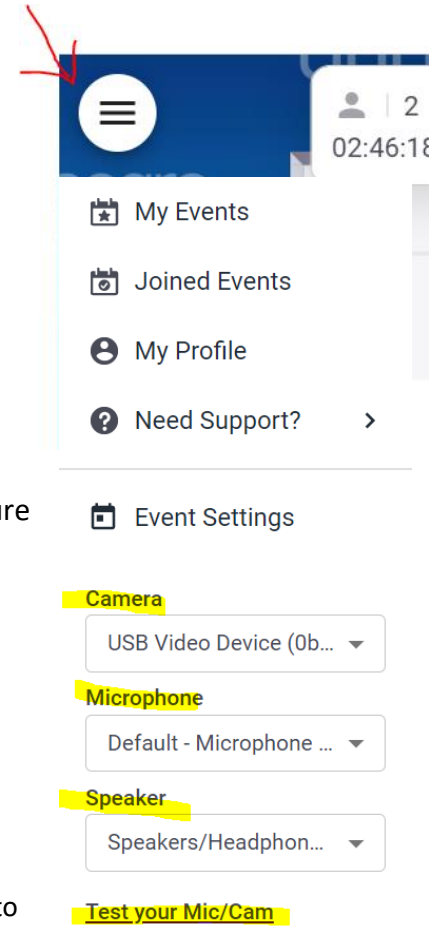
M&A EAST VIRTUAL PLATFORM LOG IN TECH TIPS

The Basics:

- For the Virtual Ballroom, please use Chrome as your web browser on your lap top or desktop. For the best experience, we do not recommend using your iPhone or iPad

- TROUBLESHOOTING THE VIRTUAL BALLROOM/REMO:
  - FOR MAC PEOPLE: https://help.remo.co/en/support/solutions/articles/63000251578-my-mac-camera-or-microphone-is-not-working
  - FOR VPN ISSUES: https://help.remo.co/en/support/solutions/articles/63000240970-using-a-vpn-to-access-remo
  - Camera/Mic/ Tech Check: Remo System Check: https://remo.co/mic-cam-test/

- Once we start the show, your camera and mic will turn off, even if you arrive while a program is already in progress.



Connectivity

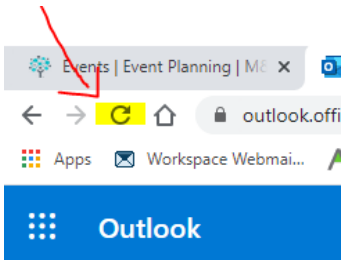
A desktop/laptop with a webcam is preferred, connected to your router via hardline (LAN) cable, as this allows for the most stable connection.

If using a wireless connection (i.e. WiFi or cellular network) please ensure that you are located somewhere with a strong signal. Make sure all other applications are closed.

Troubleshooting:

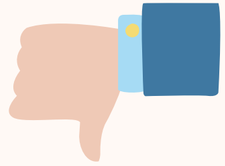
First use the "white burger box" in the upper left corner again to view and ensure all your equipment – camera, mic, speakers, are correctly selected by Remo. Often Remo automatically connects to the default settings. Of that doesn't work then use the link to test your camera and mic.

If it doesn't work after that, **hit Shift + Refresh** to see if we could get the mic to sync up. It will take you out and back in when you do this. If that doesn't work, at the same time, hit a **CTRL + Shift + Refresh**. This will completely refresh your session.



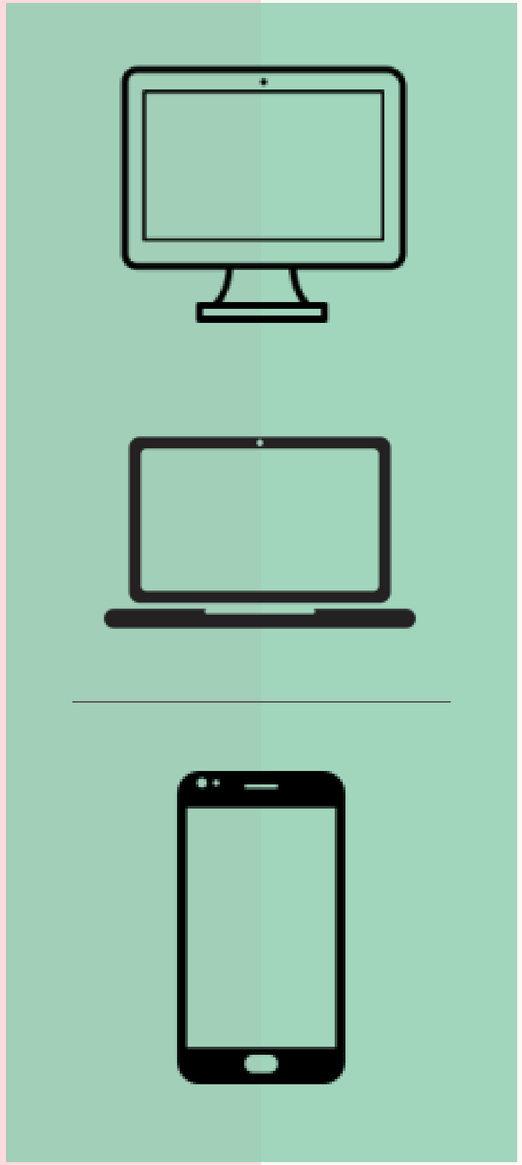
Device Compatibility

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.



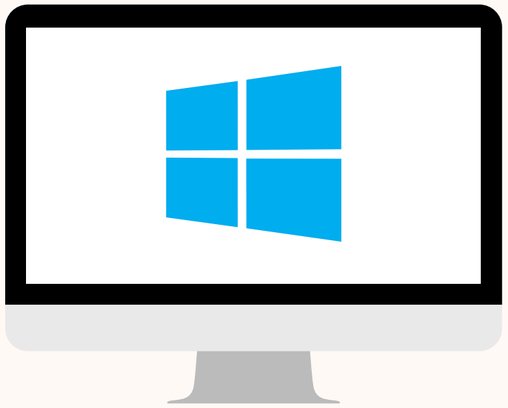
On **desktops** and **laptops**, Remo is compatible with **macOS** and **Windows 10**

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**



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

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

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

Detailed Compatibility Requirements

Operating System (OS)	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4	Safari	12.1+ (no screen-sharing)
			13+ (full compatibility)
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+
iOS	12.4+	Safari	--
	13.0+		--
Android	7 - 10	Chrome	--

Remo

Troubleshooting Guides

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

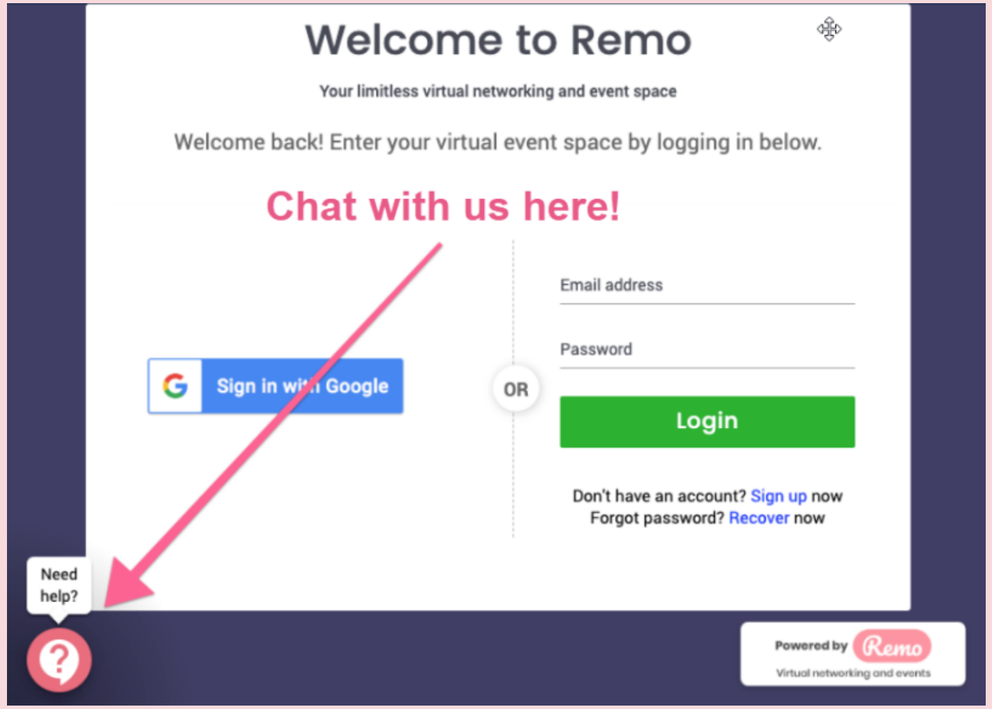
WINDOWS 10: HTTP://WIN10.REMO.CO

MAC: HTTP://MAC.REMO.CO

IPHONE: HTTP://IPHONE.REMO.CO

ANDROID: HTTP://ANDROID.REMO.CO

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