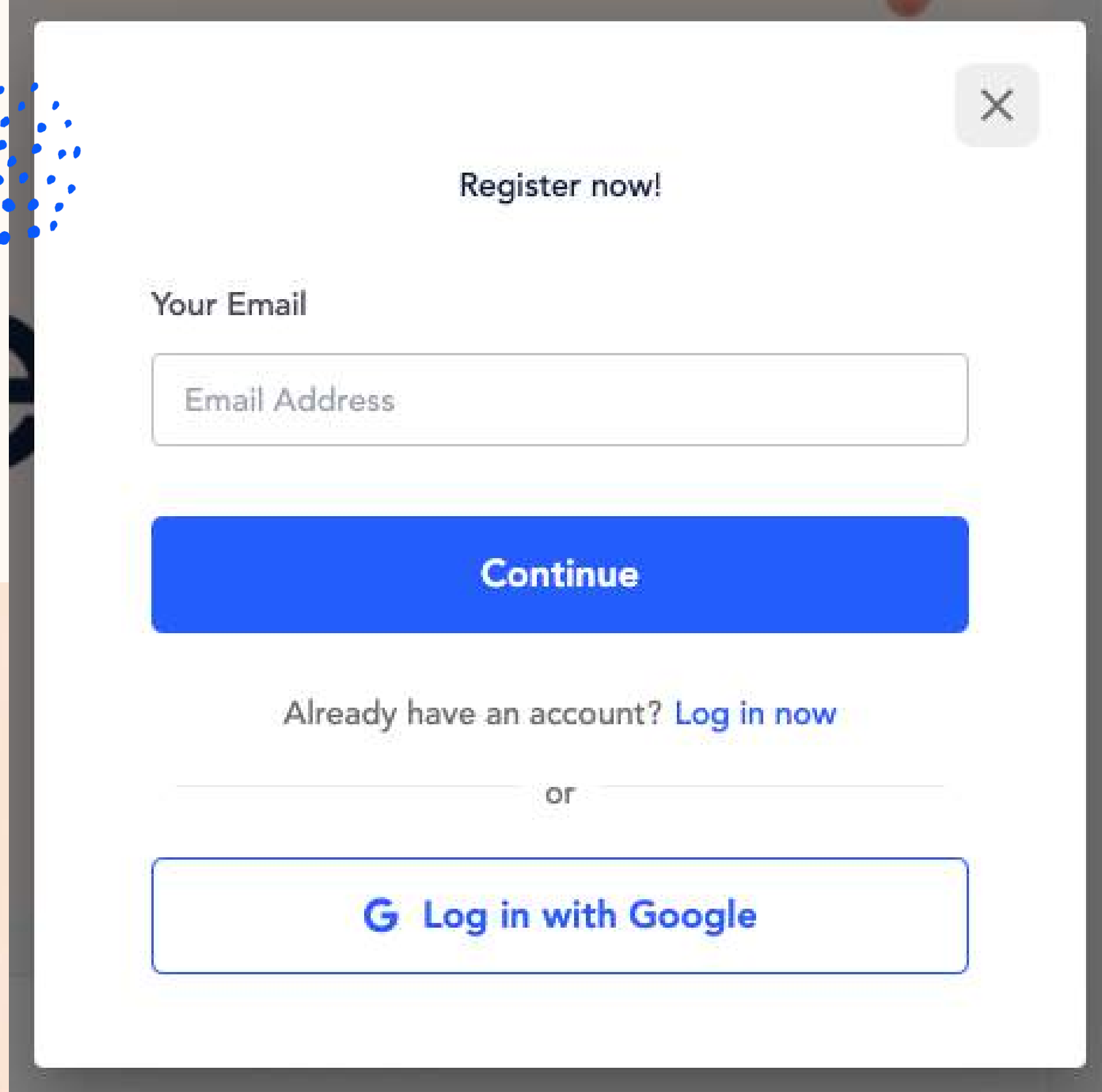
Alternatively, if the host directly gave you the event URL, click that



**Step 2:** Register for or Confirm your spot at the event

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

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

A screenshot of a registration form titled "Register now!". The form includes a close button (X) in the top right corner. Below the title is the label "Your Email" followed by a text input field containing the placeholder "Email Address". A blue "Continue" button is positioned below the input field. Underneath the button, the text "Already have an account? Log in now" is displayed. A horizontal line with the word "or" centered below it separates this from a "Log in with Google" button, which features the Google logo icon.

### Step 3:

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.)

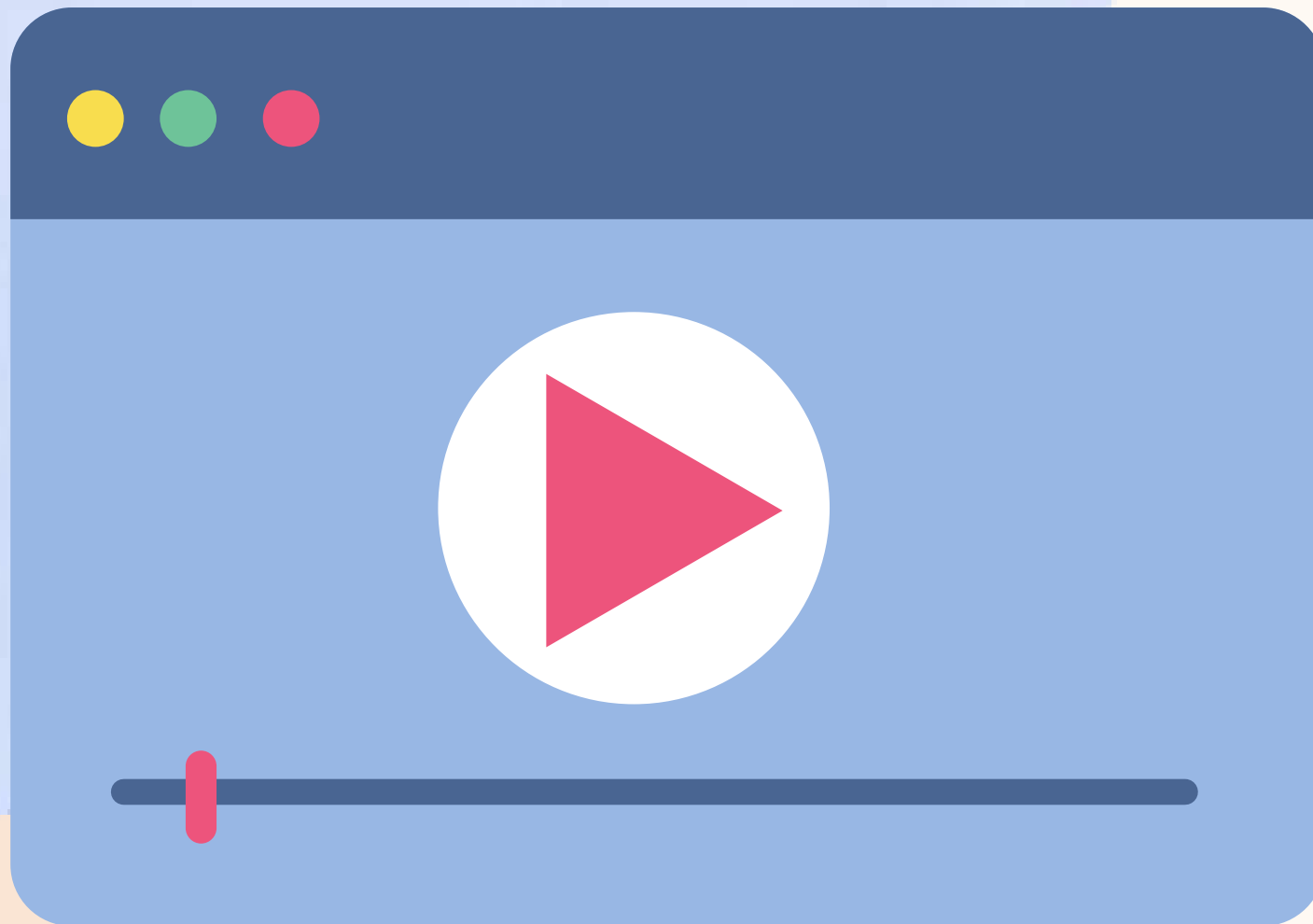
Now you can set up your profile before the event! Instructions below...

# Video Time!

Watch [this video](#) on how to set up your very own Remo profile

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

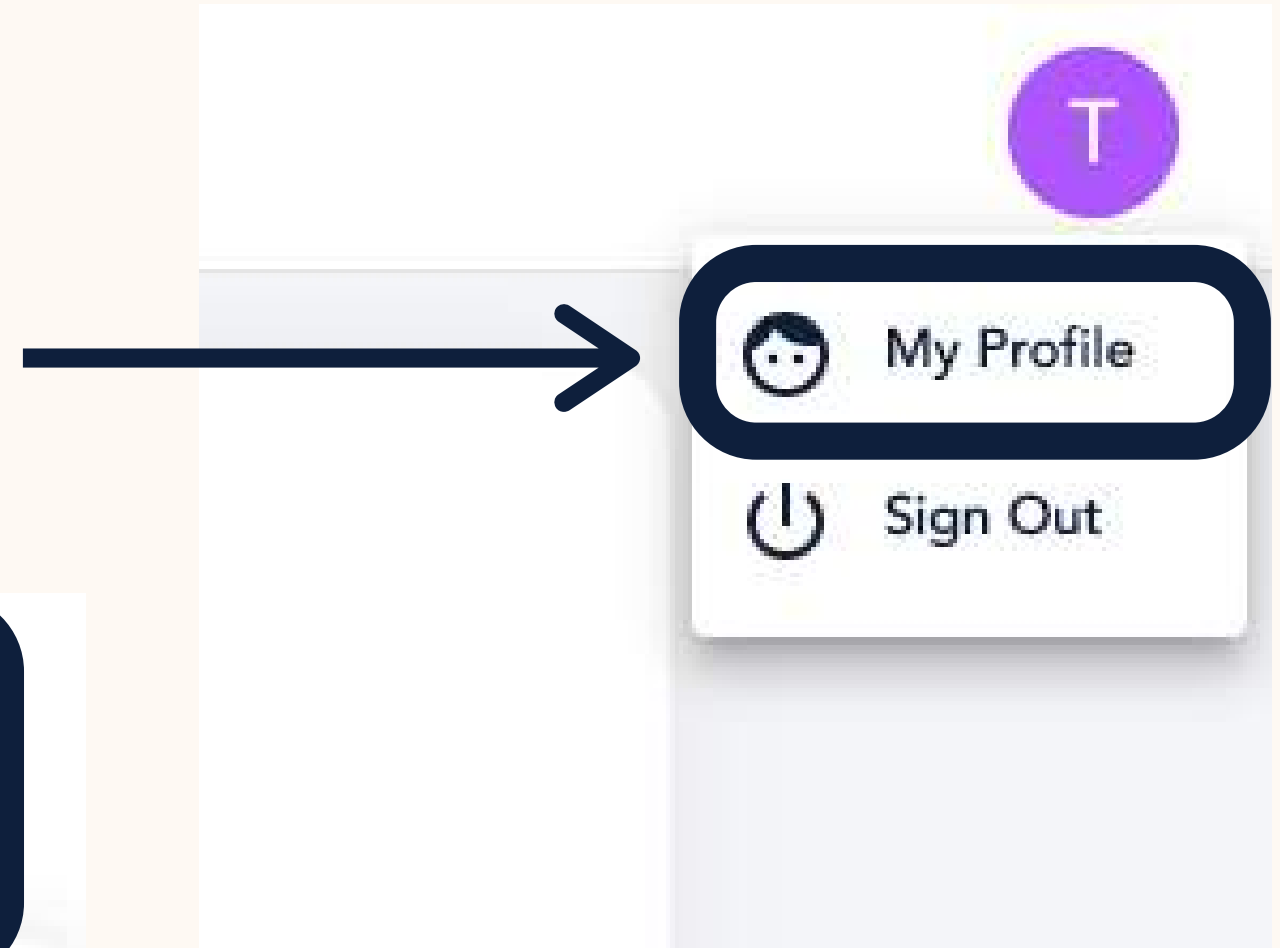
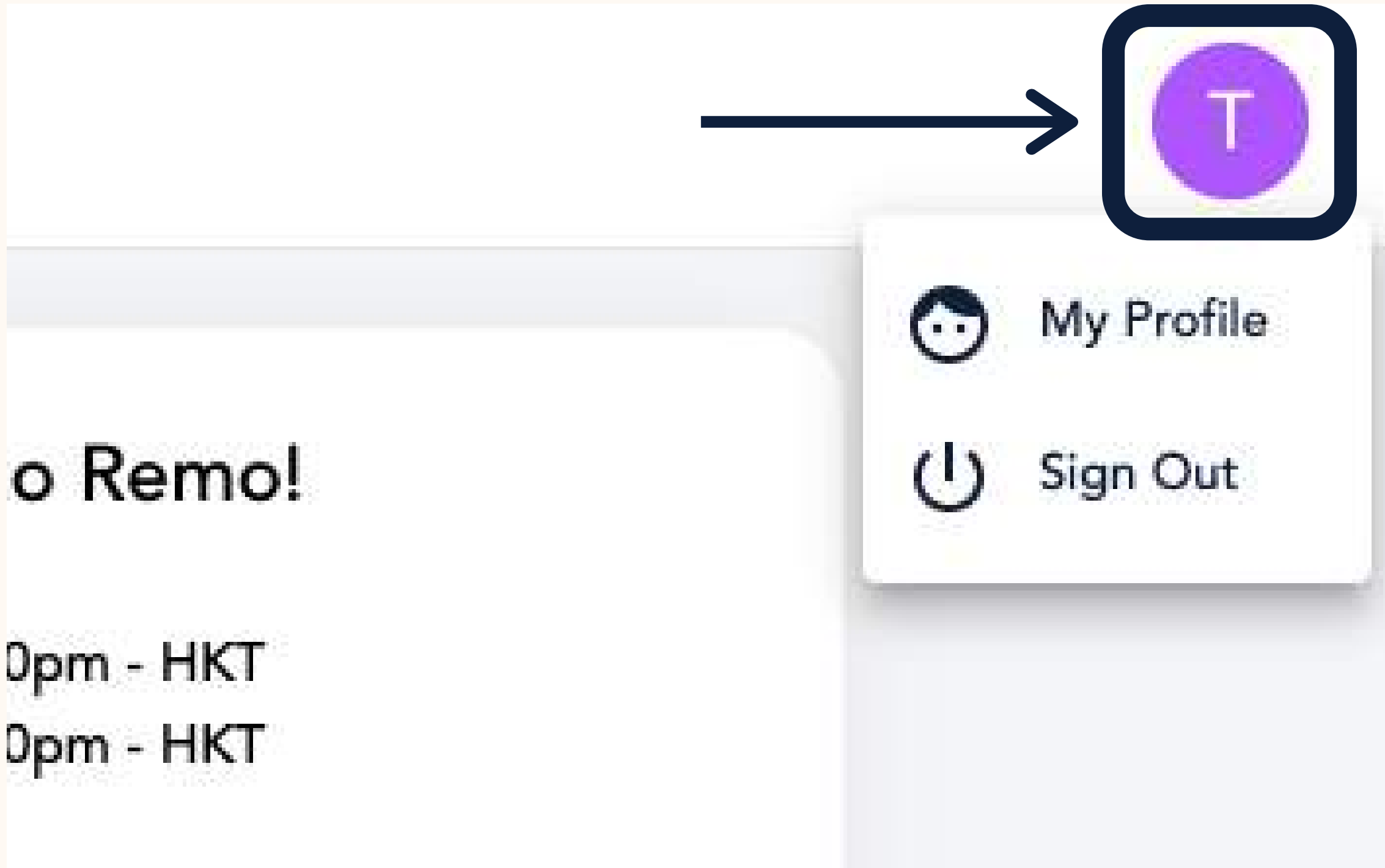
Alternatively, follow the written instructions below...





### Step 1:

Go to the **upper right corner** of your window and click on the **profile icon**. A drop-down menu appears.



### Step 2:

Click on "**My Profile**"

Then the profile window will appear.

**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**'

The screenshot shows the 'Edit Profile' form with the following fields and callouts:

- 1:** 'Add Profile Picture' button
- 2:** 'Full Name\*' field (containing 'Tas Userpilot 3')
- 3:** 'Headline' field
- 4:** 'Company' field
- 5:** 'Job Title' field
- 6:** 'Meeting Schedule Link (e.g. Calendly)' field
- 7:** 'Facebook Profile URL' field
- 8:** 'Website' field

At the bottom of the form are two buttons: 'Save Changes' (blue) and 'Cancel' (white with blue border).

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

3

During  
the event



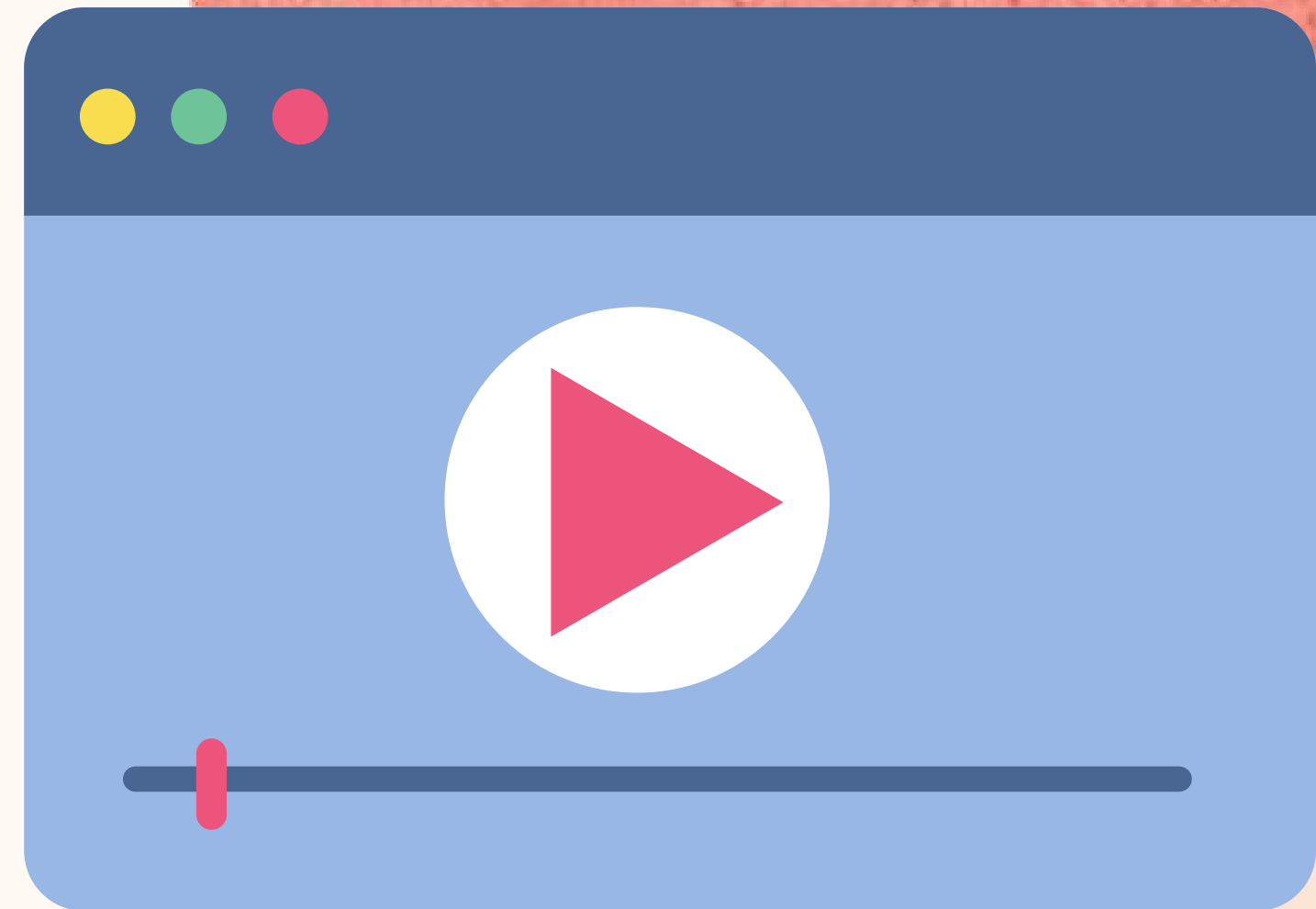
# Video Time!

Watch [this video](#) on how to use Remo as a Guest

If the link does not work:

<https://www.youtube.com/watch?v=P01JxUBNU2Y>

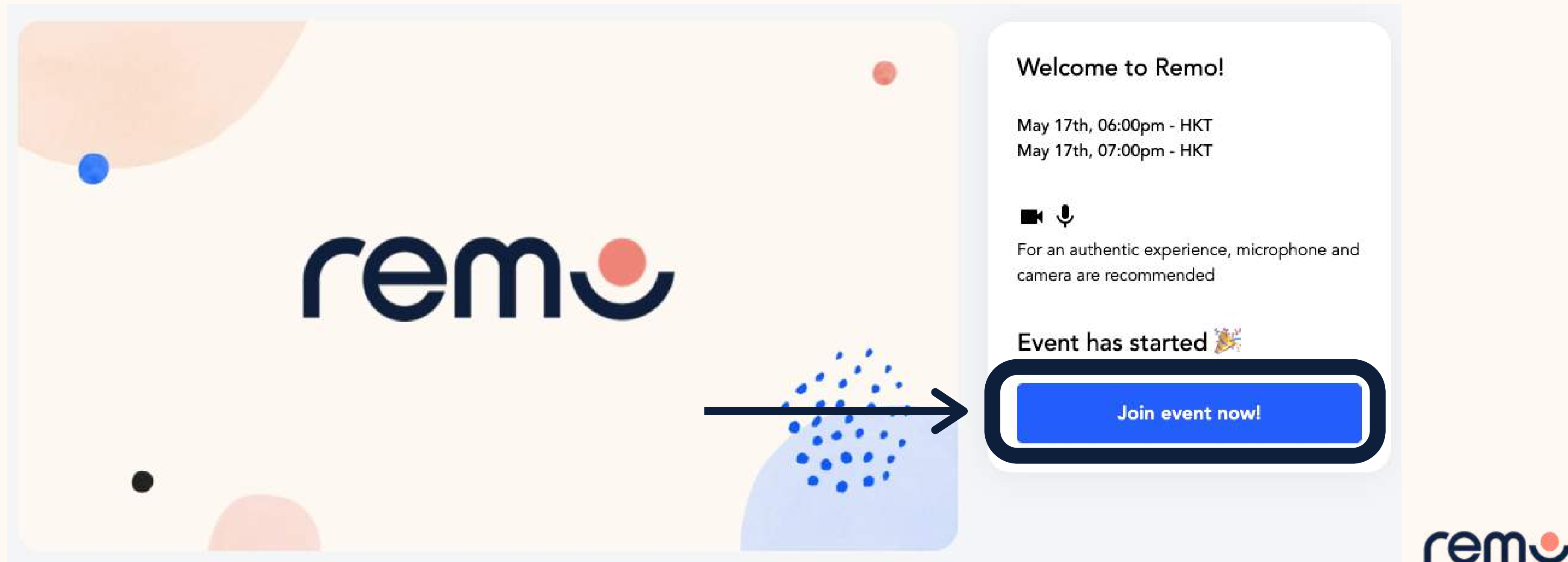
Alternatively, follow the written instructions below...



Go to the event link your organizer gives you (or click on the "Click here to access the event" button in your Reminder Email)

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)



The image shows a screenshot of the Remo event page. On the left, the Remo logo is displayed in a dark blue font with a red dot above the 'o'. The background features abstract shapes in orange, blue, and black. On the right, a white panel contains the following text: "Welcome to Remo!", "May 17th, 06:00pm - HKT", "May 17th, 07:00pm - HKT", and icons for a camera and microphone. Below this, it says "Event has started 🎉". A blue button with the text "Join event now!" is highlighted with a thick black border. A black arrow points from the Remo logo towards the button. The Remo logo is also visible in the bottom right corner of the page.

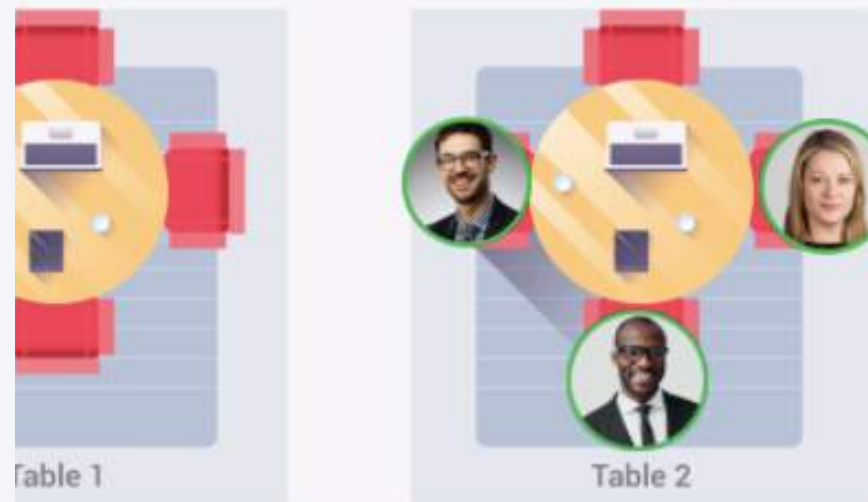
Click through and follow the tutorial!



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



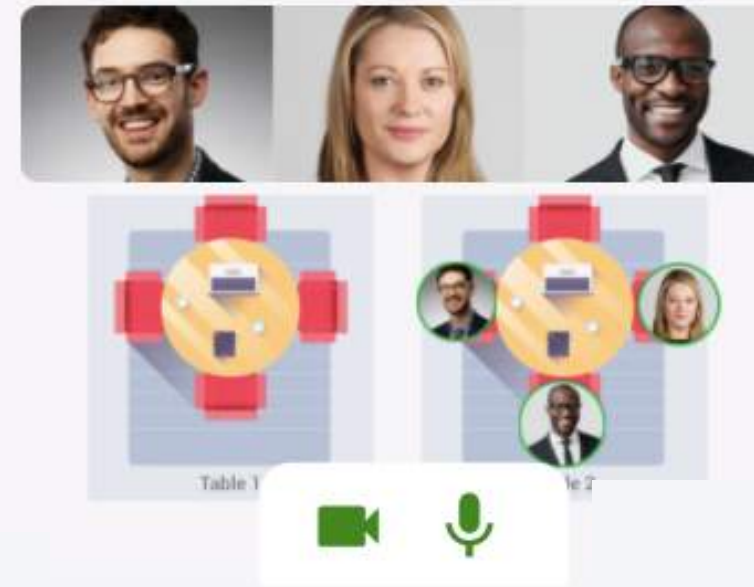
[I'm in a hurry, take me right into the event](#)



You can move freely by double clicking on any table



[I'm in a hurry, take me right into the event](#)



Start interacting with each other by turning ON your Cam and Mic



[I'm in a hurry, take me right into the event](#)

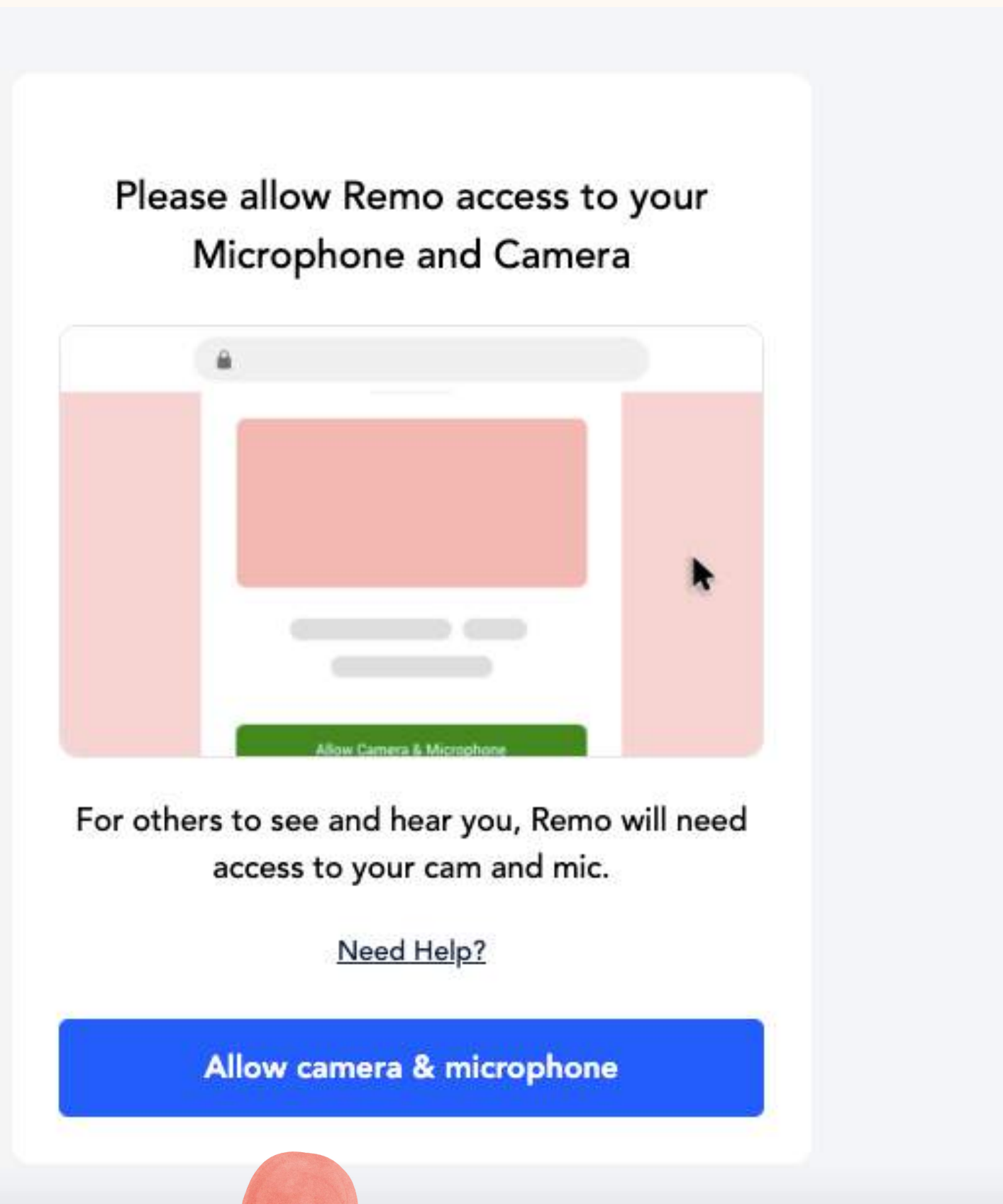


One more thing: Take a couple of minutes to set up your profile



[I'm in a hurry, take me right into the event](#)

# PAY SPECIAL ATTENTION HERE PLEASE...

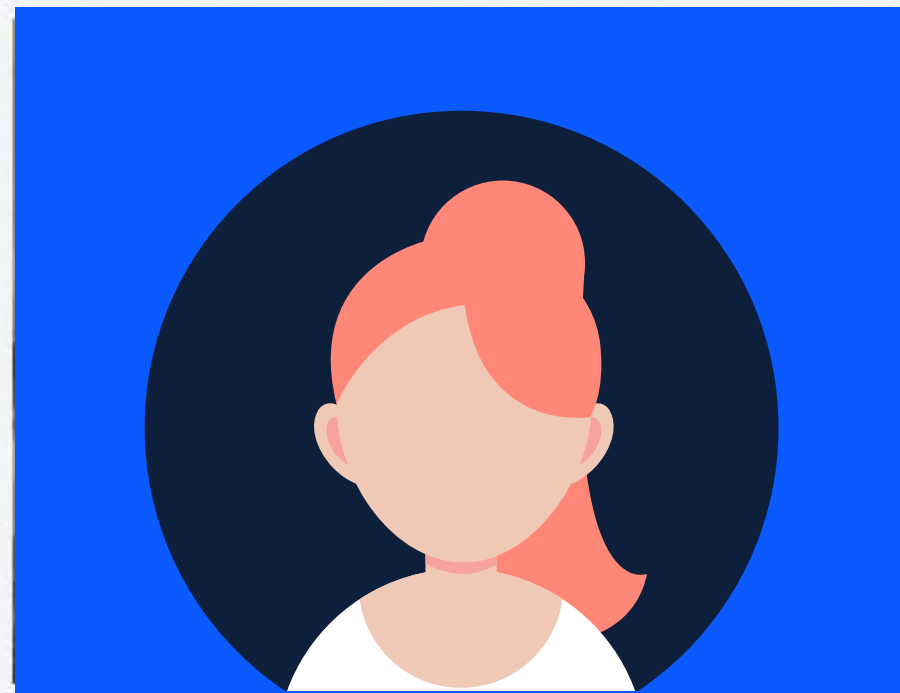


Ensure you **allow** the browser access to your **camera and microphone** to get the most of the Remo experience!

Check out these articles if you need support giving your browser access:

[Chrome](#) | [Firefox](#) |  
[Safari](#) | [Microsoft Edge](#)

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



Camera

FaceTime HD Camera

Microphone

Default - External Micrc



Speaker

Default - Headphones (



Test Audio

[Camera and Microphone not working?](#)

✓ System Check Passed!

[See more](#)

Are you ready to join the event?

Join Event

Once the system check has passed, click '**Join Event**' to enter

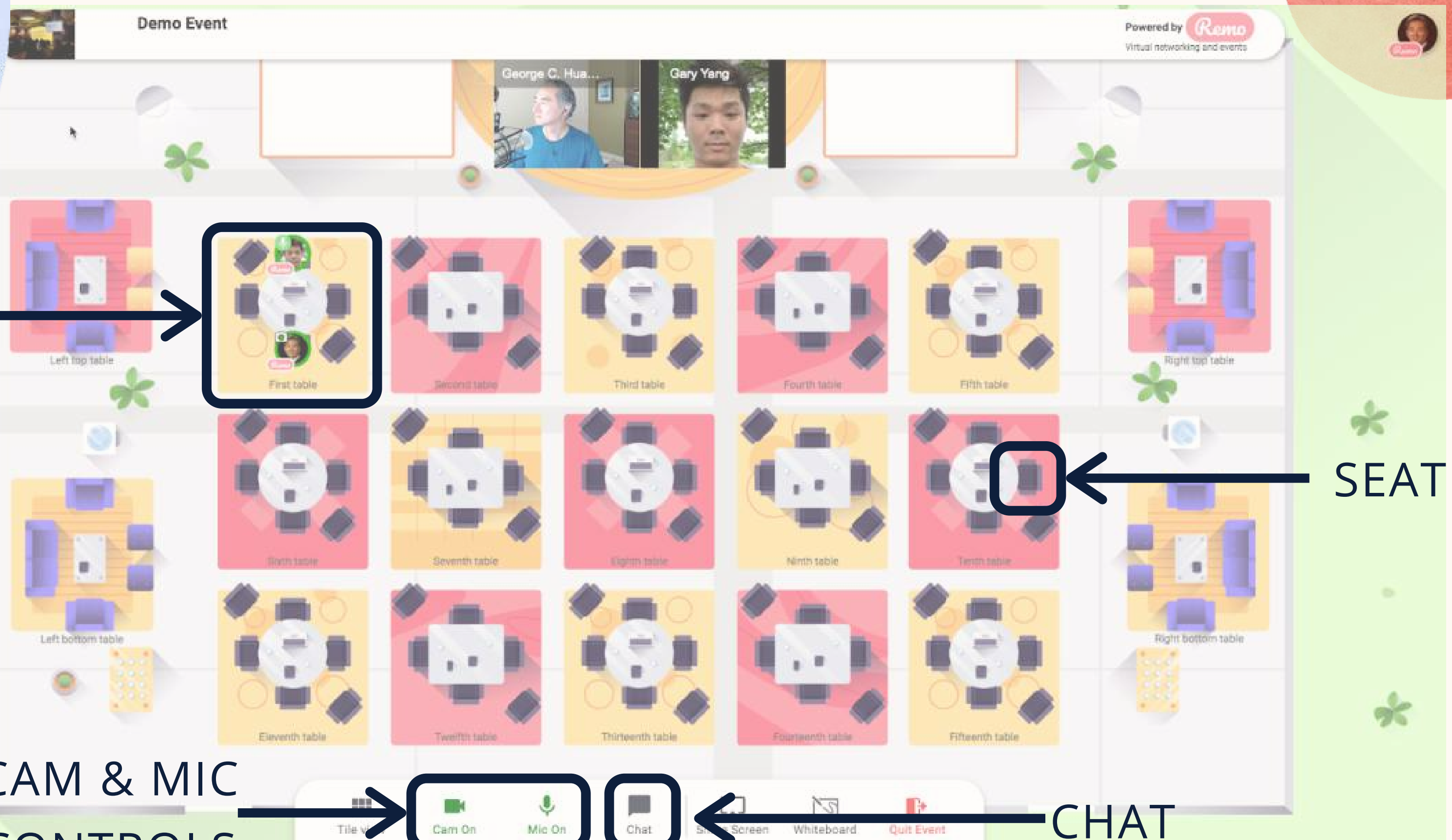
If it fails, click to retry once more.

If it still fails, please ensure you're on a compatible device



# Floor View

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



TABLE/ ROOM

SEAT

CAM & MIC CONTROLS

CHAT

# Moving around Remo

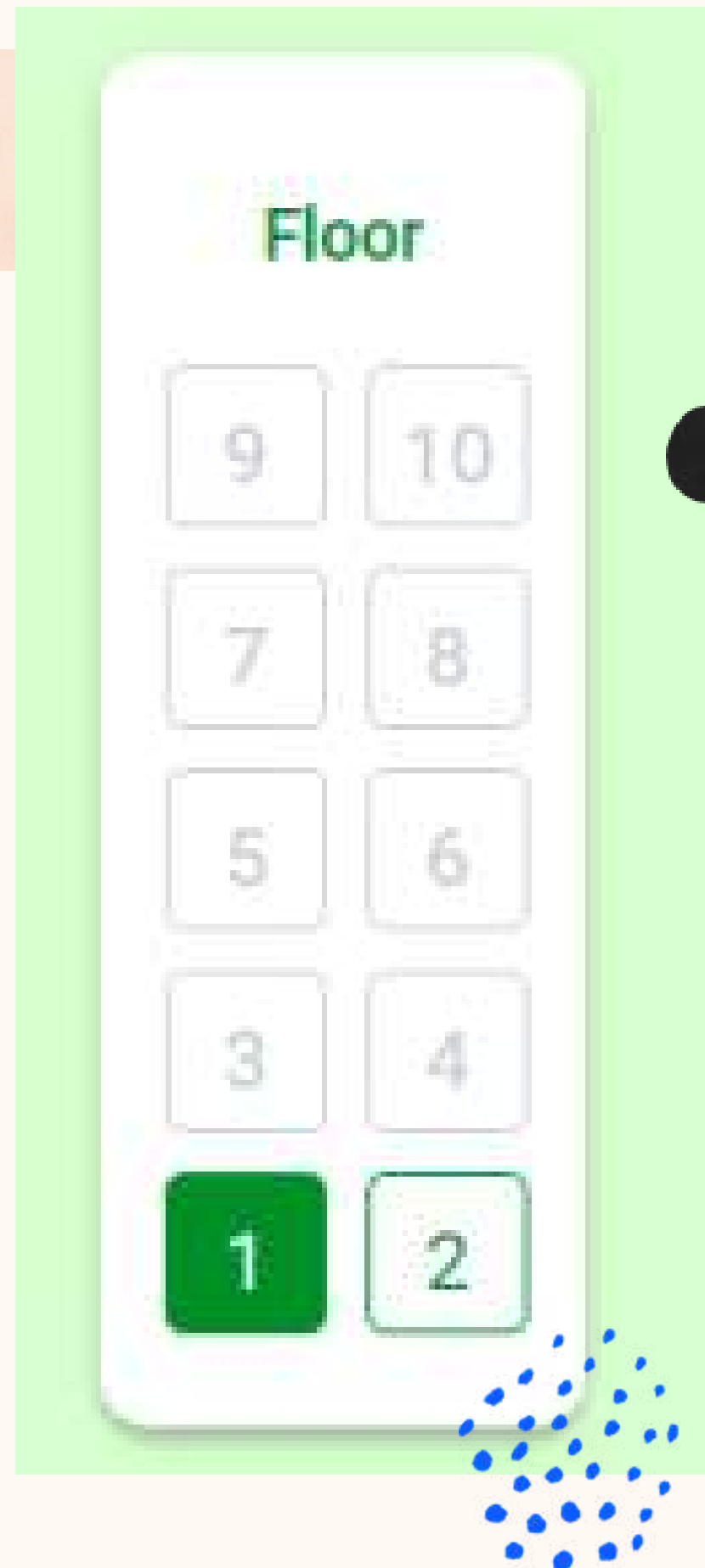
You will randomly join a table, but you are **free to move around as you please**

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.

The screenshot displays the Remo interface during a guided tour. At the top, a red banner reads "The table is full and can only fit 6 people." with a close button. Below this, a large orange circular table is shown with three people icons and a red arrow pointing to the full message. To the right, an agenda lists: Welcome- Open Networking, Conversation Mode Features, Feature Exploration, Presentation Mode Features, Q&A, and Workshop. The main area shows a grid of ten tables, each with a unique set of letters and icons. The "Second table" is highlighted with a red border and a "Double click to join" button. The tables are labeled "First table" through "Tenth table".

# Elevator



**1**

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

**2**

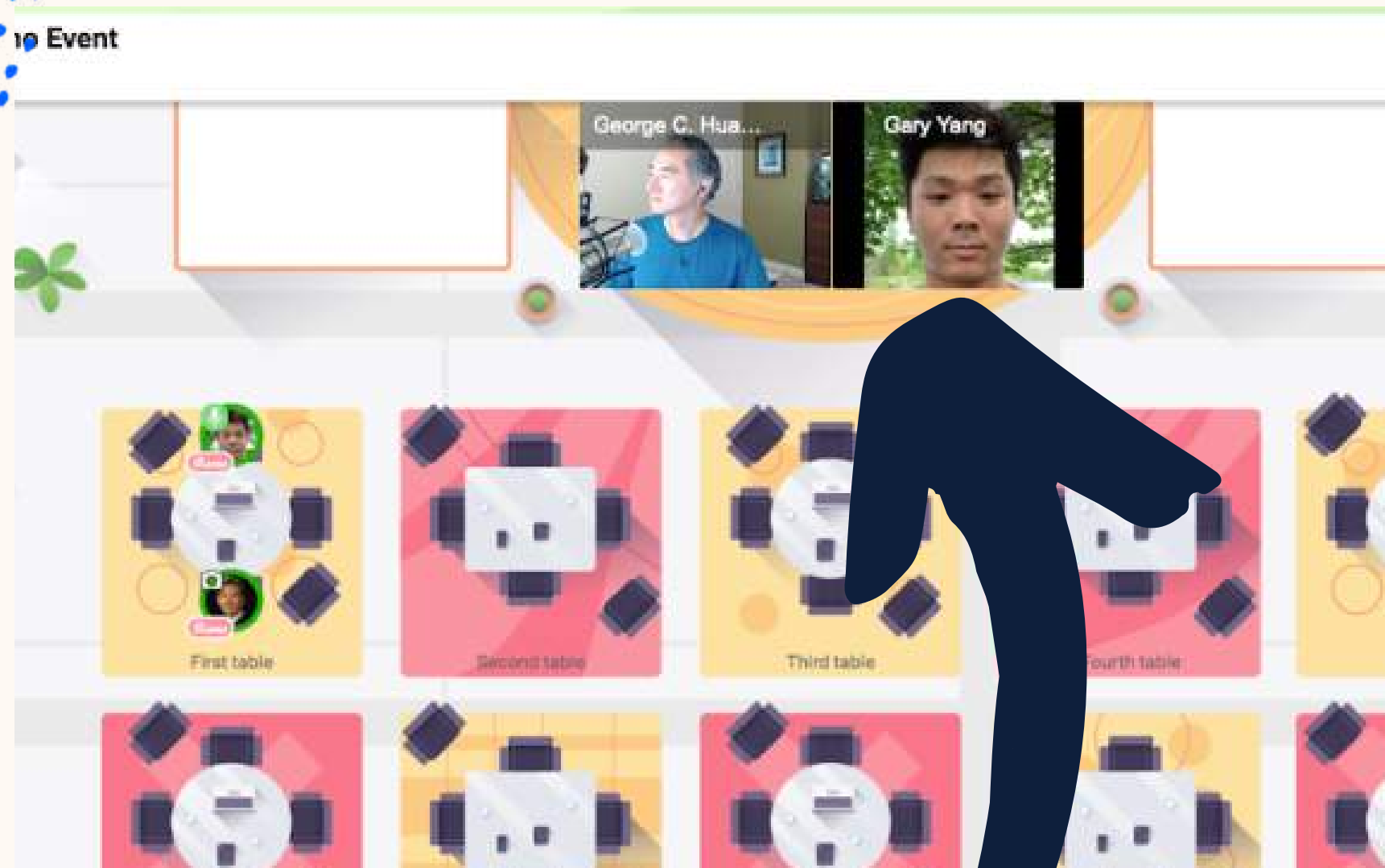
To see how many guests are on a particular floor, hover your cursor over the floor button.

**3**

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

# Mic & Cam

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

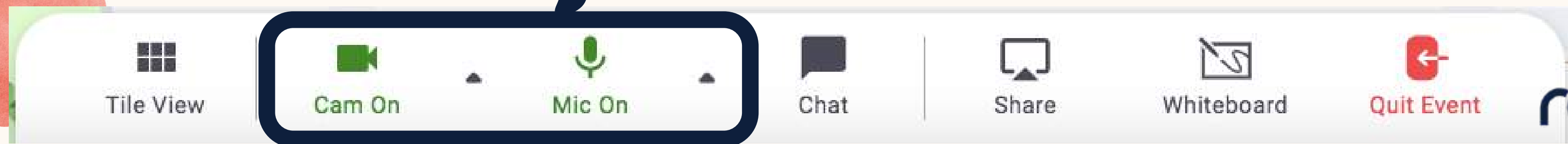


**Step 1:** Click on the '**Cam**' and '**Mic**' buttons in the menu on the bottom of your screen

**Step 2:** Enjoy connecting with Remo!

...If you're having mic-cam problems

Click [here](#) or access our troubleshooting guides [here](#)

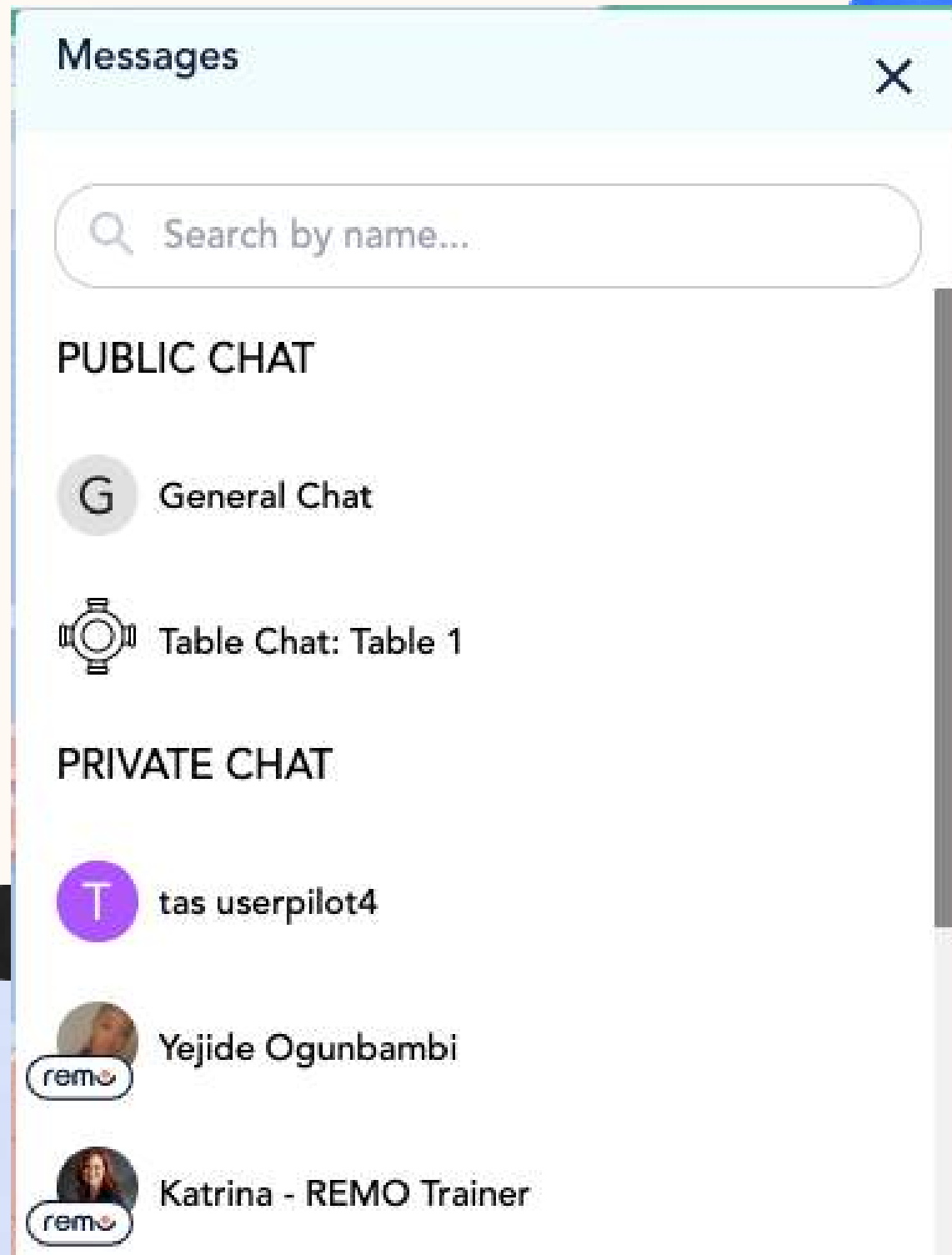


# Chat

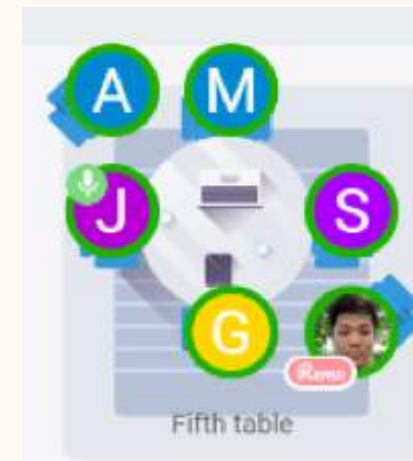
During Remo events you can **chat** with others

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

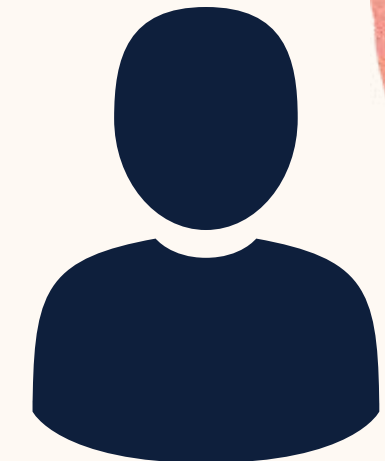
**Step 2:** Select one of the 3 chat options:



**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!



# Share Screen

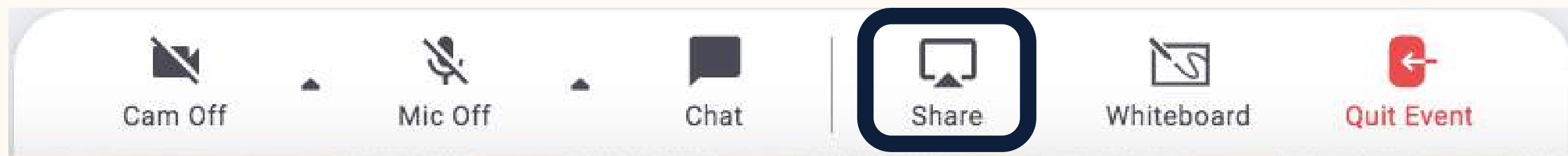
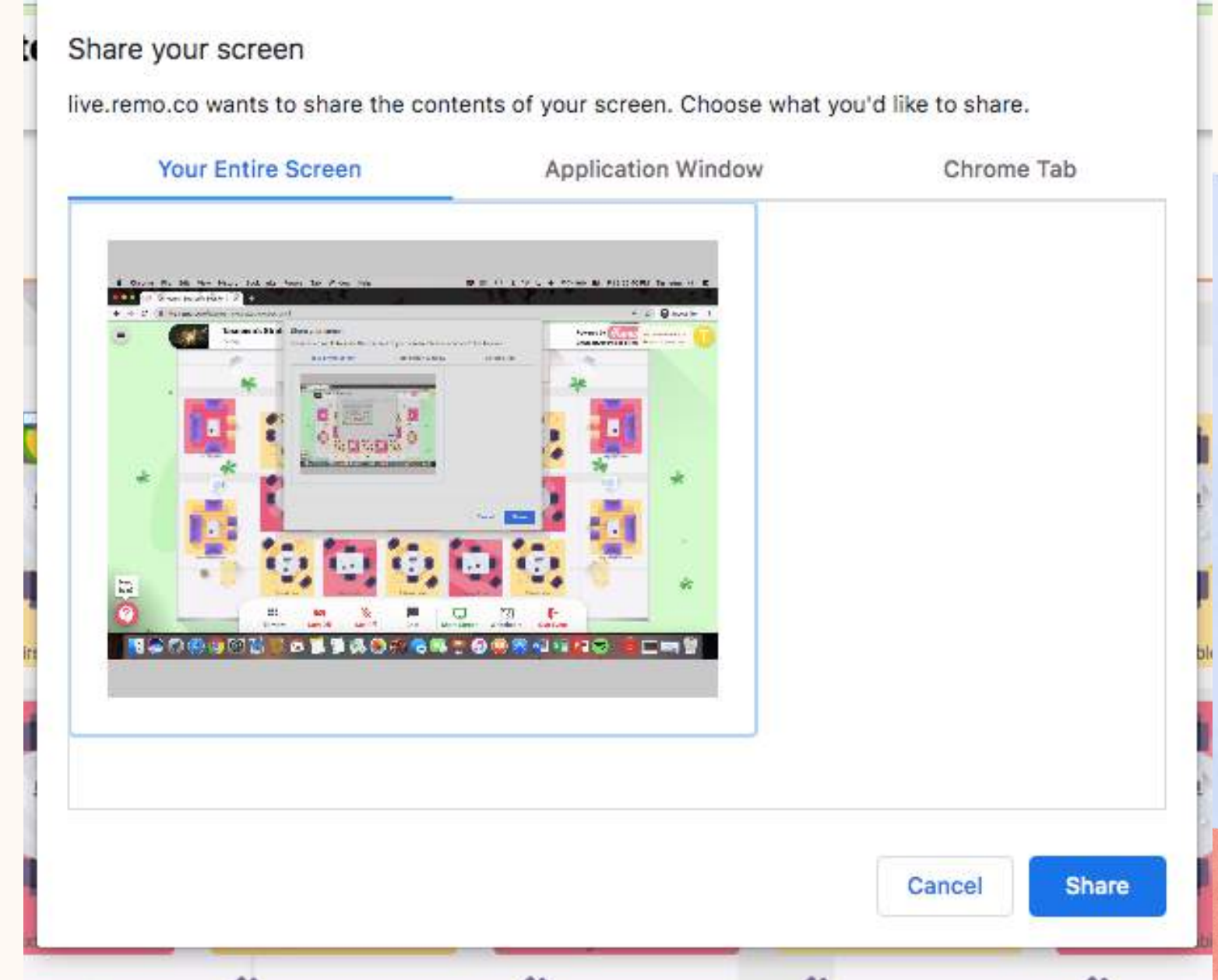
You can also choose to **share screen** with the other guests at your table

**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)\*

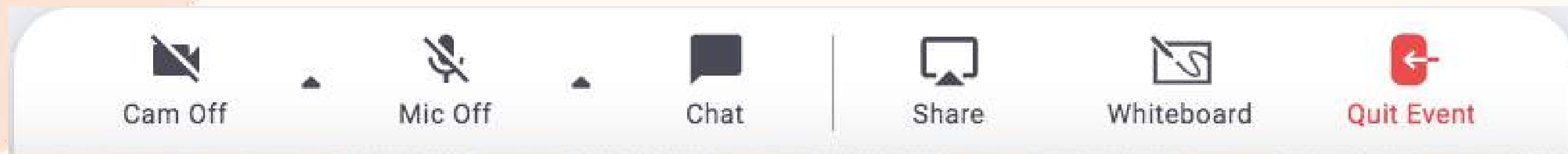
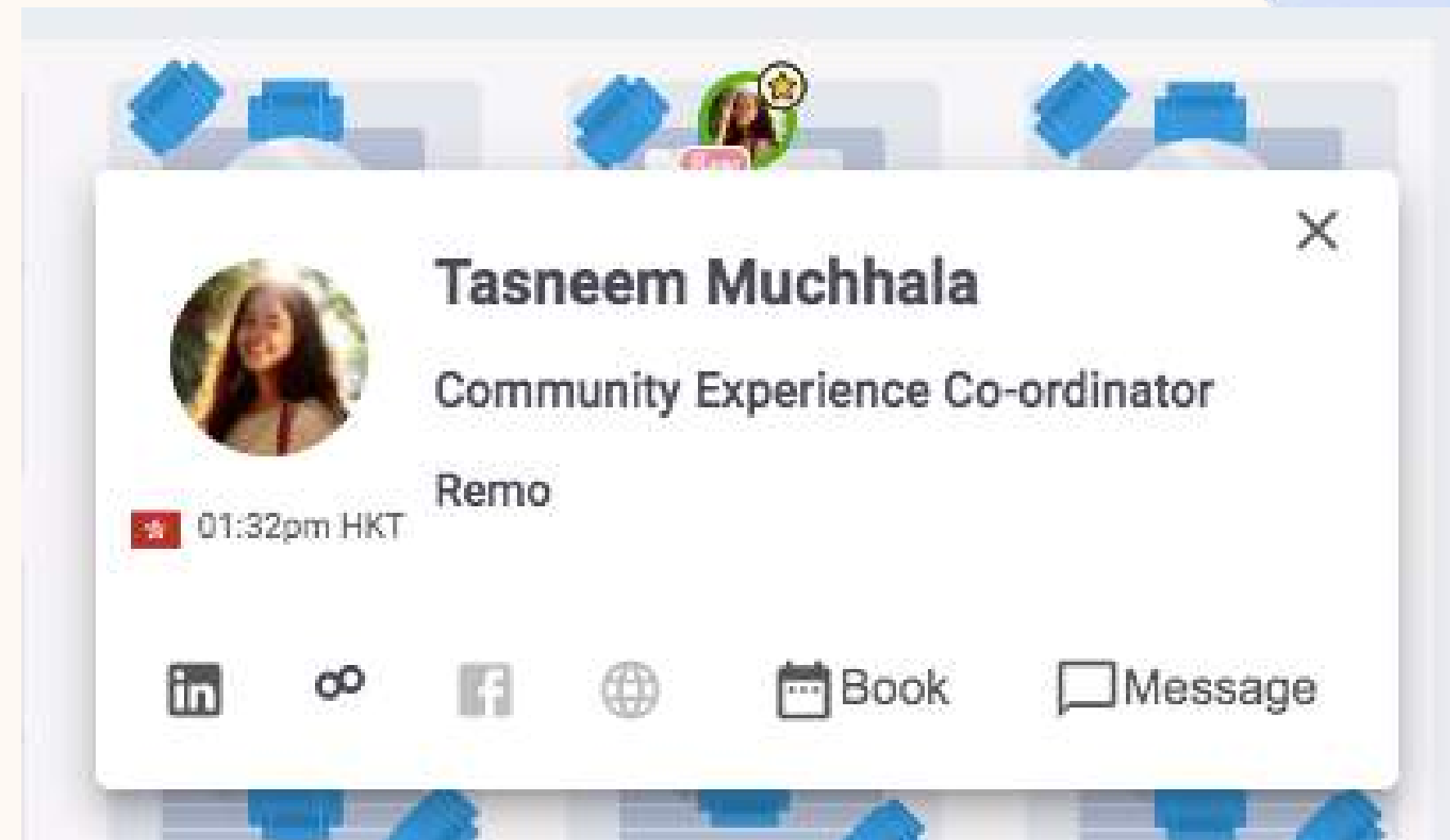
**Step 3:** Hit the blue '**Share**' button

\*depends on which browser used



# 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



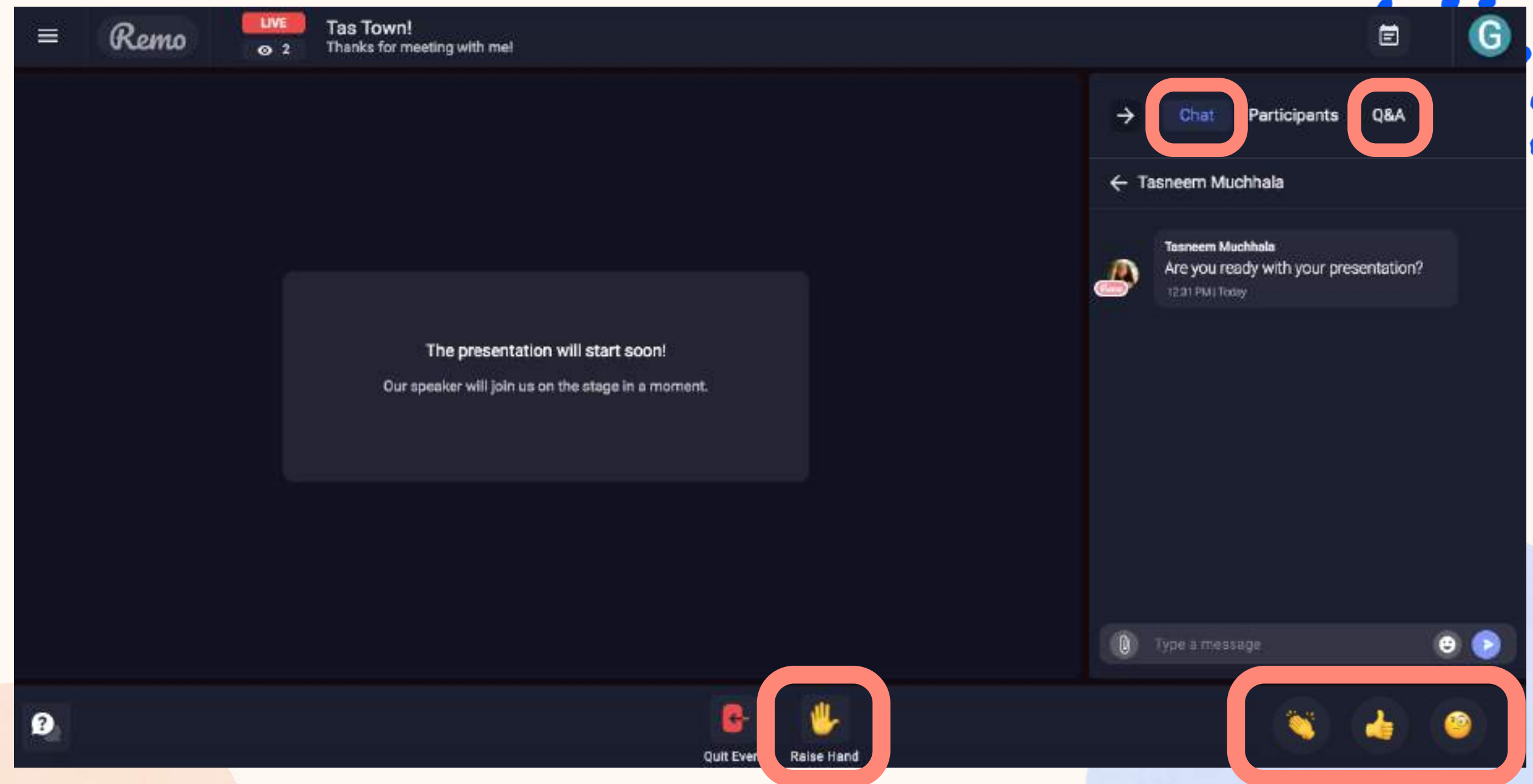
# Presentation Mode

In Presentation Mode, you can watch the Presentation your Event Hosts have prepared.

You can...

- Raise your Hand
- Chat with others
- Ask Questions in the Q&A
- React to presentation content

You will no longer have access to your Camera and Microphone unless the Event Host invites you onto stage





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

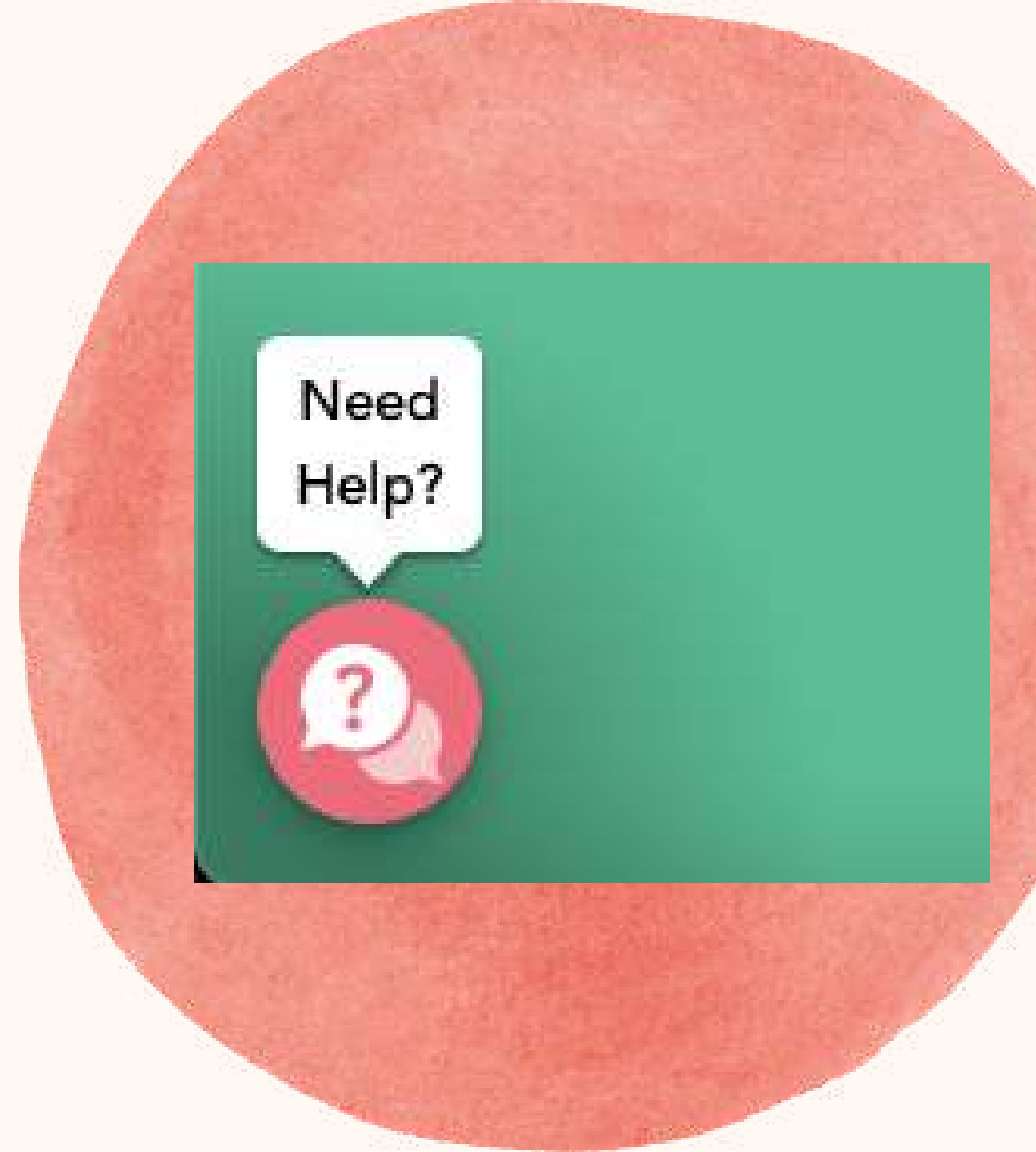
**Step 1:** Click the '**Need help**' icon in the bottom left corner of your screen

**Step 2:** Search our help articles to see if they answer your question - or-

Chat with our team directly!

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# Chat Support



# Leave the Event

Your event's ended? Hope you enjoyed it!

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

