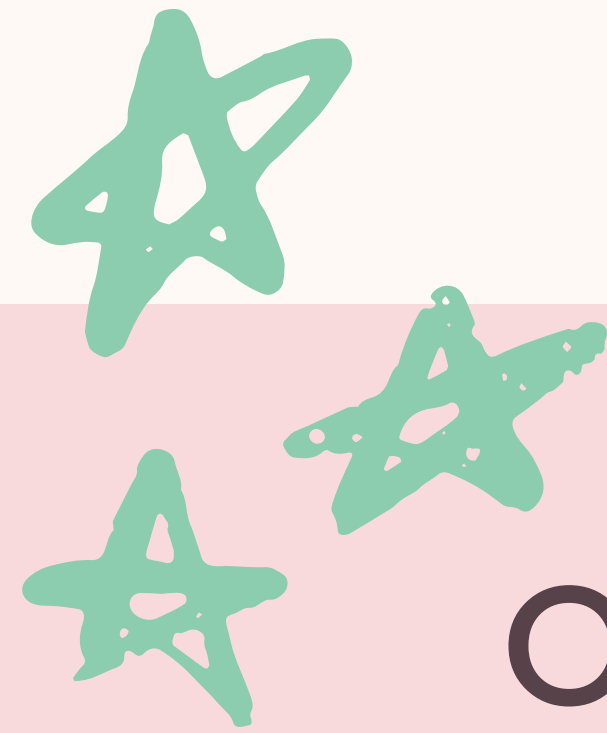# Event Guide for Attendees

Getting to know the ins-and-outs of the tech that powers the Lunchpool experience

1.

Getting your device ready before the event
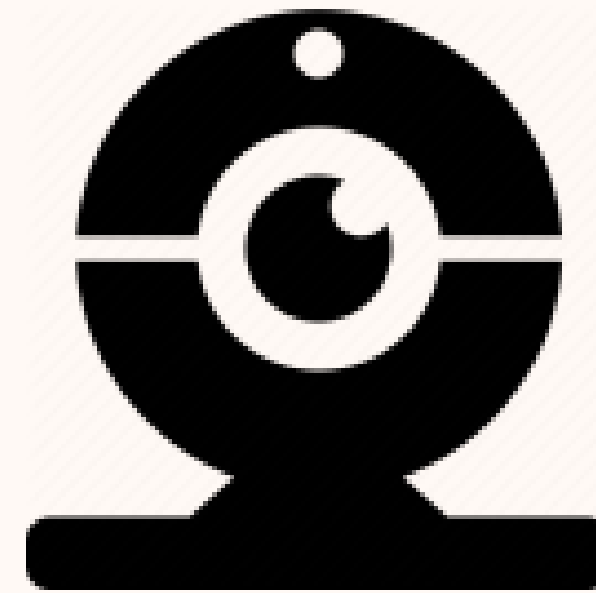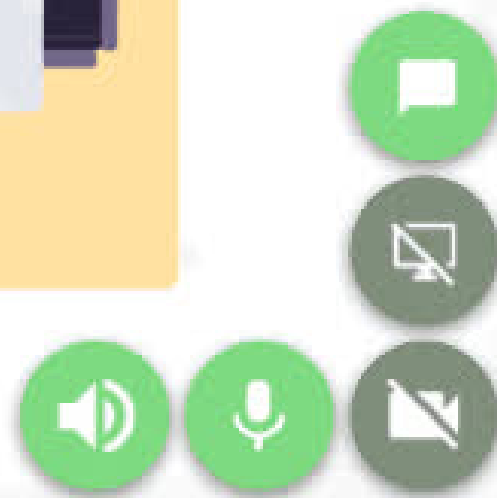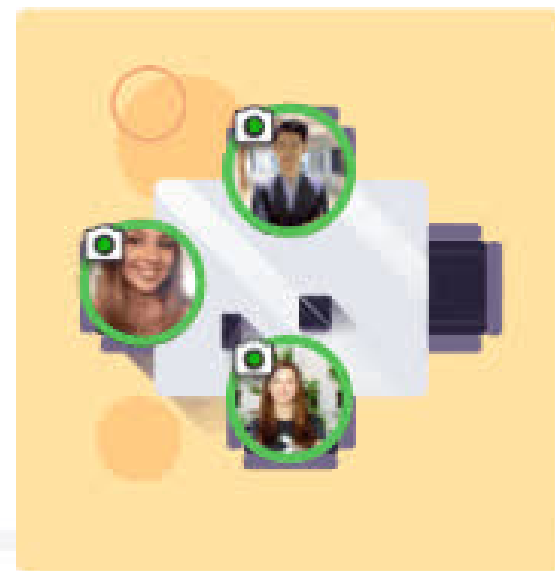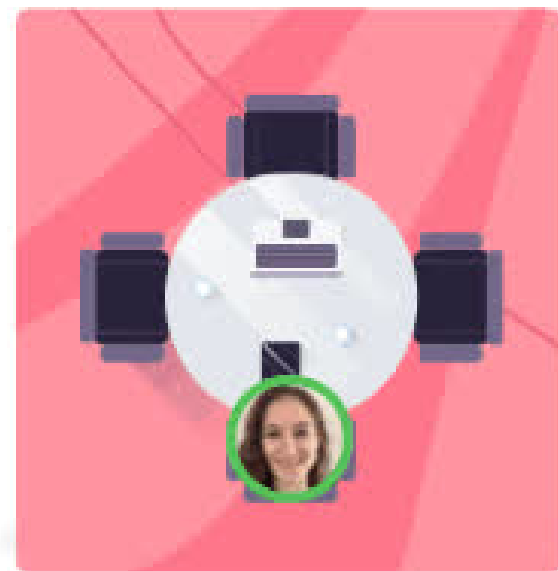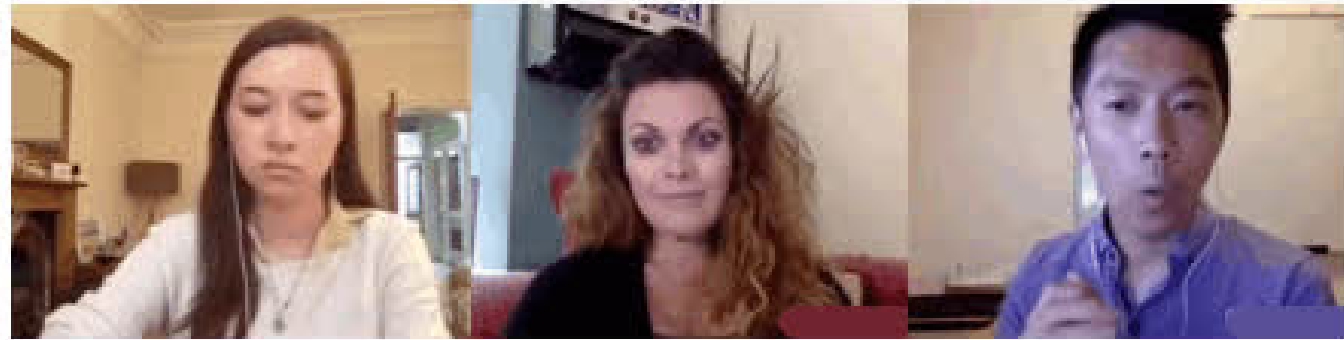
One-click System Test

HTTPS://GEARTEST.REMO.CO

Remo is our technology platform and powers the back-end of our virtual networking experience. Test your microphone, camera, speakers, browser, hardware and internet connection on this page.

This is essential to have an enjoyable event experience
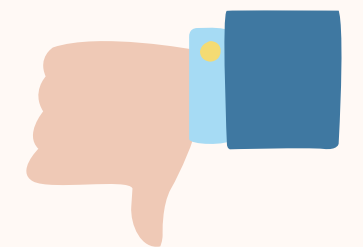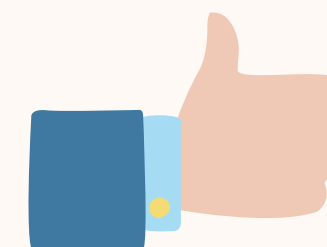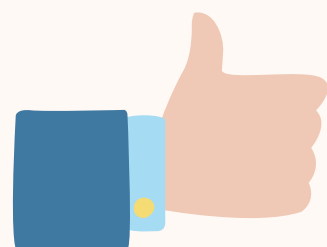
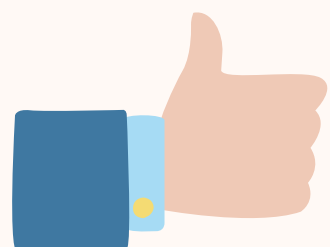# Camera & Microphone Settings

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

Device Compatibility

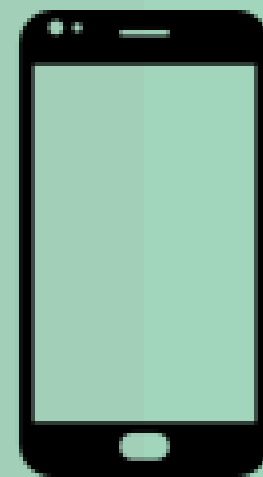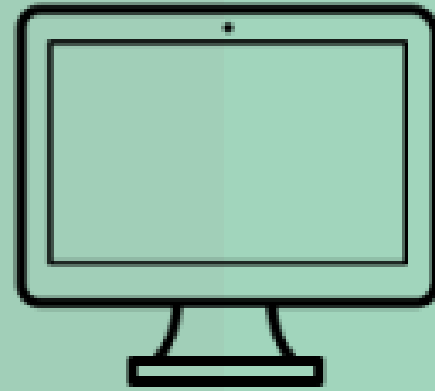The platform works on **desktops**, **laptops** and **mobile phones**.

Tablets are not supported at this time.

Operating System Compatibility

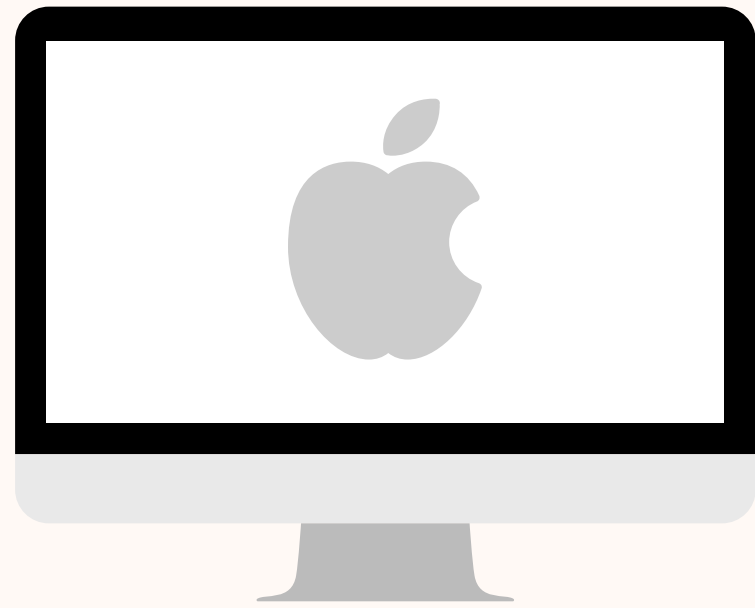Make sure your operating system is updated to the latest version.

On desktops and laptops,
The platform is compatible
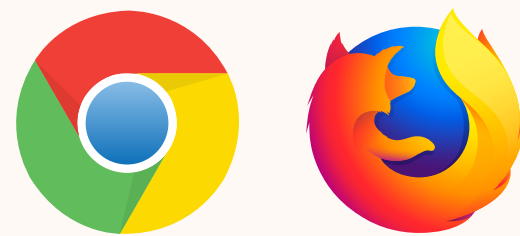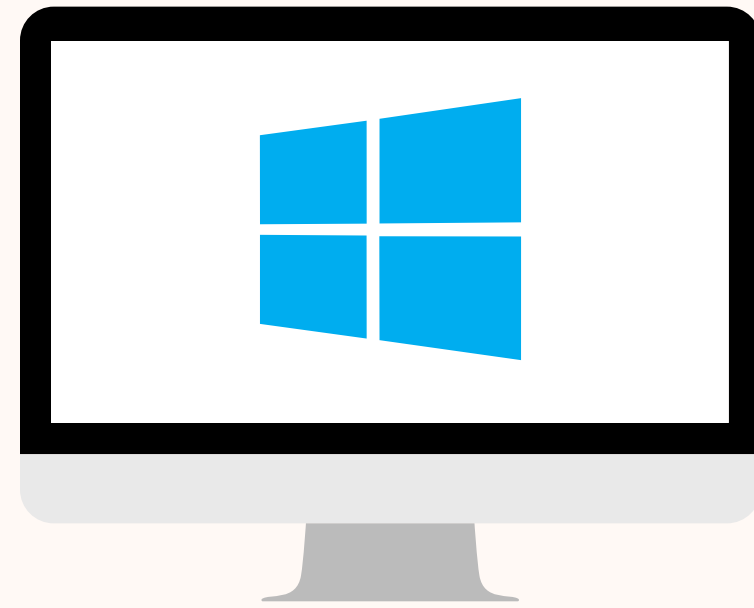with macOS and
Windows 10

On Smartphones,
the platform is
compatible with iOS
and android

Browser Compatibility

Make sure your browser is updated to the latest version.

On Mac desktops and laptops, the platform is compatible with:
Chrome, Safari & Firefox

On Windows 10 desktops and laptops, the platform is compatible with:
Chrome & Firefox

On iPhone, Remo is compatible with:
Safari

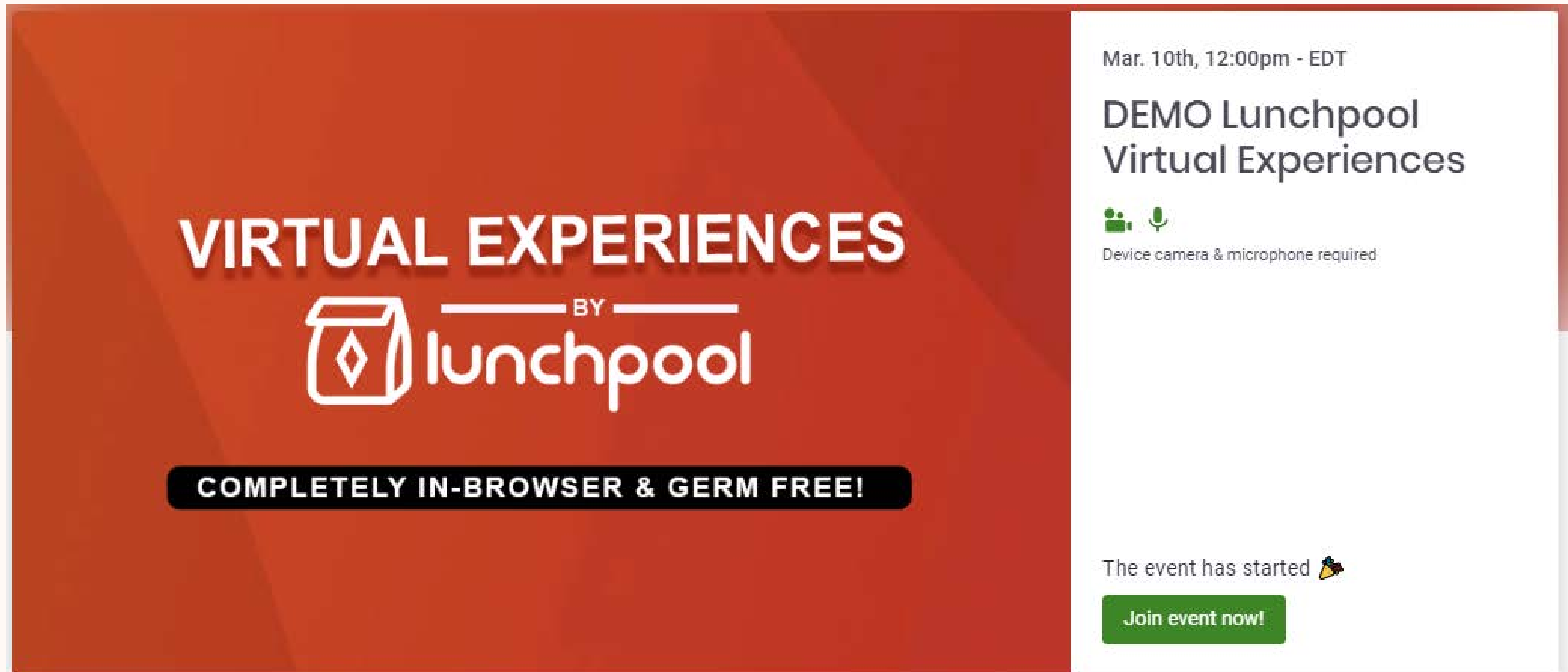On Android phones, Remo is compatible with:
Chrome

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

Join an event!

Congratulations! You're now ready to attend your first Lunchpool event!
We'll walk you through the steps.

Once the countdown reaches 00:00:00, the event has started! Click the "Join event now!" button

Step 4: Click through and follow the tutorial!

Skip for now

This chat panel opens to the right

💡 Close the chat panel by clicking on the "X"

Messages ✕

🔍 Search by name...

PUBLIC CHAT

G General Chat

Table Chat: First table

PRIVATE CHAT

Hanna

Chat   Share screen   Whiteboard   Leave event

Skip for now

You can move freely from table to table by double clicking on it

💡 Double click on Table 2 table to join

Table 1

Table 2

Let's get started →

Skip and never show again

Table 2
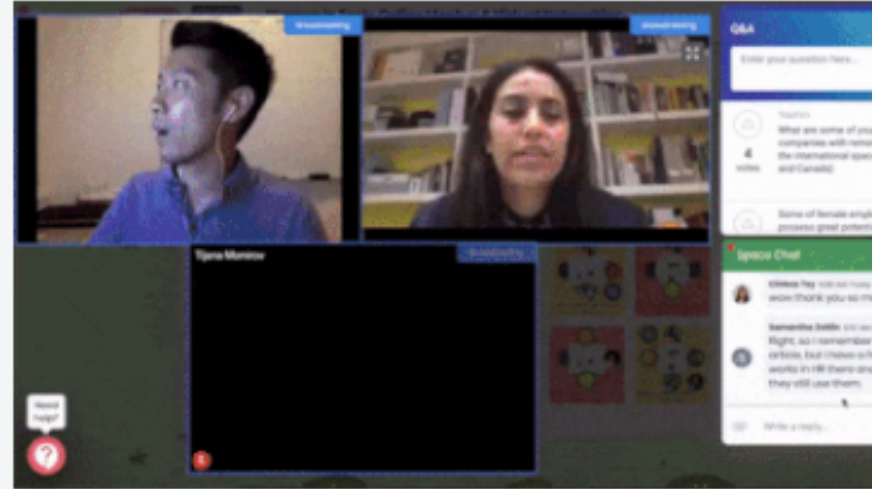
PAY SPECIAL ATTENTION HERE PLEASE...

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

If you're having problems, test your mic and cam here as well: https://geartest.remo.co
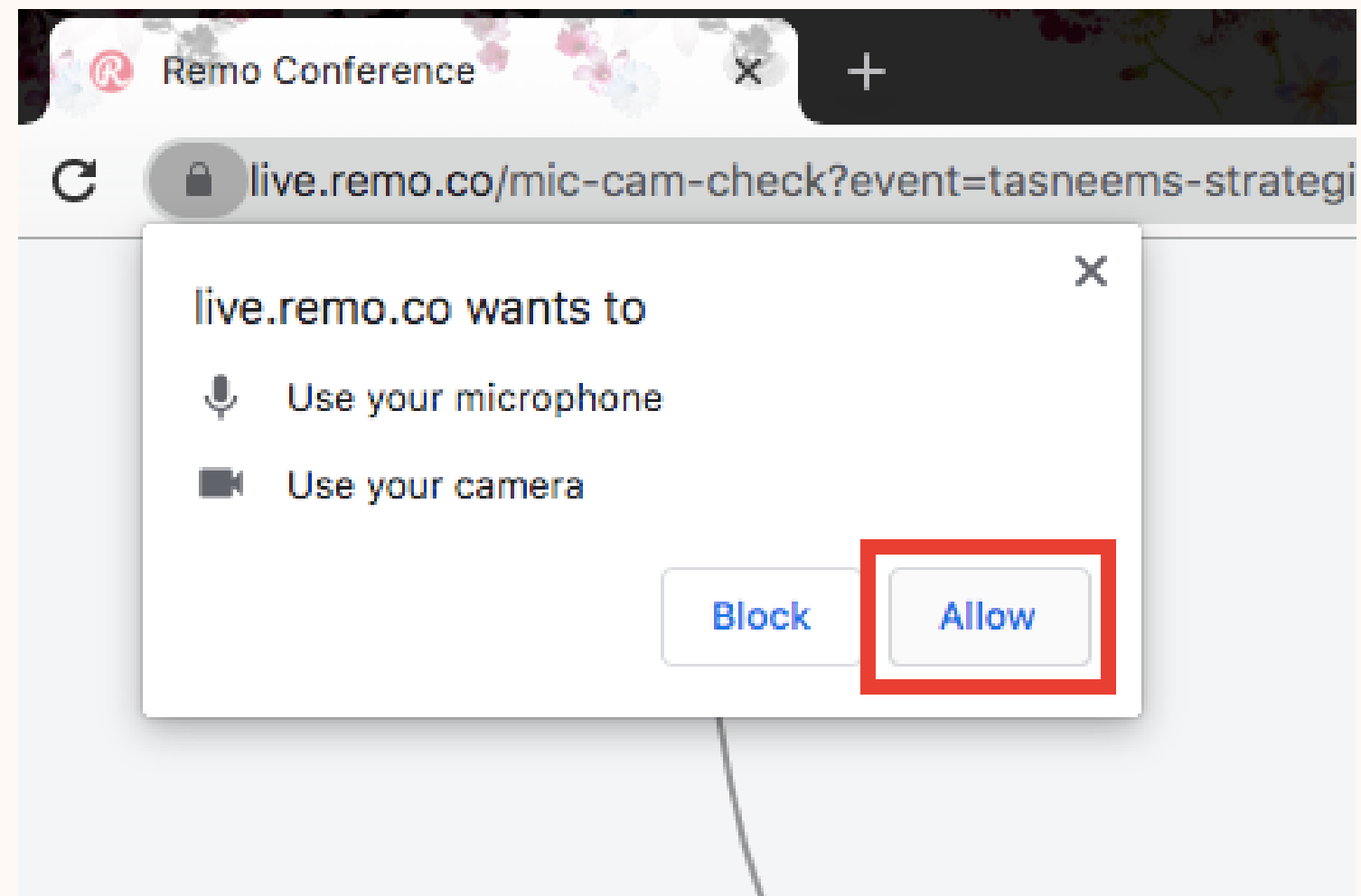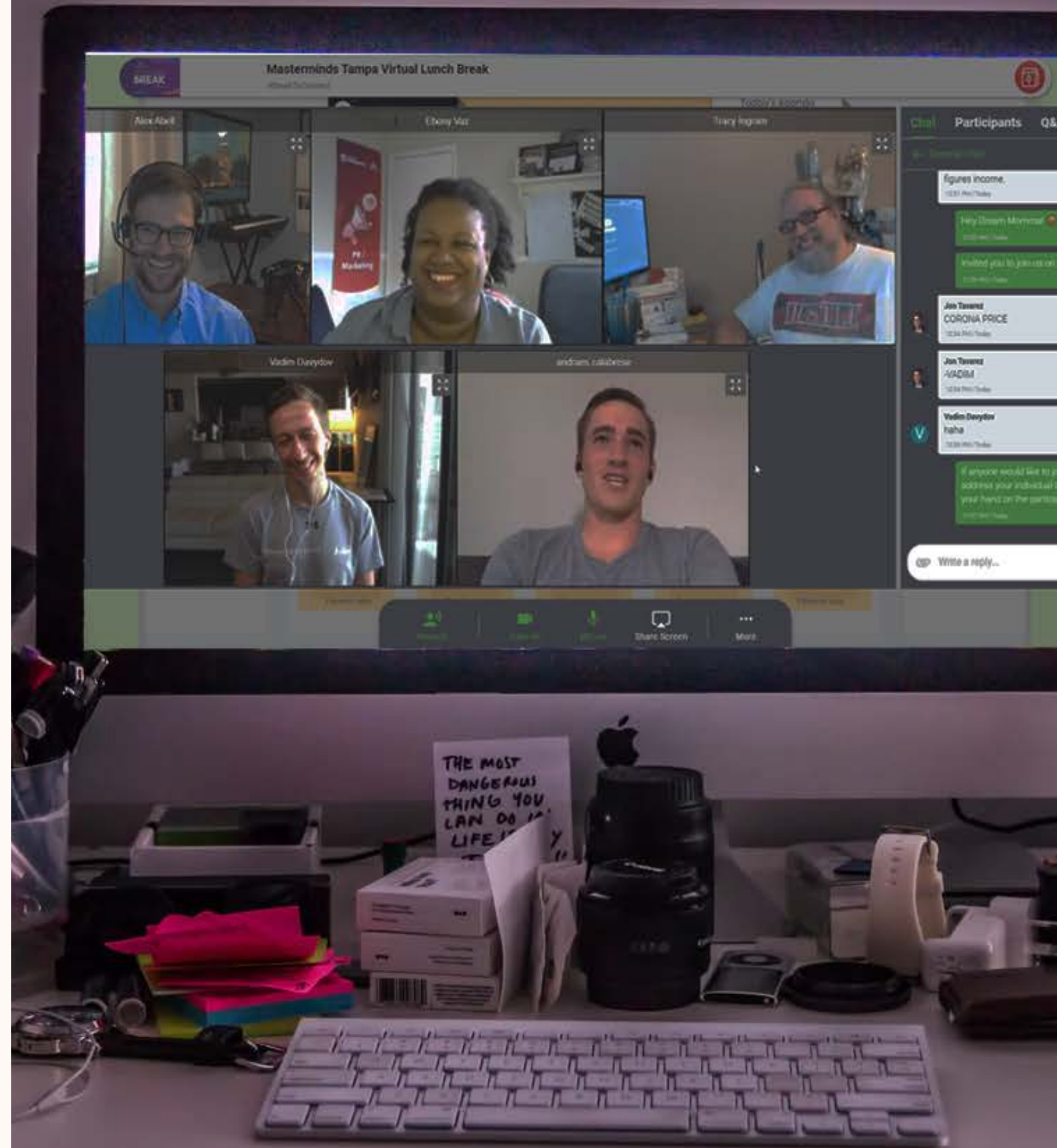
If at any point during the event you experience difficulties, you'll have a dedicated Lunchpool rep on-site to help you out!

Step 1: Click the chat box and search for "Lunchpool"
Step 2: Contact one of the Lunchpool team mates with your table location and problem

We'll come to you!

Premium Support

Thanks and enjoy your event!

www.lunchpool.io

Virtual events that feel like the real thing