

Remo Event Guide for Guests

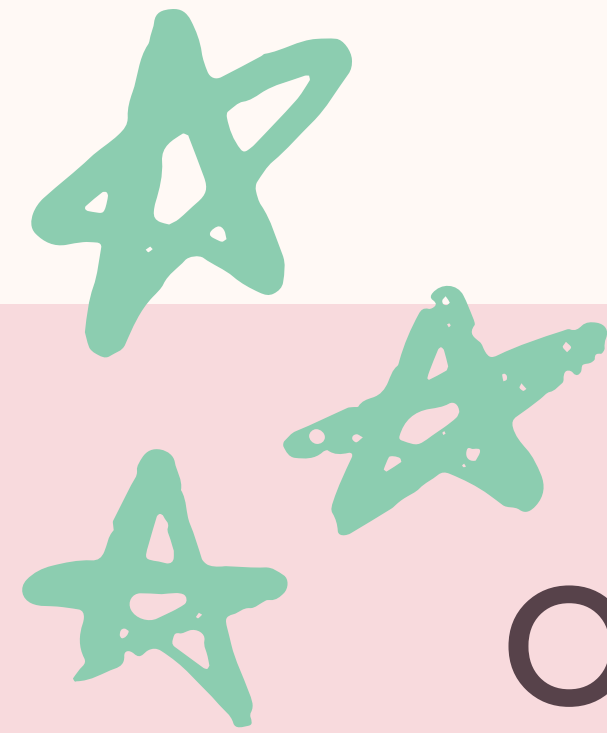
Getting to know the ins-and-outs of Remo

The Remo logo is a pink rounded rectangle containing the word "Remo" in a white, cursive script font.

Remo

1. Getting your device ready before the event





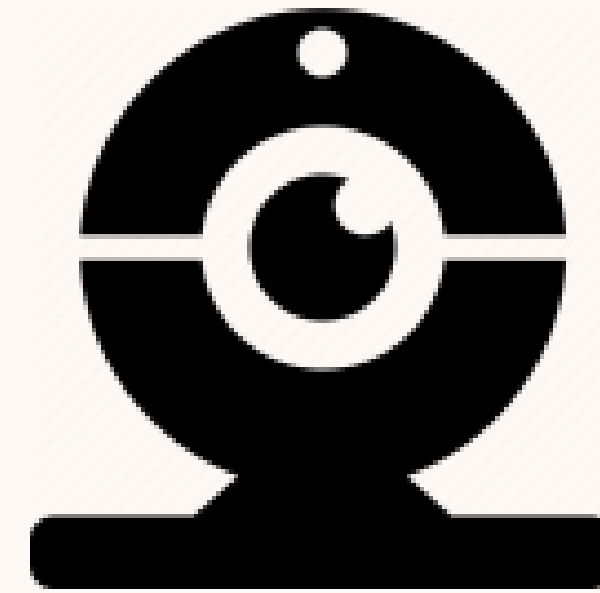
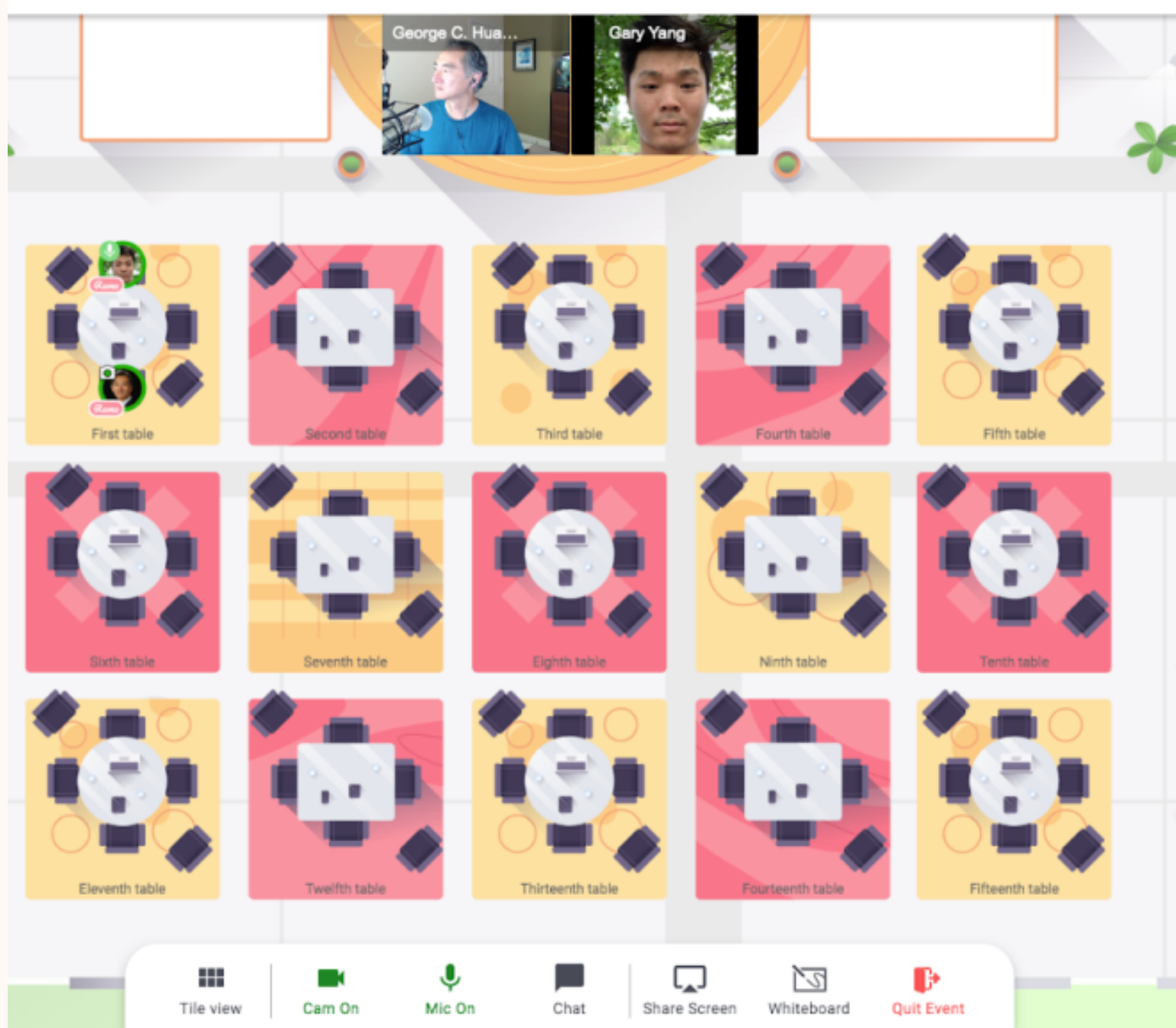
One-click System Test

[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

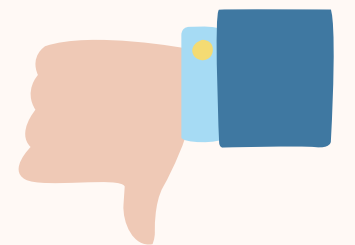
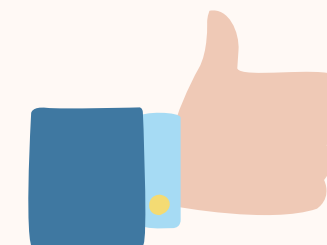
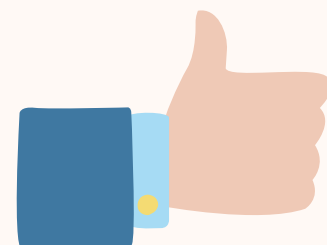
Camera & Microphone Settings



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

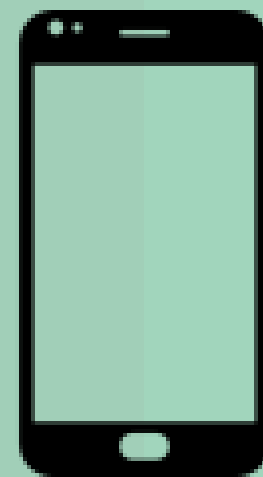
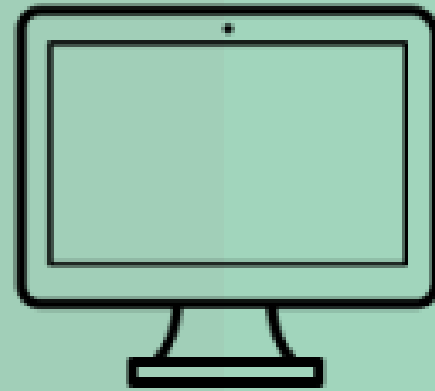
Device Compatibility

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.

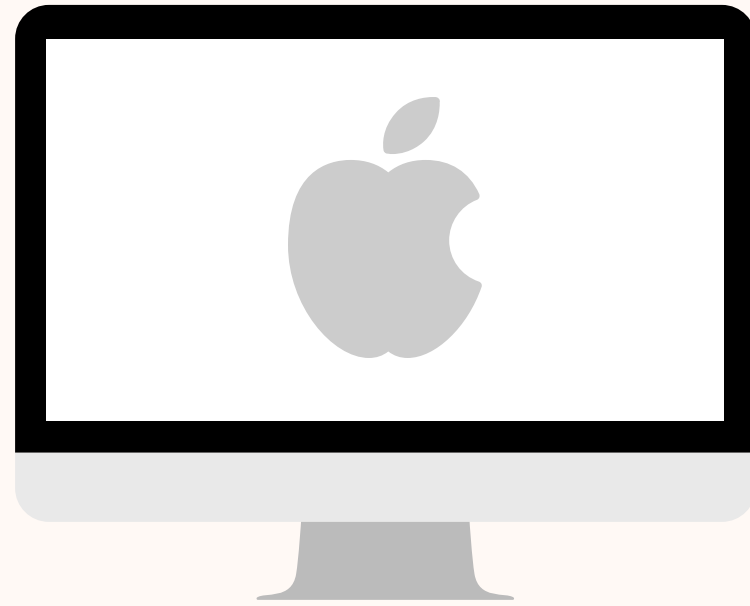


On desktops and laptops,
Remo is compatible with macOS and Windows 10

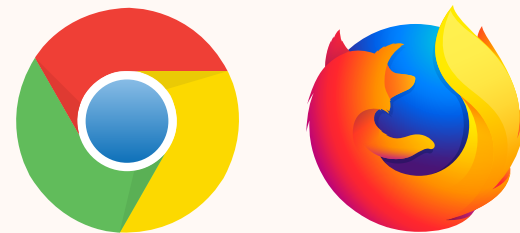
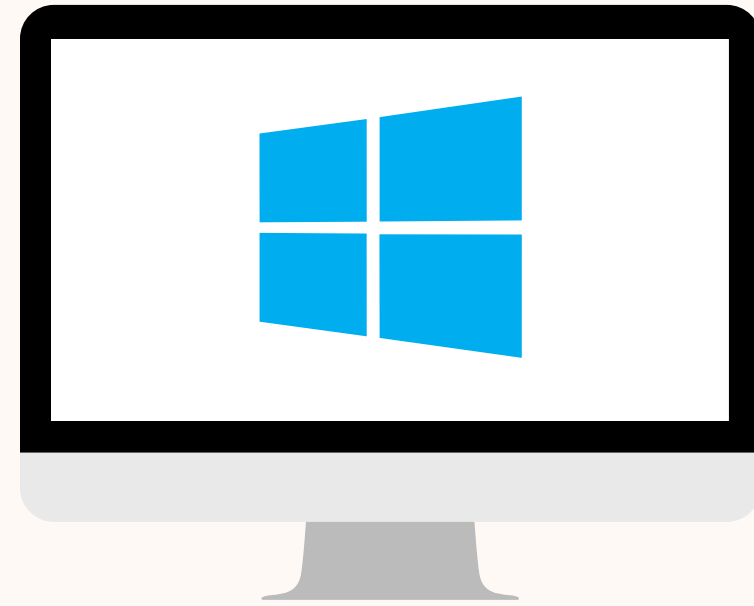
On Smartphones,
Remo is compatible with iOS and android

Browser Compatibility

Make sure your browser is updated to the latest version.



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



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	--

Troubleshooting Guides

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

WINDOWS 10: [HTTP://WIN10.REMO.CO](http://win10.remo.co)

MAC: [HTTP://MAC.REMO.CO](http://mac.remo.co)

IPHONE: [HTTP://IPHONE.REMO.CO](http://iphone.remo.co)

ANDROID: [HTTP://ANDROID.REMO.CO](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

Log in to Remo Conference

 Log in with Google

Email address

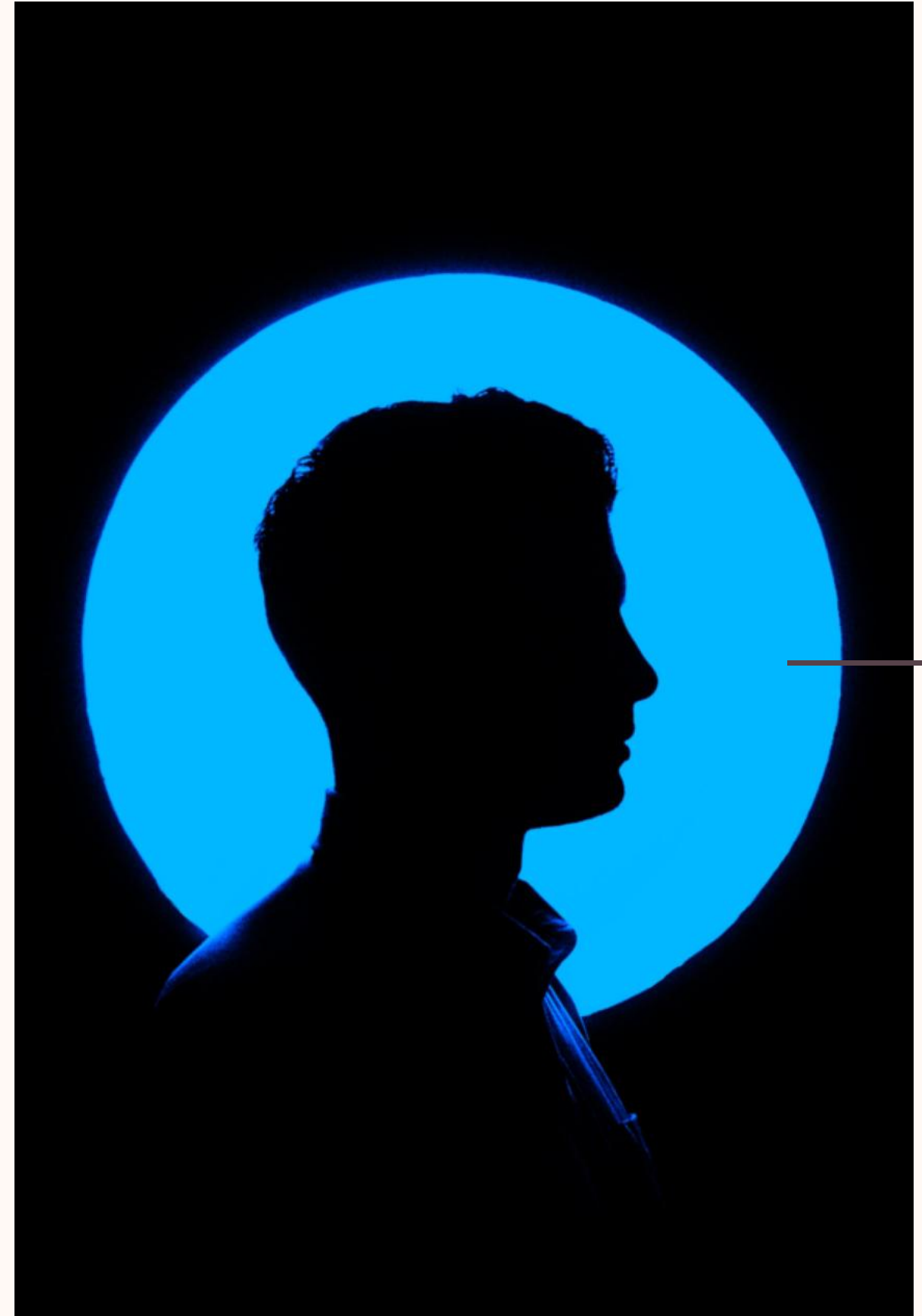
Password

Forgot password?

Log In

Don't have an account? [Sign up now](#)

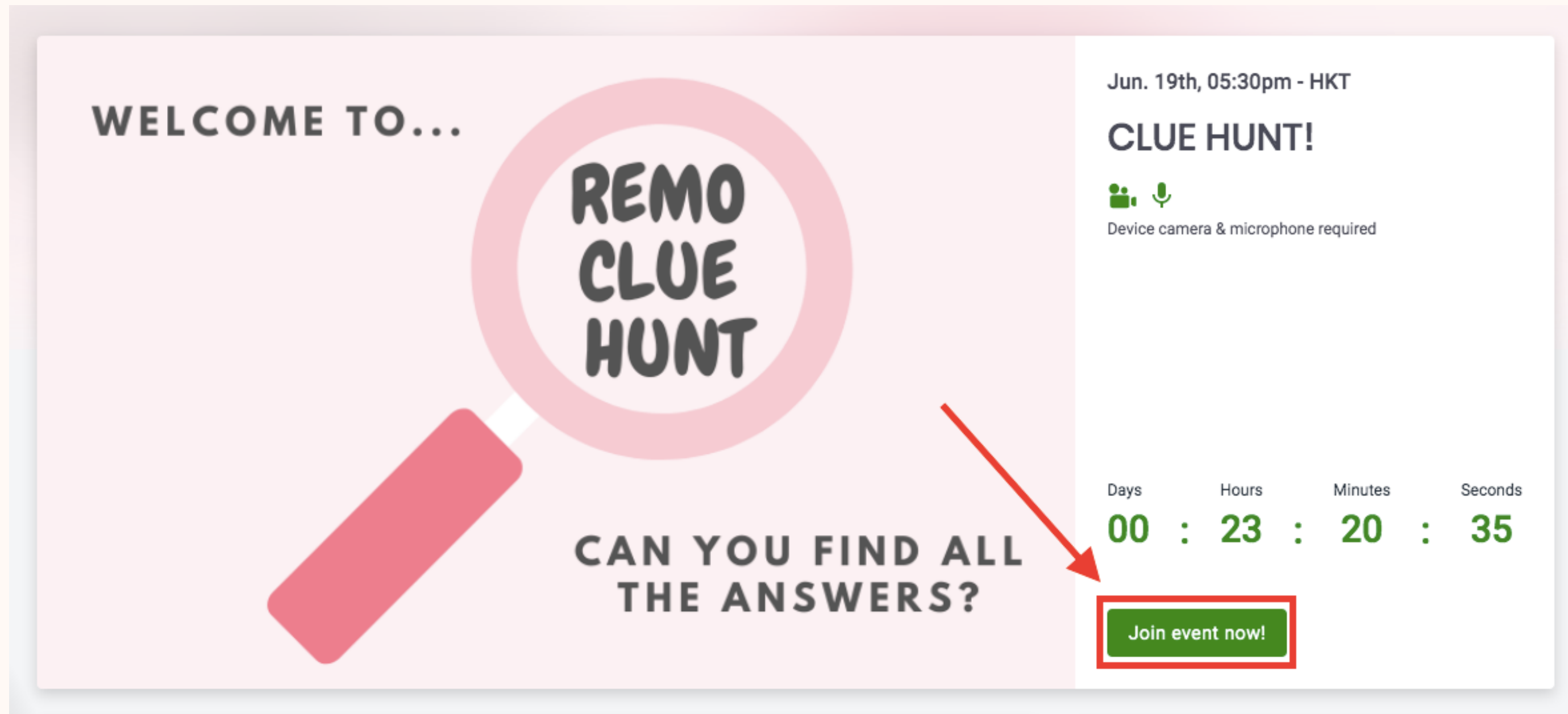
2. Register for the event



Join an event!

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

Here's how:



The image shows a digital interface for a 'Remo Clue Hunt' event. On the left, a pink magnifying glass graphic is positioned over the text 'REMO CLUE HUNT'. Below this, the text 'CAN YOU FIND ALL THE ANSWERS?' is displayed. On the right, a white panel contains event details: 'Jun. 19th, 05:30pm - HKT', 'CLUE HUNT!', and icons for a group of people and a microphone, with the note 'Device camera & microphone required'. A green timer shows '00 : 23 : 20 : 35' with labels 'Days', 'Hours', 'Minutes', and 'Seconds' above it. A red arrow points from the text 'CAN YOU FIND ALL THE ANSWERS?' to a green button labeled 'Join event now!' which is highlighted with a red rectangular border.

WELCOME TO...

**REMO
CLUE
HUNT**

CAN YOU FIND ALL
THE ANSWERS?

Jun. 19th, 05:30pm - HKT

CLUE HUNT!

 
Device camera & microphone required

Days : Hours : Minutes : Seconds
00 : 23 : 20 : 35

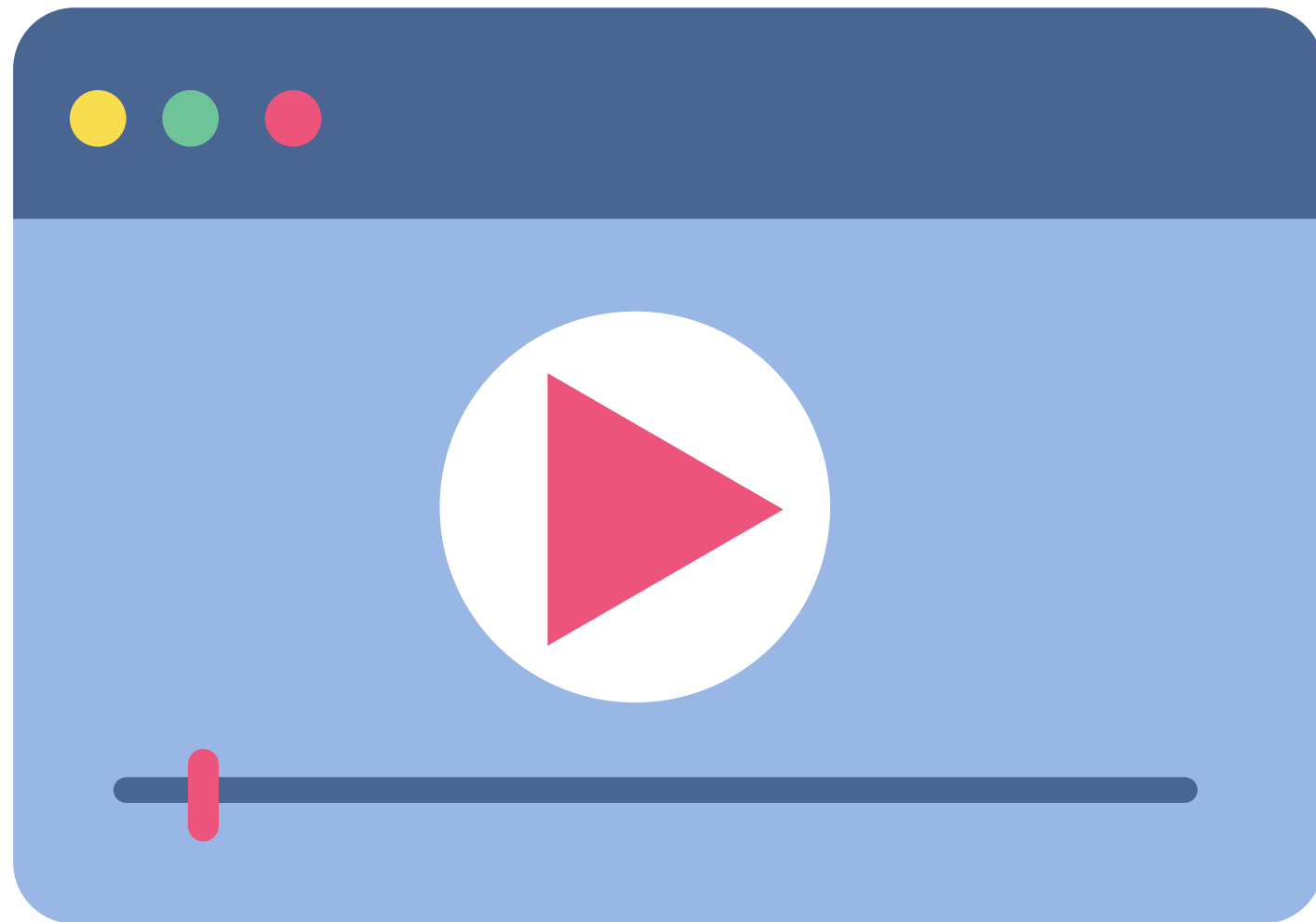
Join event now!

Video Time!

Watch this video on how to set up your very own Remo profile

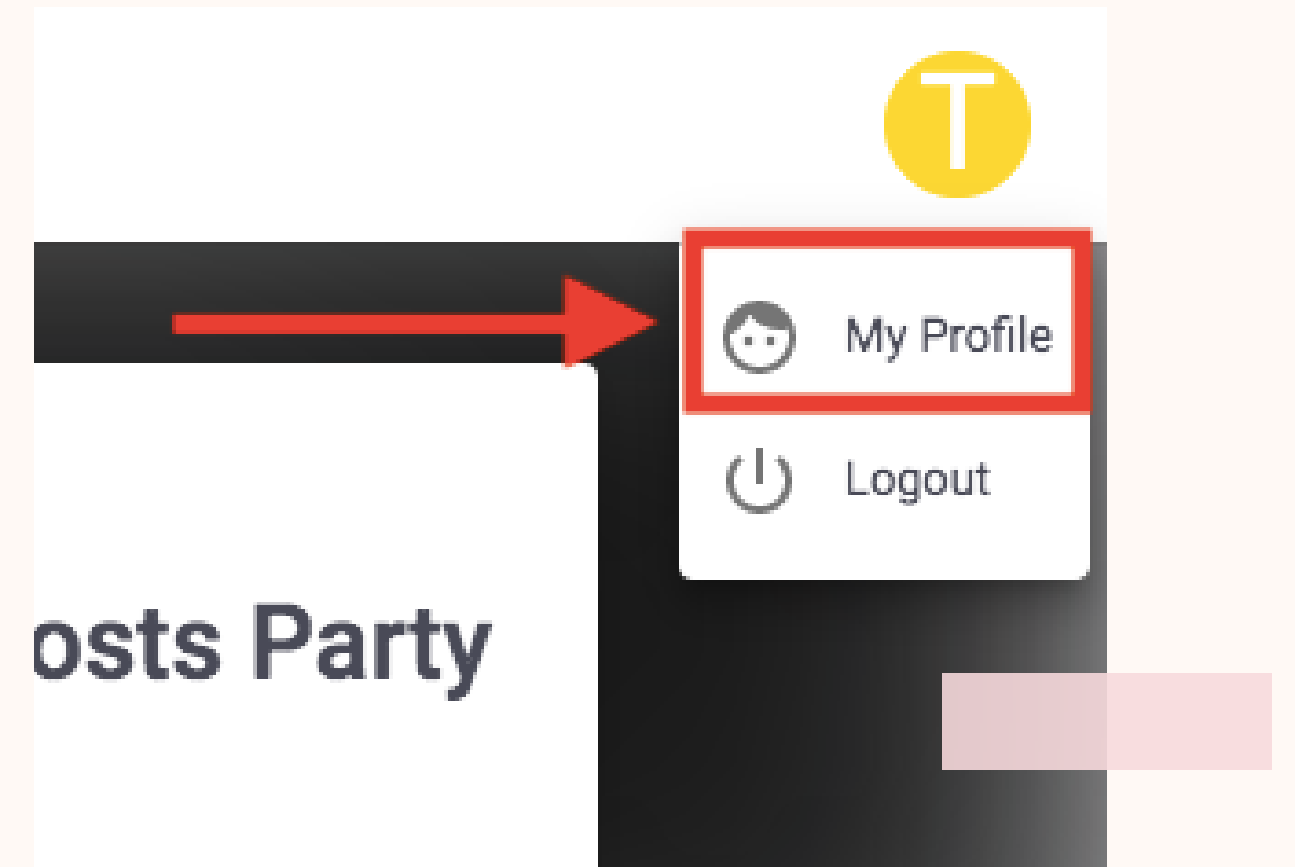
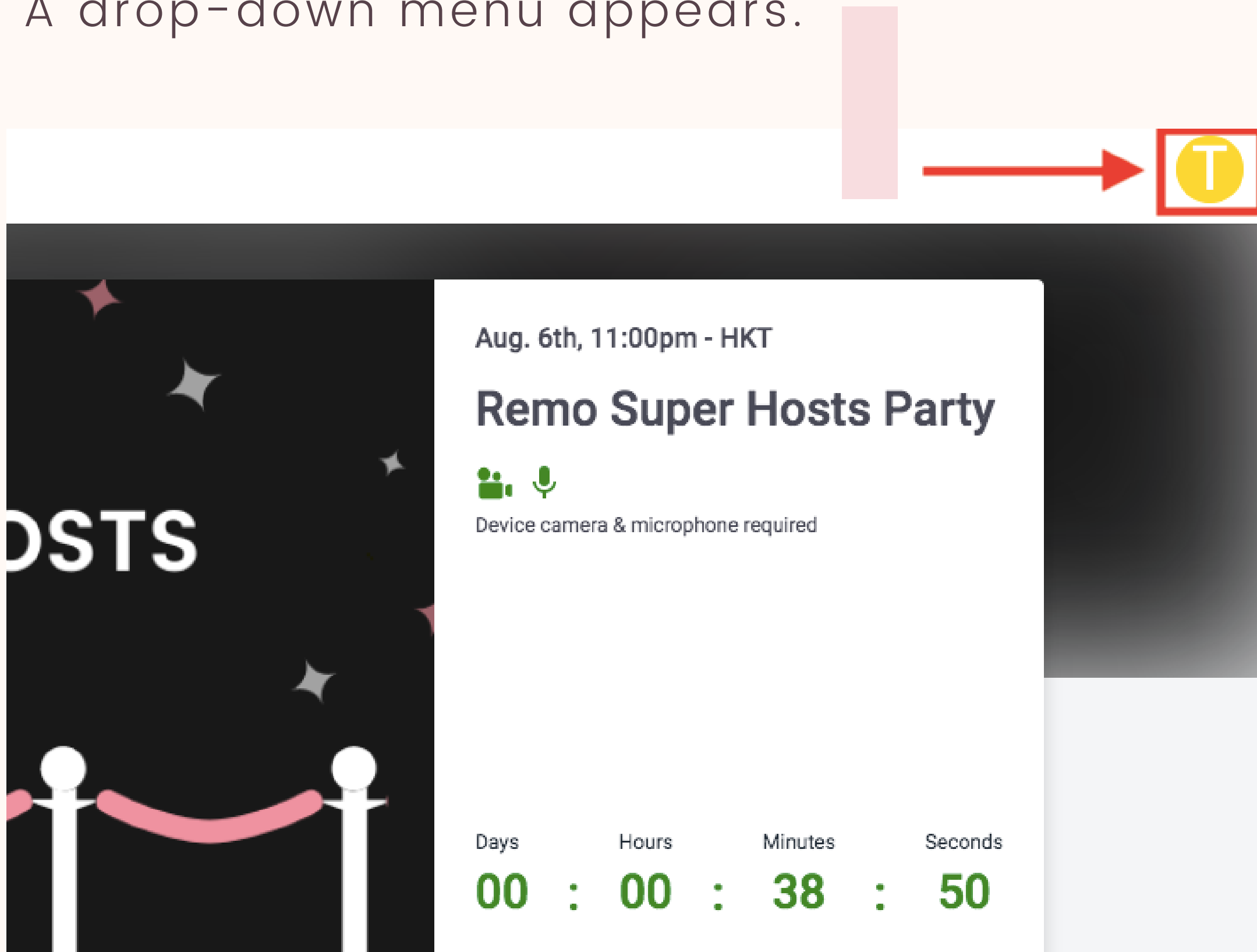
If the link does not work:
<https://hi.remo.co/yourprofile>

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'

CLICK ON “ADD YOUR PHOTO”. SELECT A PROFILE IMAGE NO LARGER THAN 512 KB

YOU CAN ALSO CHANGE YOUR NAME

WRITE A BRIEF HEADLINE ABOUT YOUR COMPANY OR ROLE

INSERT YOUR COMPANY NAME

INSERT YOUR JOB TITLE

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

COPY AND PASTE YOUR LINKEDIN URL
COPY AND PASTE YOUR FACEBOOK PROFILE URL



[Change Profile Picture](#) [Remove Photo](#)

Full Name *

George C. Huang, M.D.

Headline

Experience the Magic of Remo

Company

Remo

Job Title

Director of Customer Experience & Success

Meeting Schedule Link (e.g. Calendly)

LinkedIn Public Profile URL

Facebook Profile URL

3. During the event



Optimize Your Experience

For the best experience, we recommend following these steps:

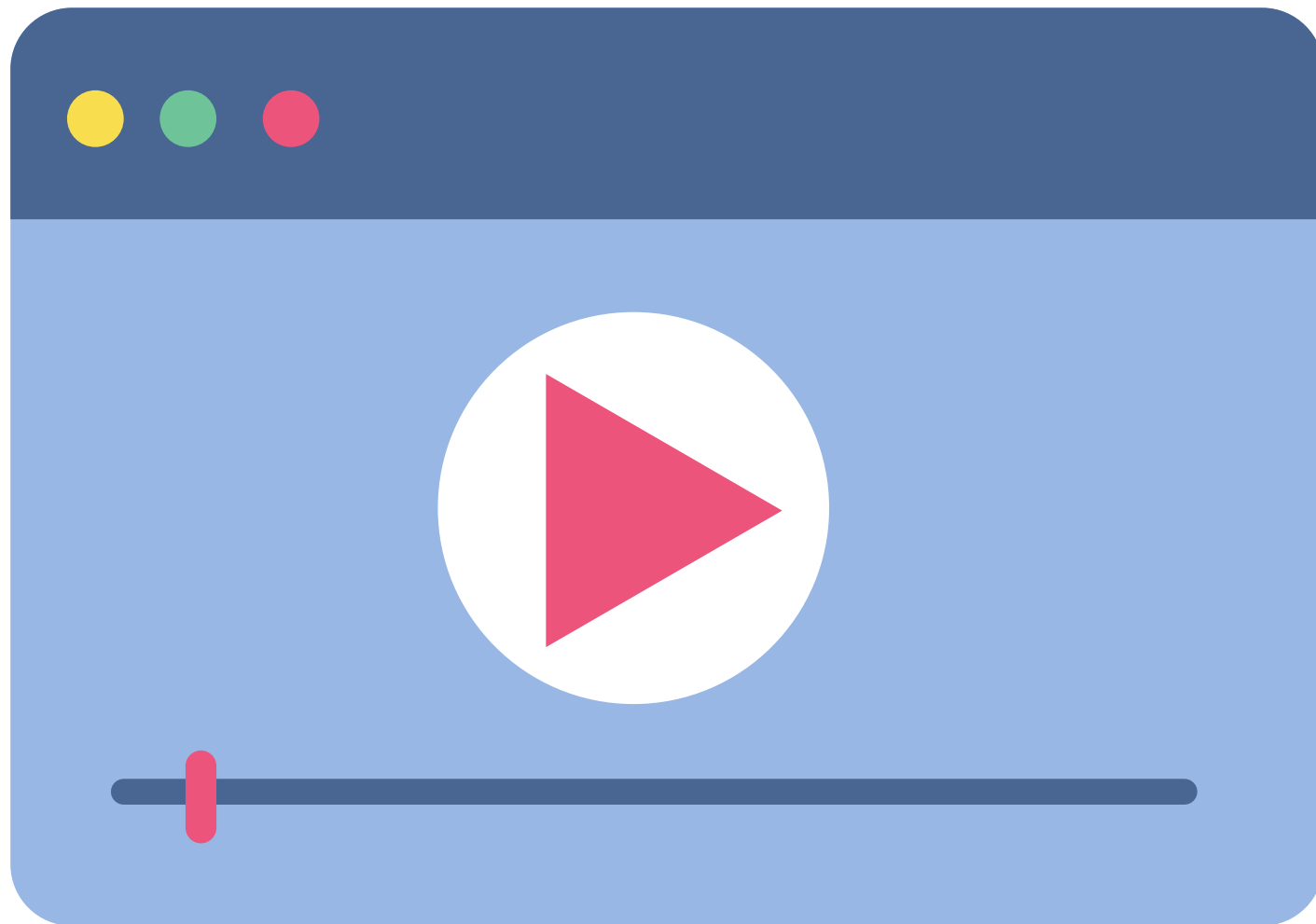
- ✓ Close all other video applications, as well as memory-intensive programs (especially in Windows 10)
- ✓ Close other browser windows
- ✓ Close other tabs in your browser
- ✓ Connect to the internet using a wired connection (faster and more stable than WiFi)
- ✓ When possible, use your Desktop/Laptop rather than Mobile phone

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)



Jun. 26th, 03:45pm - HKT

Attendee's Guide to Remo Events


Device camera & microphone required
Private Event

The event has started 🎉

Join event now!



Click through and follow the tutorial!

Welcome to Remo Conference
Get ready to experience the magic of Remo...

Let's get started →

[Skip and never show again](#)

This chat panel opens to the right
Skip for now
Close the chat panel by clicking on the "X"

You can move freely from table to table by double clicking on it
Skip for now
Double click on Table 2 table to join

Messages

Search by name...

PUBLIC CHAT

- General Chat
- Table Chat: First table

PRIVATE CHAT

- Hanna

Table 1

Table 2

Chat | Share screen | Whiteboard | Leave event

Remo

To enjoy this event you need to turn
on your camera & microphone!



You are about to enter into a Remo event - an immersive
video platform that allows people to connect face-to-face.

Allow camera & microphone

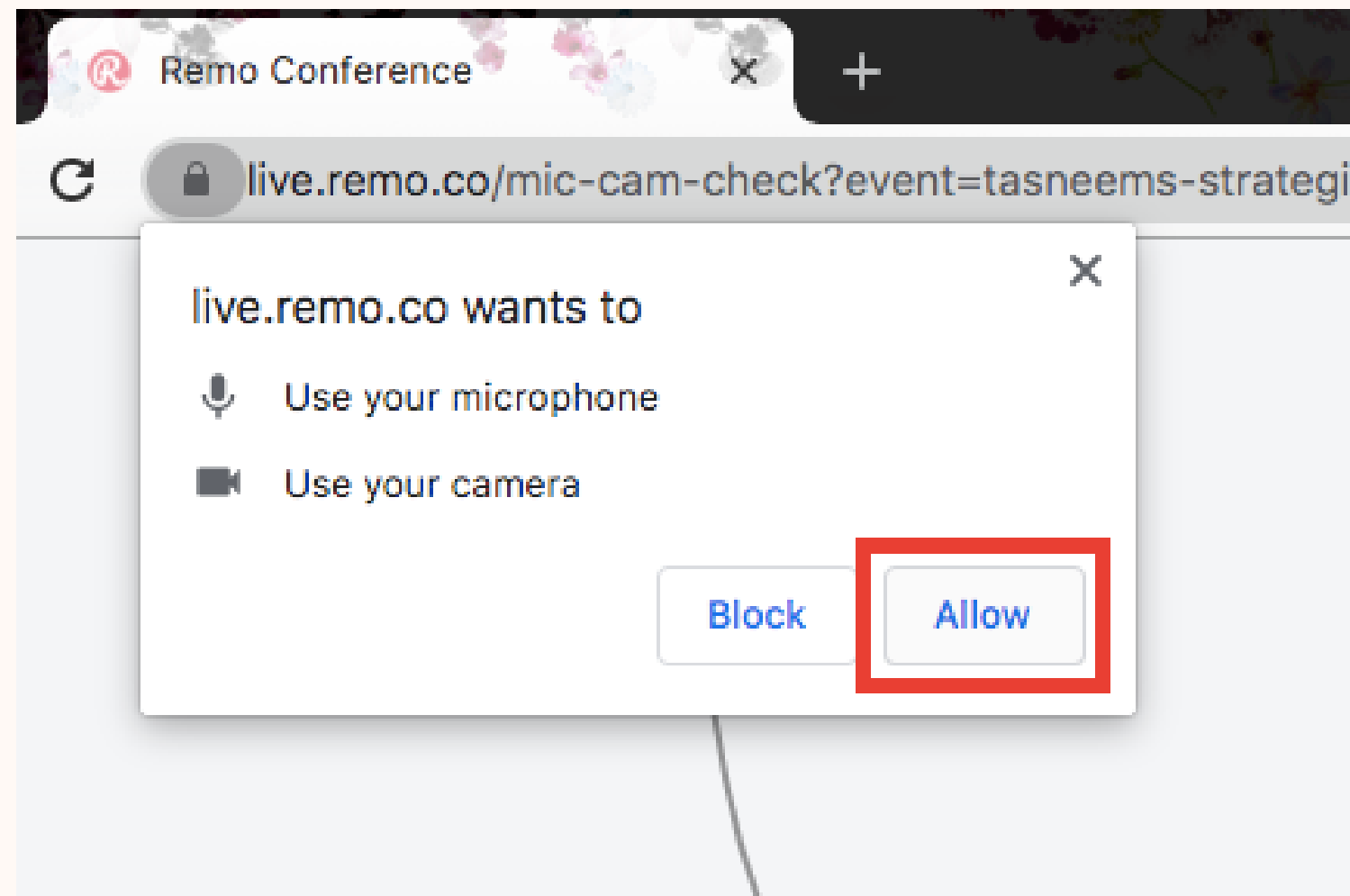
[Join event without camera & microphone](#)

PAY SPECIAL
ATTENTION HERE
PLEASE...

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

If you're having problems, test
your mic and cam here as
well:

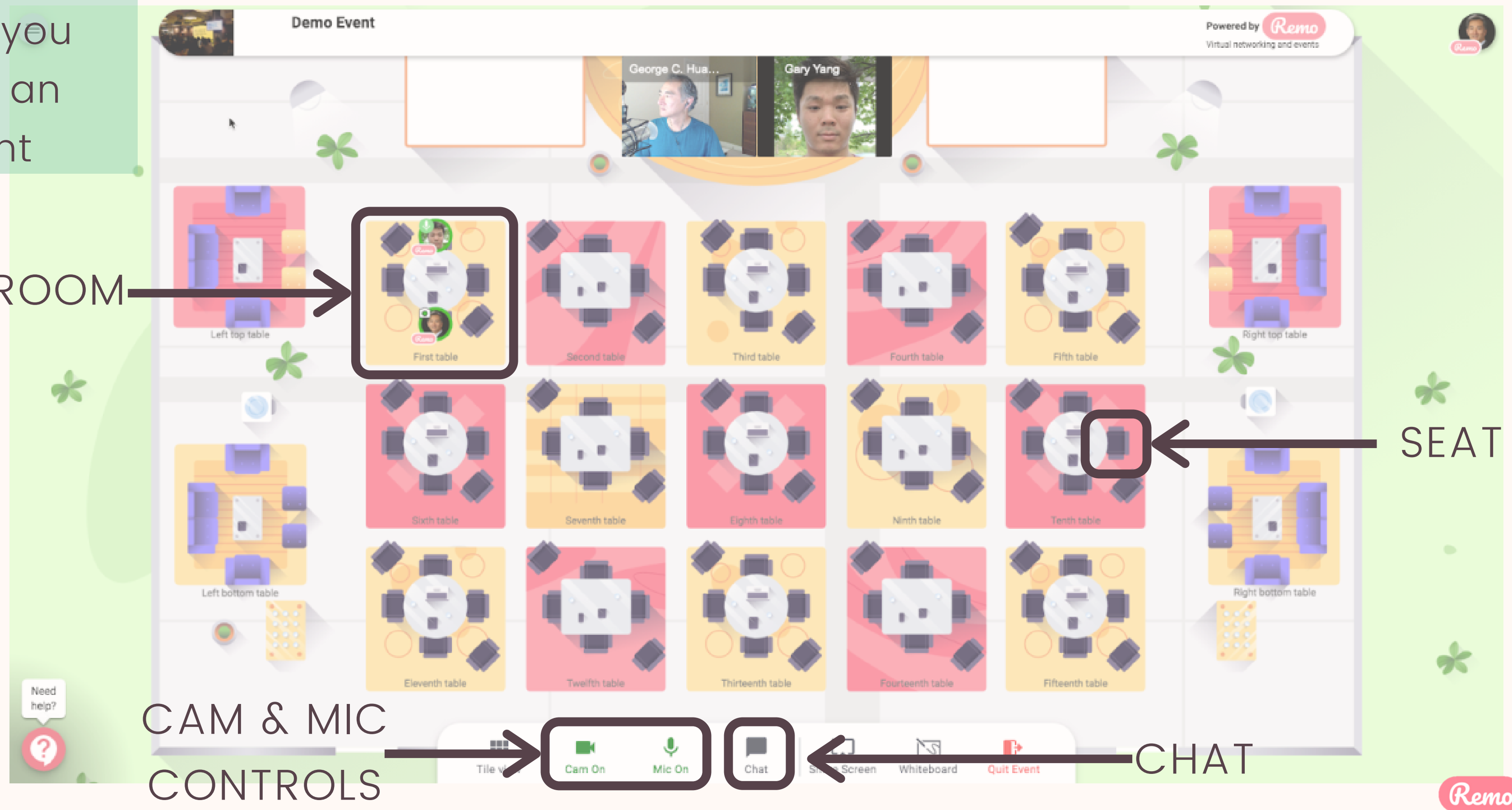
<https://geartest.remo.co>



Floor View

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

TABLE/ ROOM



SEAT

CAM & MIC
CONTROLS

CHAT

Moving around Remo

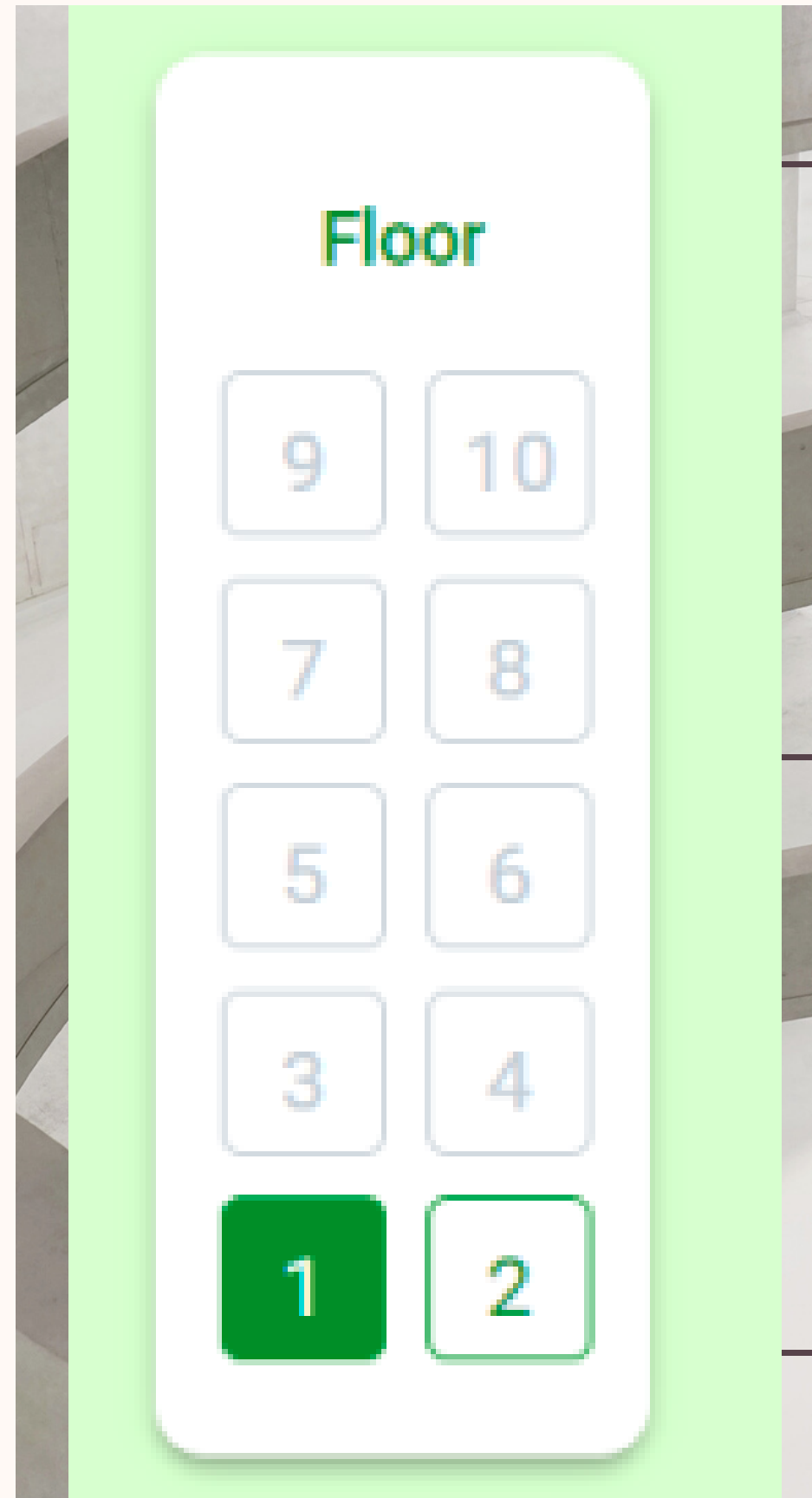
You will randomly join a table, but you are free to move around as you please

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



1

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

2

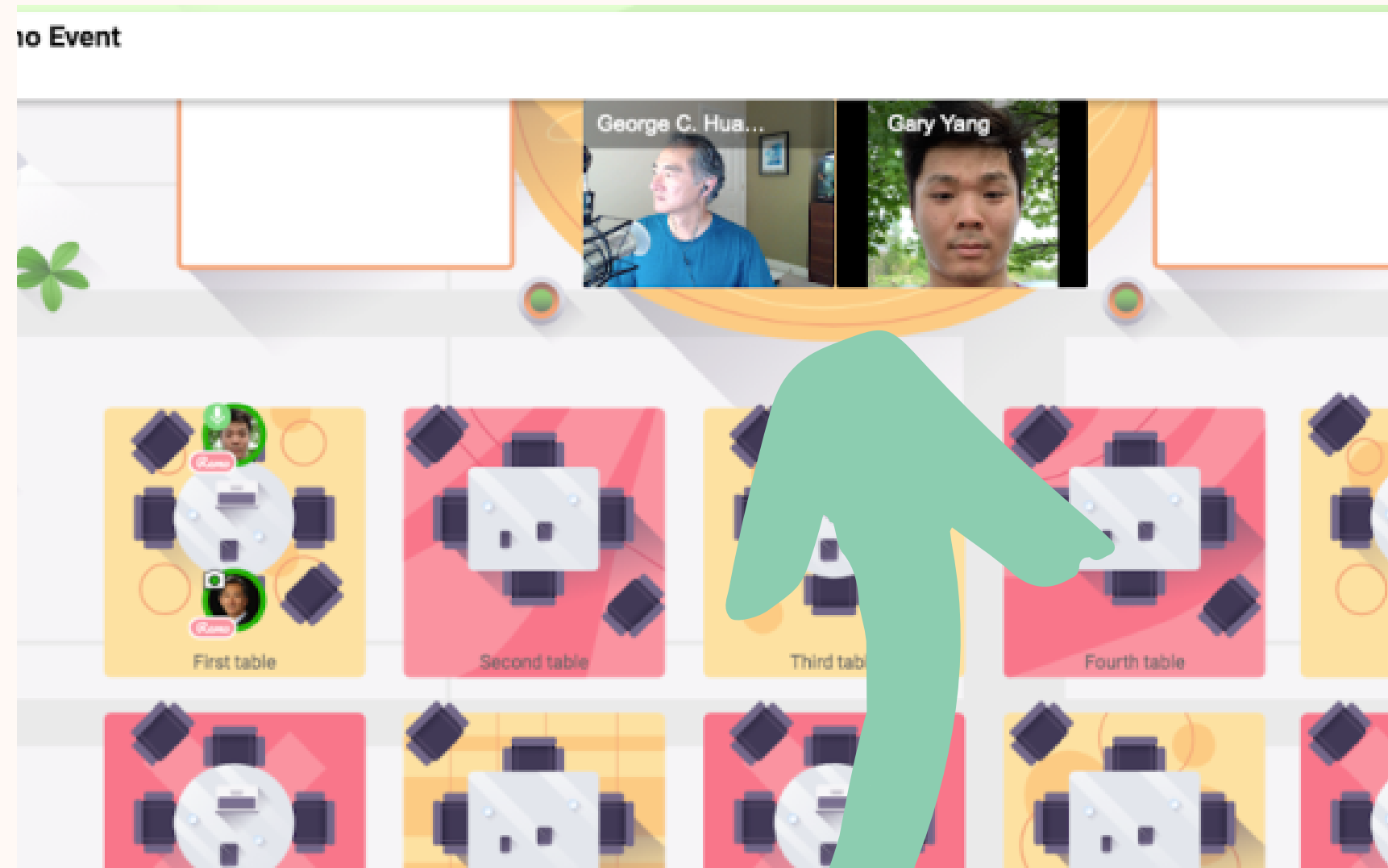
To see how many guests are on a particular floor, hover your cursor over the floor button.

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

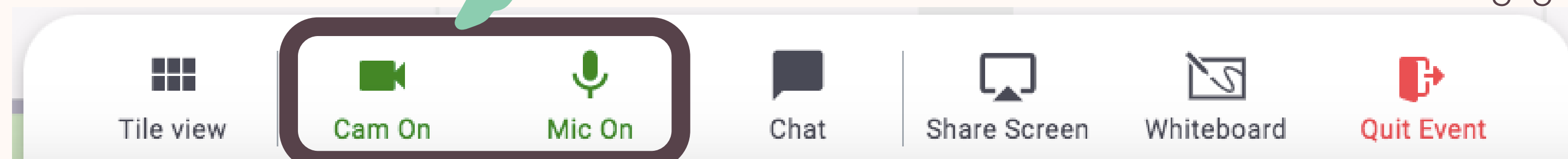


Step 1: Click on the 'Cam' and 'Mic' buttons in the menu on the bottom of your screen

Step 2: Enjoy connecting with Remo!

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

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

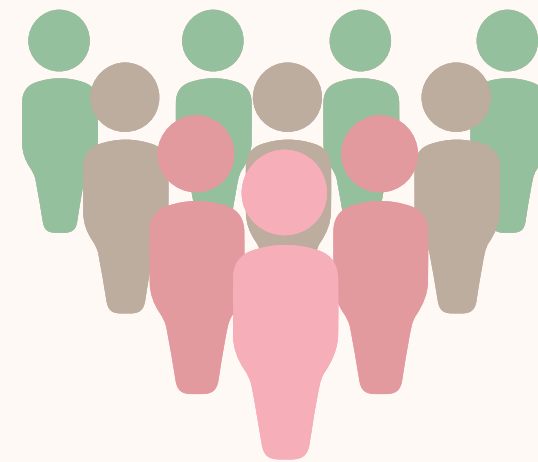


Chat

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

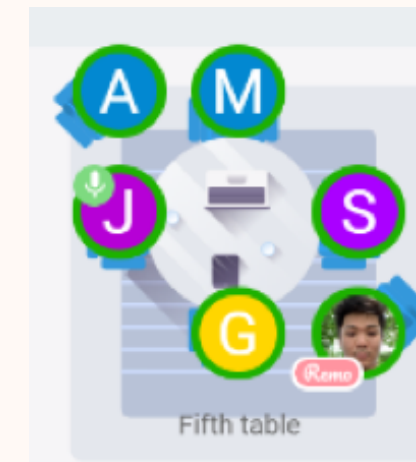
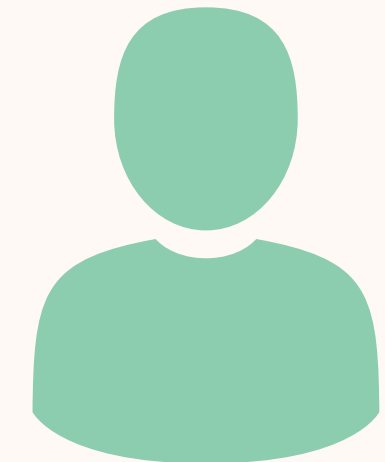
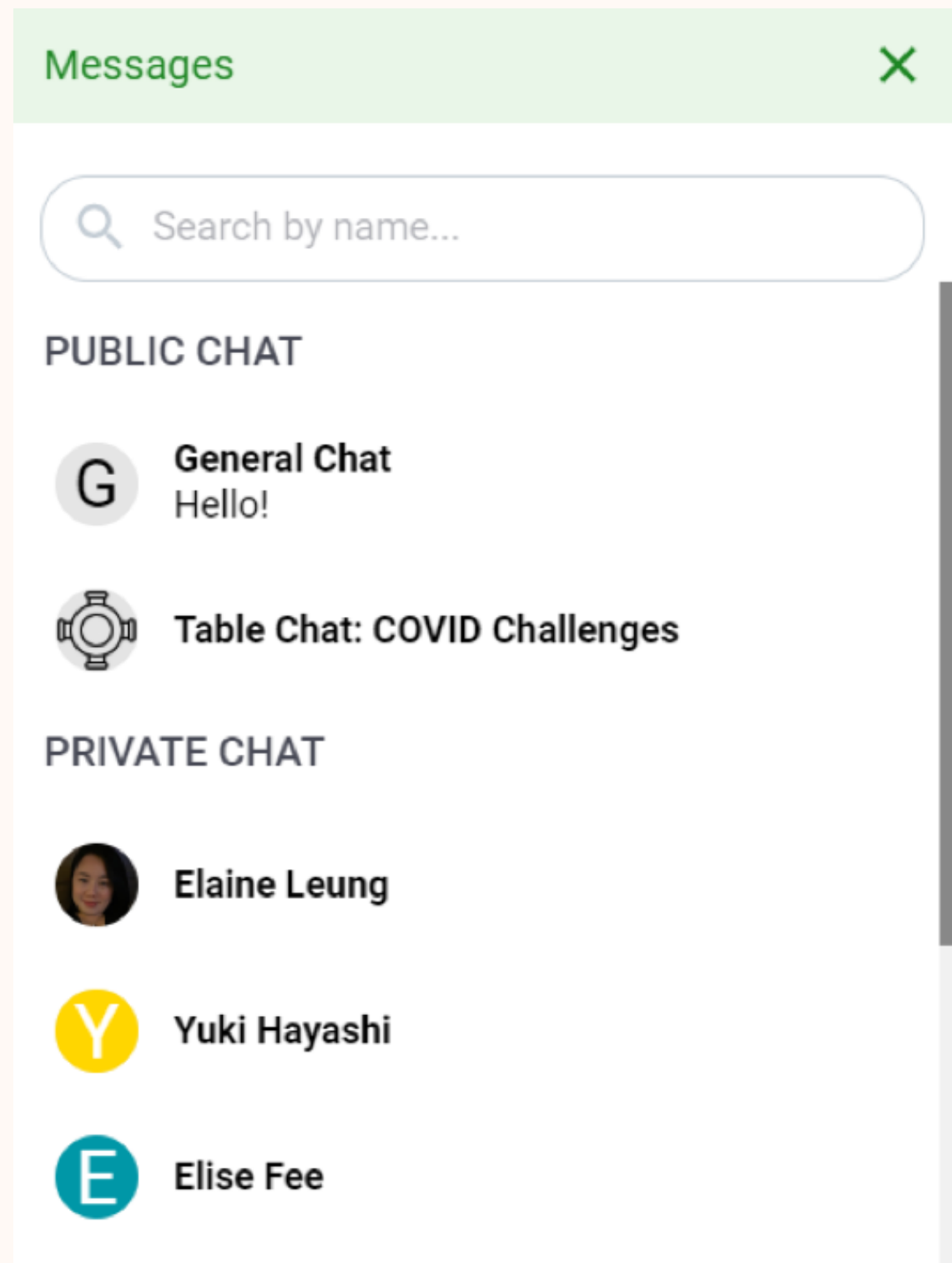


TABLE CHAT:
Visible to only
members in your
current table



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

Step 3: Chat away!



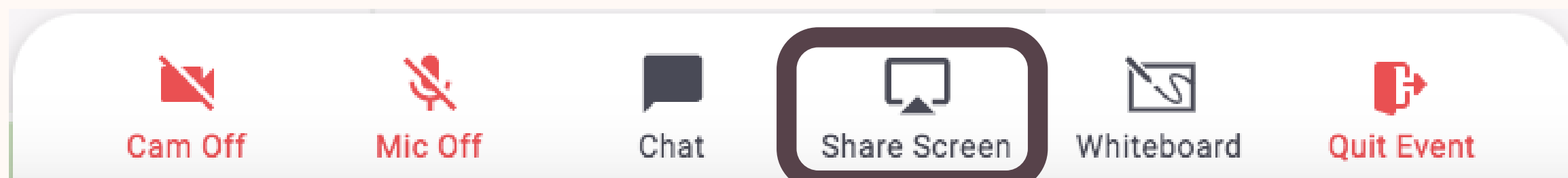
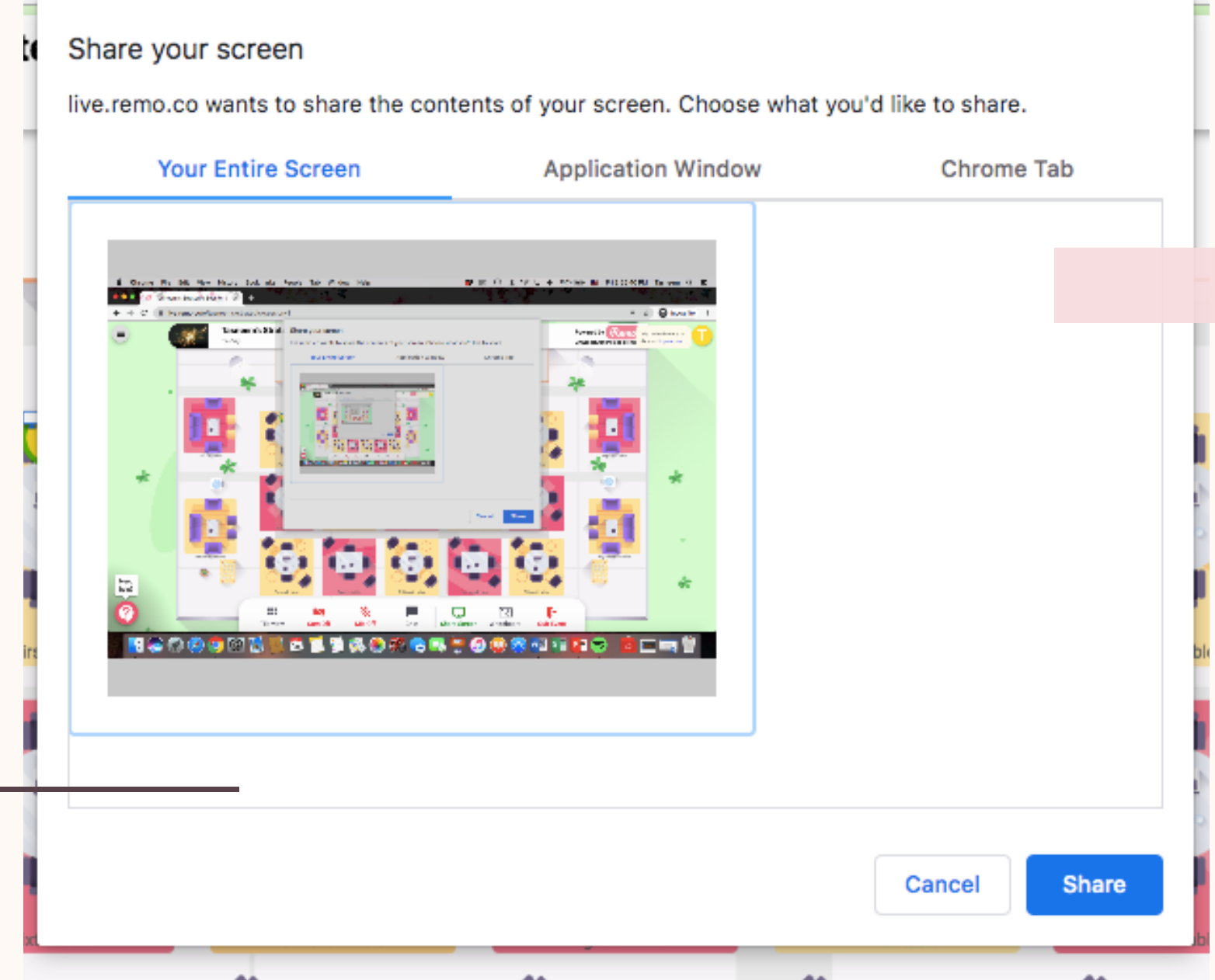
Share Screen

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

Step 1: Click on the 'Share Screen' 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



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

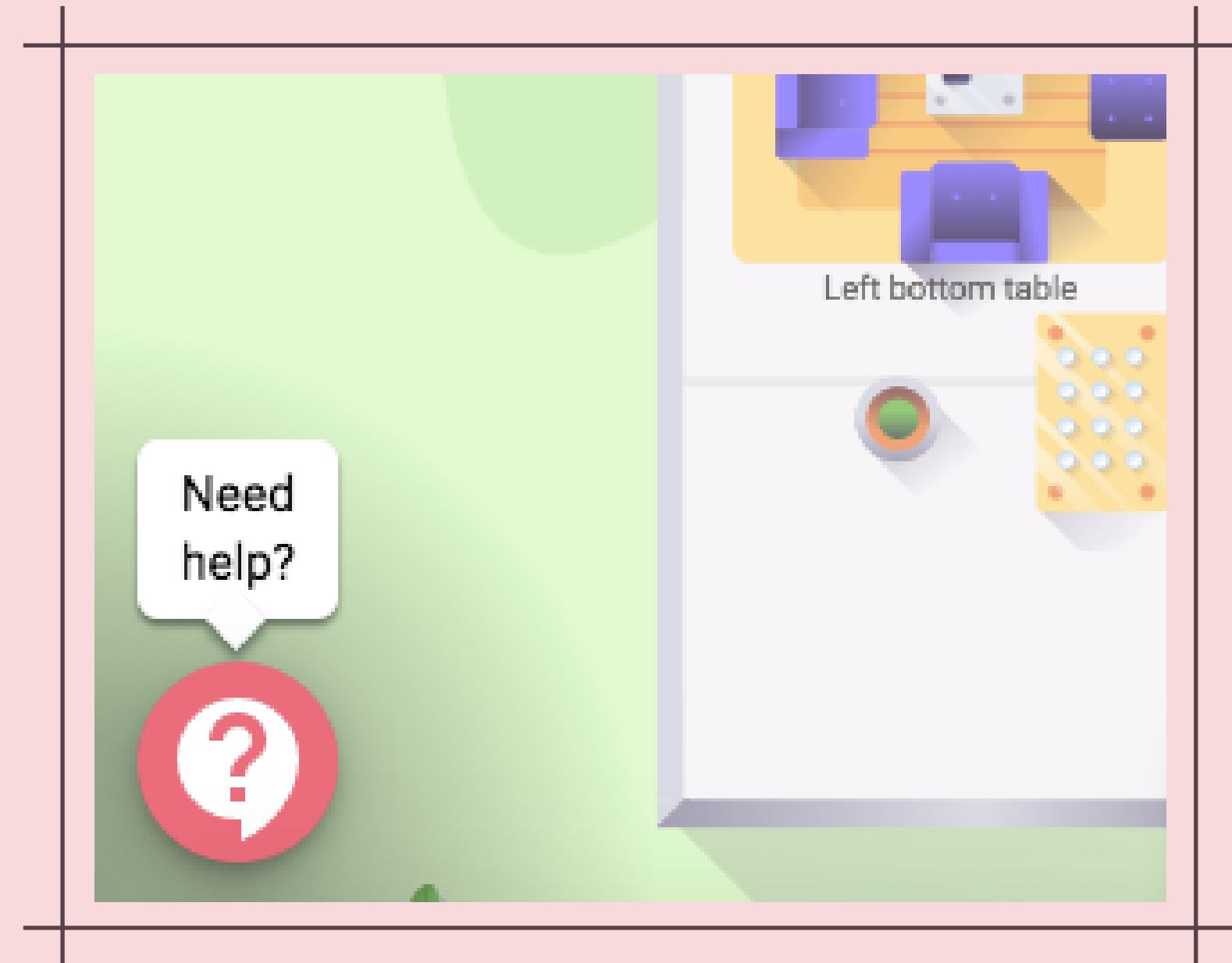
Step 1: Click the 'Need help' icon in the bottom left corner of your screen

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

-or-

Chat with our team directly!

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.

