

# Remo Event Guide for Guests

Getting to know the ins-and-outs of Remo

The logo for Remo, featuring the word "Remo" in a white, cursive script font, centered within a red rounded rectangle.

Remo

# 1. Getting your device ready before the event





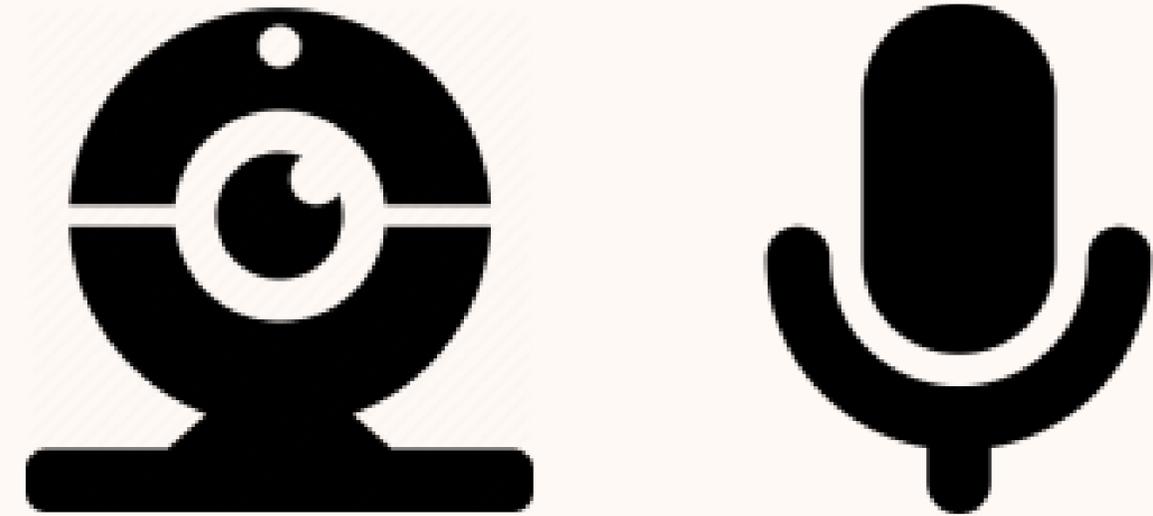
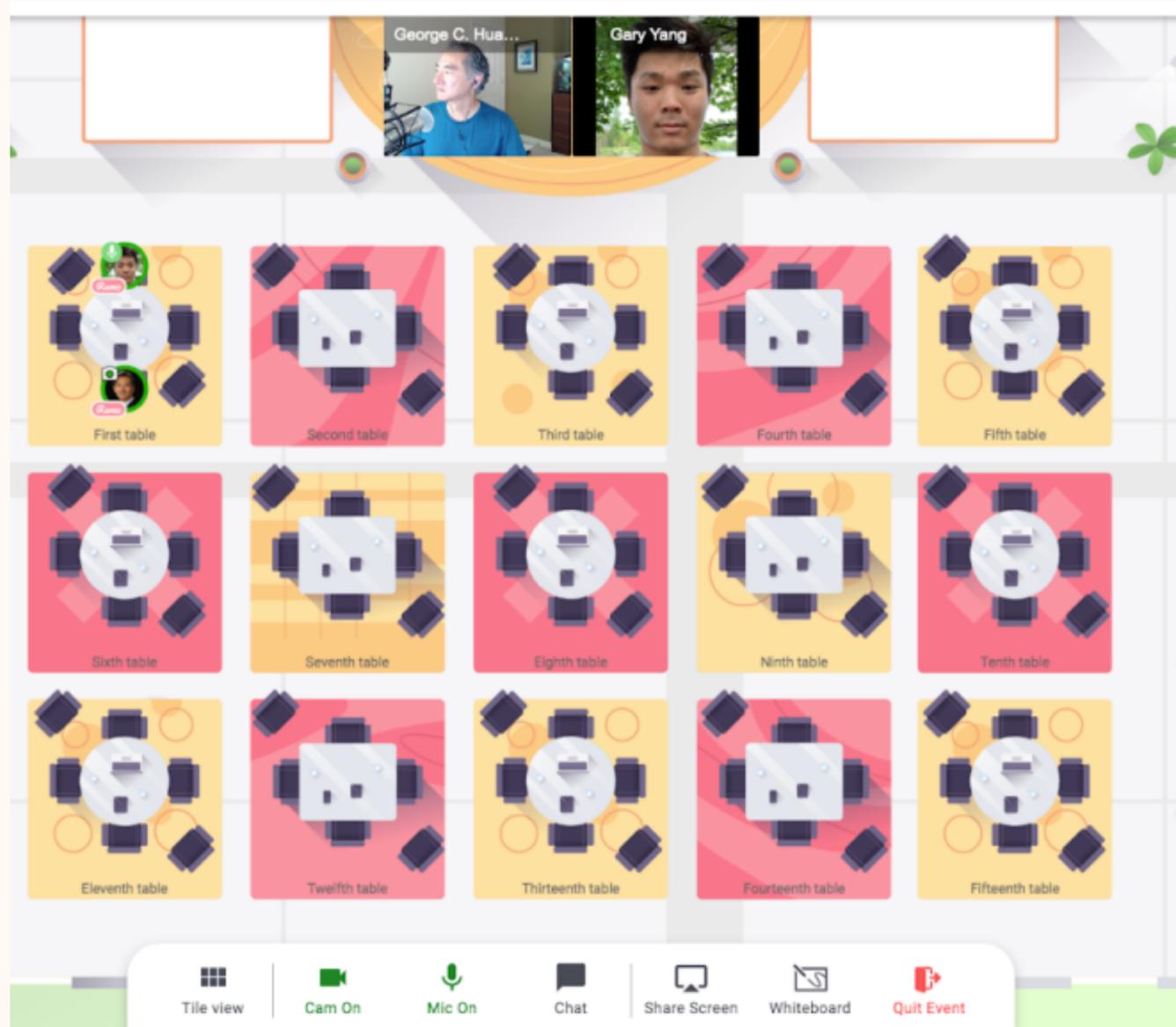
# One-click System Test

[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

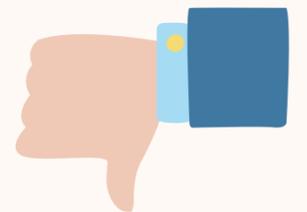
# Camera & Microphone Settings



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

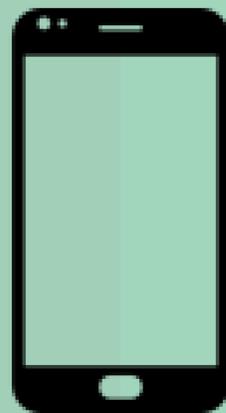
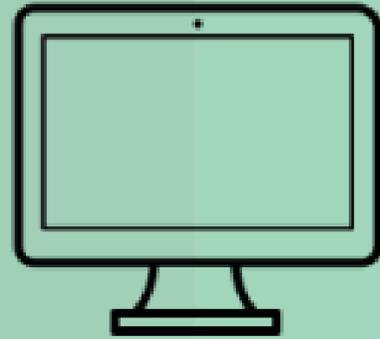
# Device Compatibility

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.



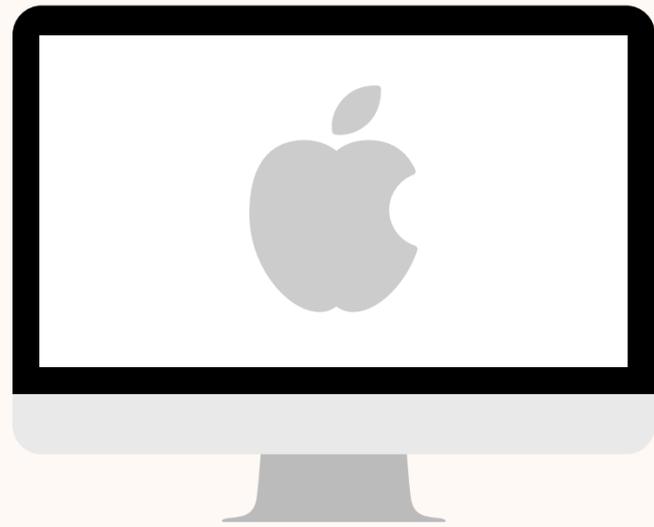
On desktops and laptops, Remo is compatible with macOS and Windows 10

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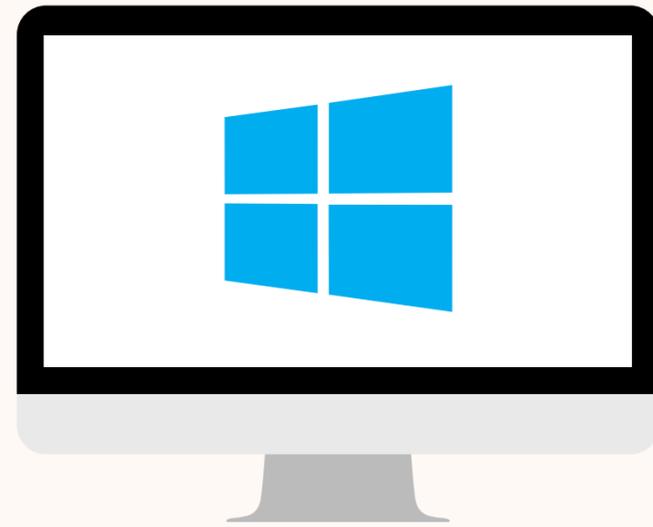
On Smartphones, Remo is compatible with iOS and android

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

### Log in to Remo Conference

[G Log in with Google](#)

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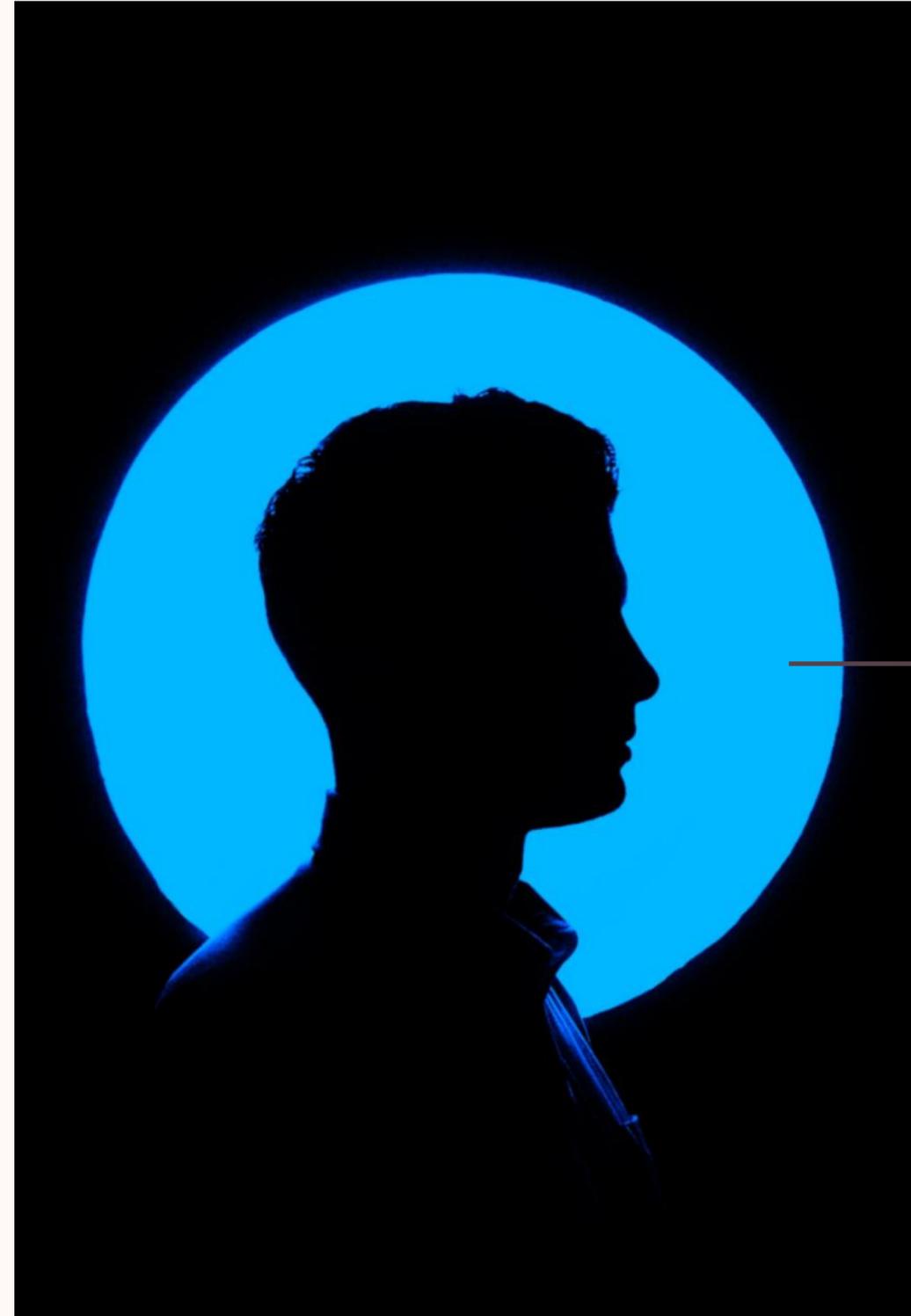
Email address

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 event registration card. 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 side of the card, the event details are listed: 'Jun. 19th, 05:30pm - HKT', 'CLUE HUNT!', and 'Device camera & microphone required'. A green timer shows '00 : 23 : 20 : 35'. At the bottom right, a green button with the text 'Join event now!' is highlighted with a red rectangular border. A red arrow points from the magnifying glass area towards this button.

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!

# 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



Jun. 27th, 03:35pm - HKT

## Attendee's Guide to Remo Events



Device camera & microphone required

Private Event

Days      Hours      Minutes      Seconds  
00 : 23 : 59 : 07

Save me a spot!

Speaker login

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

EVENT: PUBLIC  
+  
NEVER JOINED A  
REMO EVENT



CREATE AN  
ACCOUNT!

EVENT: PUBLIC  
+  
HAVE JOINED A  
REMO EVENT



LOGIN WITH  
YOUR EMAIL &  
PASSWORD!

EVENT: PRIVATE  
+  
NEVER JOINED A  
REMO EVENT



CREATE AN  
ACCOUNT!  
\*MAKE SURE YOU USE  
THE EMAIL ADDRESS  
THE HOST USED TO  
INVITE YOU

EVENT: PRIVATE  
+  
HAVE JOINED A  
REMO EVENT



LOGIN  
\*MAKE SURE TO  
LOGIN WITH THE  
EMAIL ADDRESS THE  
HOST USED TO INVITE  
YOU

Register now!



## Remo Super Hosts Party

Enter your email

Continue

or quick register using option below

 Log in with Google

### 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.)

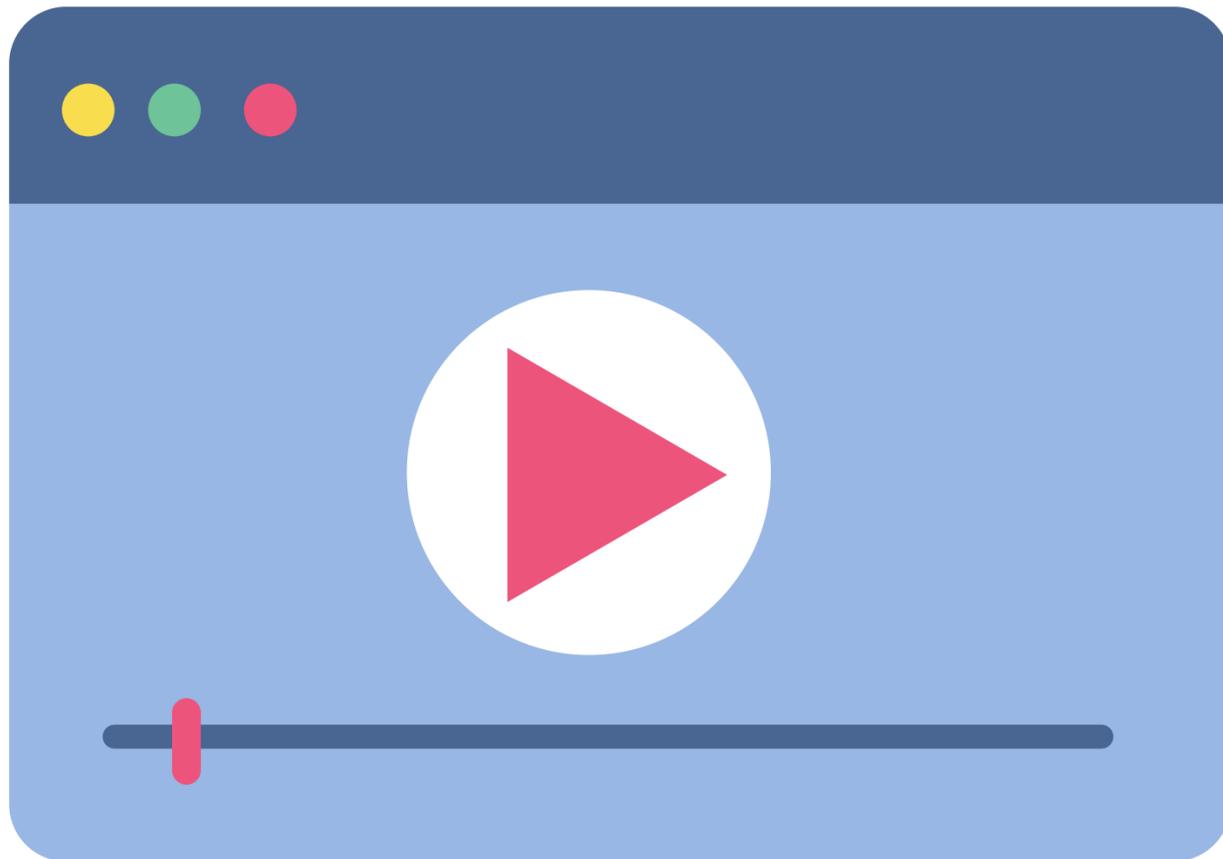
Now you can set up your profile before the event! Instructions below...

# Video Time!

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

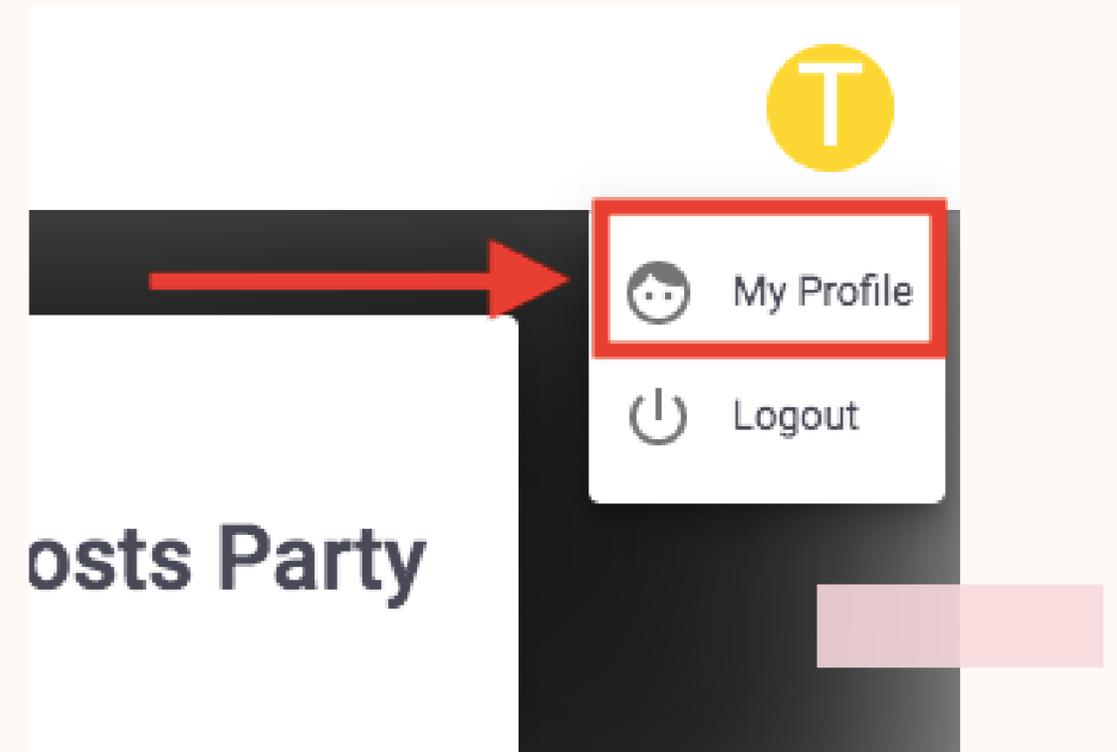
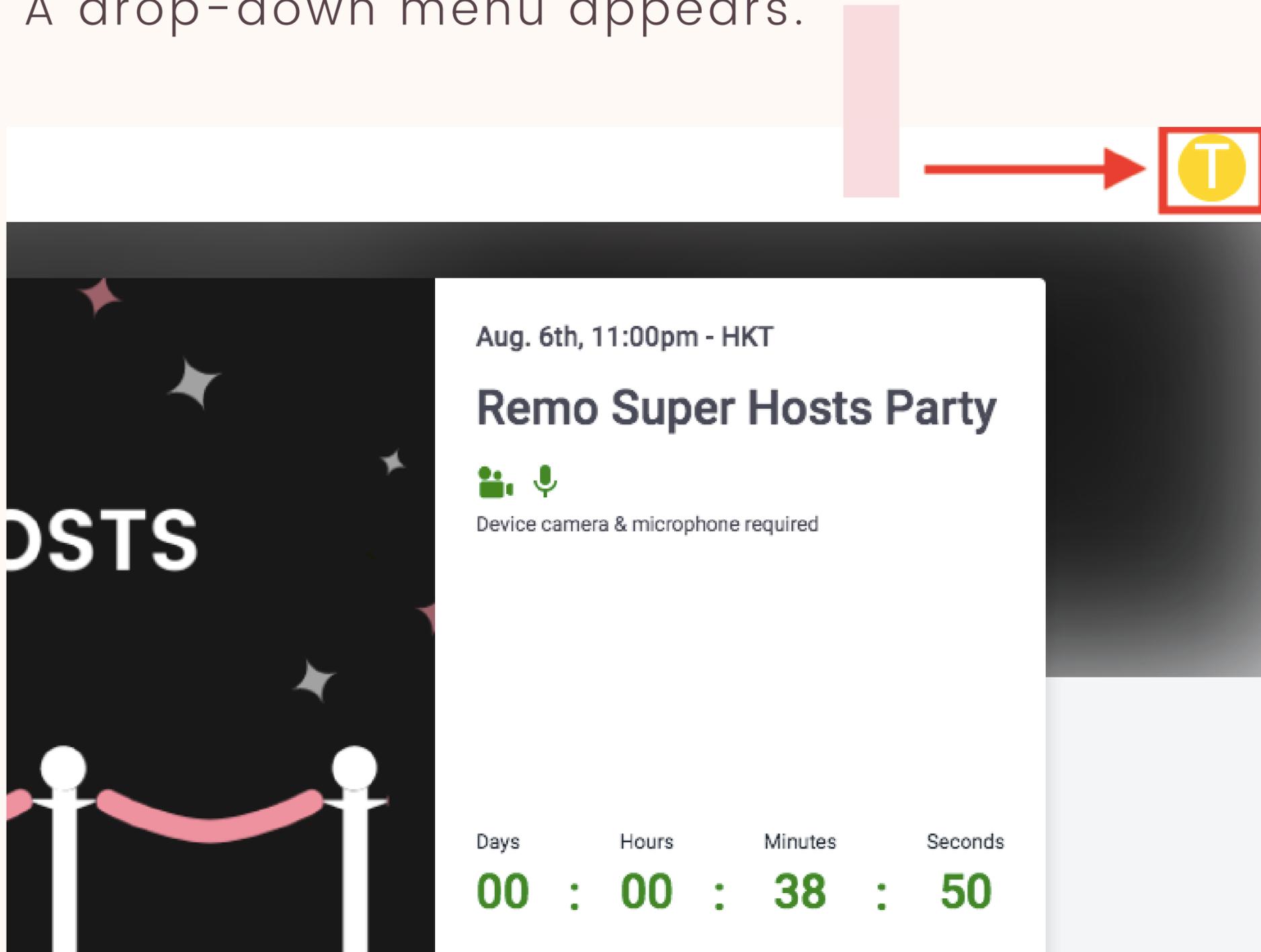
If the link does not work:  
<https://hi.remo.co/yourprofile>

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'

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](#)

Full Name \*

George C. Huang, M.D.

Headline

Experience the Magic of Remo

Company

Remo

Job Title

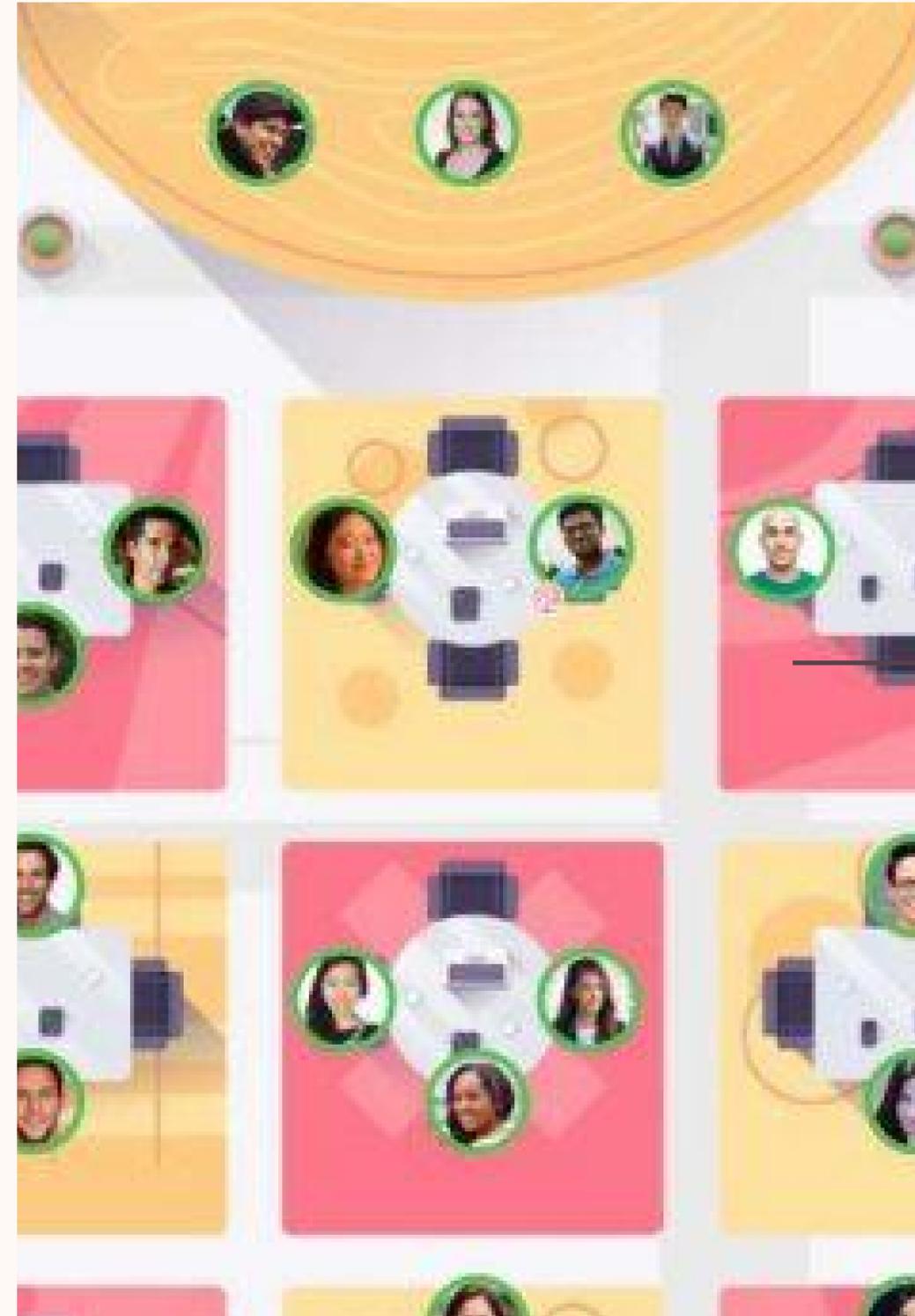
Director of Customer Experience & Success

Meeting Schedule Link (e.g. Calendly)

LinkedIn Public Profile URL

Facebook Profile URL

# 3. During the event



# Optimize Your Experience

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For the best experience, we recommend following these steps:

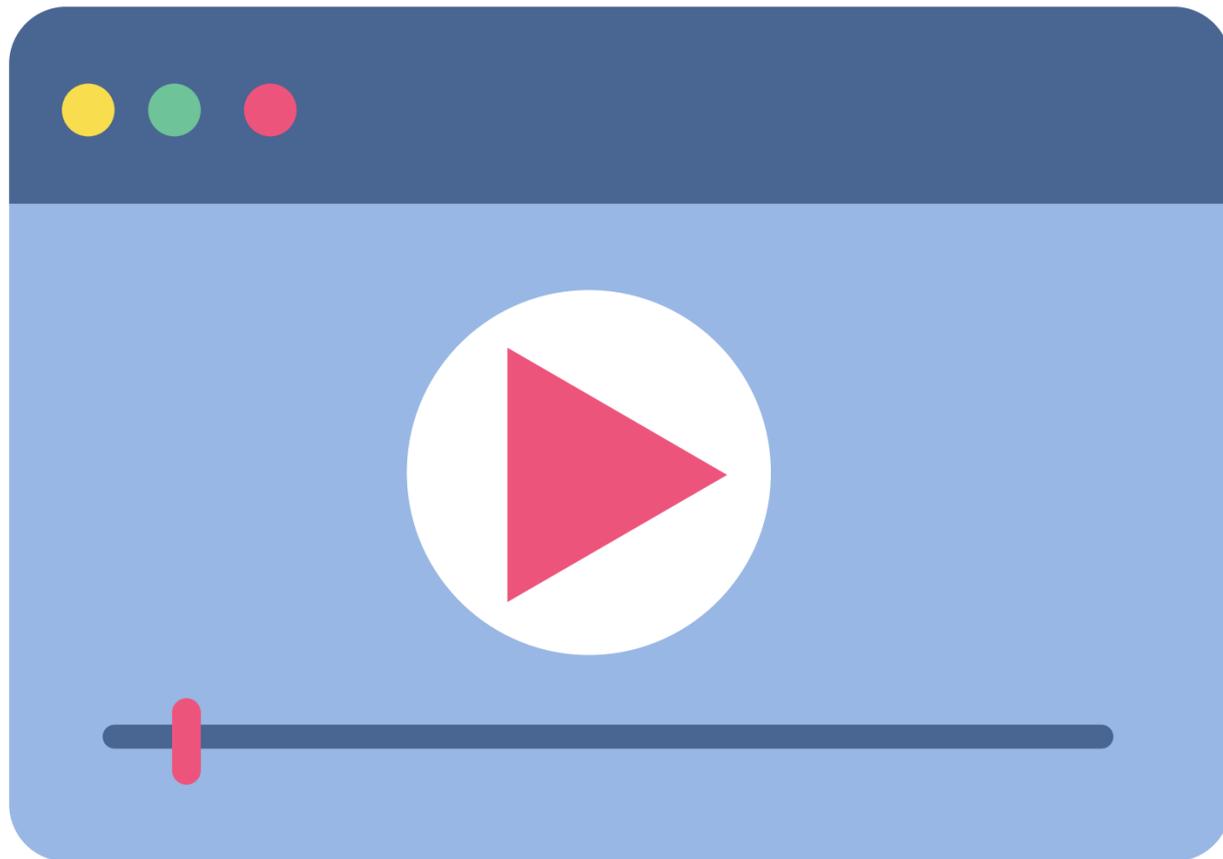
- ✓ Close all other video applications, as well as memory-intensive programs (especially in Windows 10)
- ✓ Close other browser windows
- ✓ Close other tabs in your browser
- ✓ Connect to the internet using a wired connection (faster and more stable than WiFi)
- ✓ When possible, use your Desktop/Laptop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

# 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](#)

Skip for now

### This chat panel opens to the right

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

Skip for now

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

💡 Double click on Table 2 table to join

Skip for now

### This chat panel opens to the right

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

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

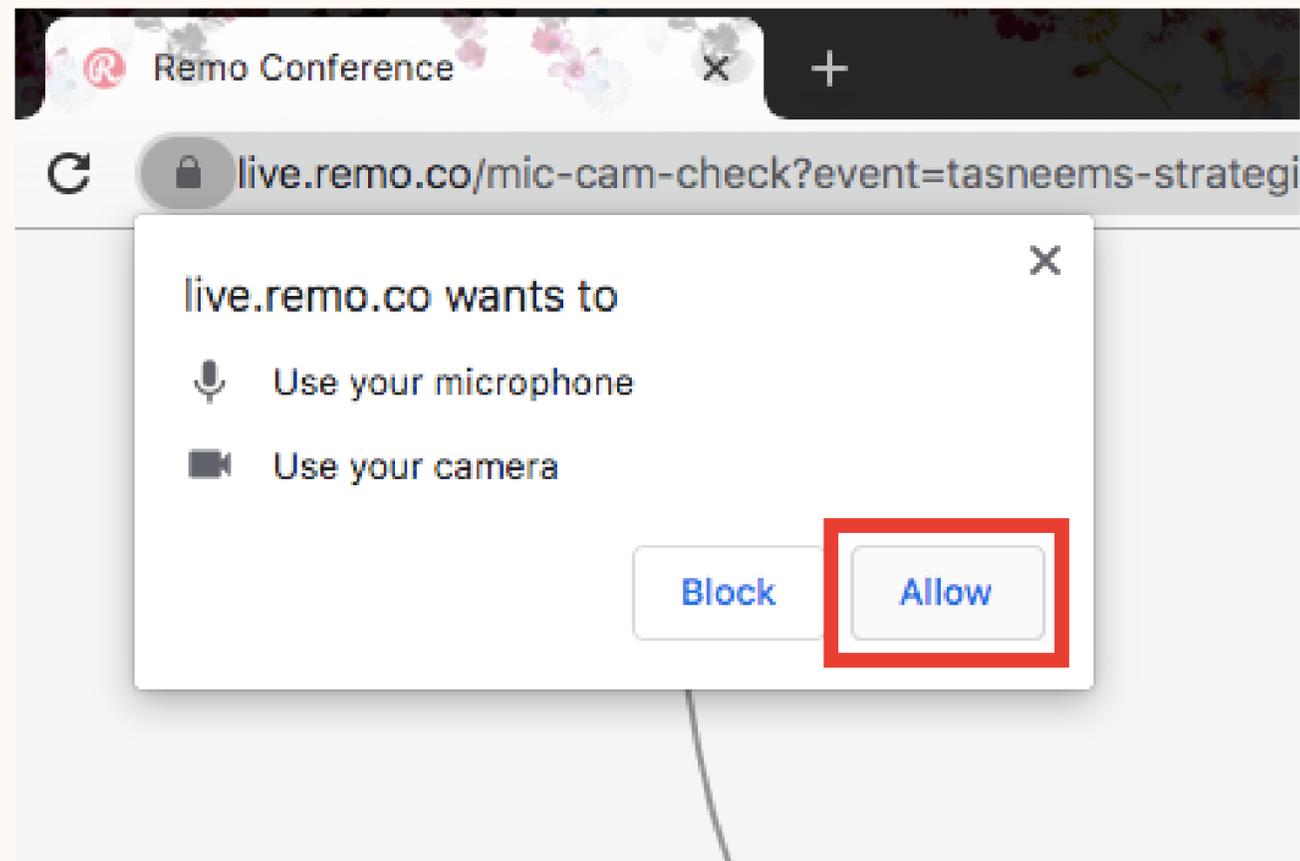
[Join event without camera & microphone](#)

PAY SPECIAL ATTENTION HERE PLEASE...

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

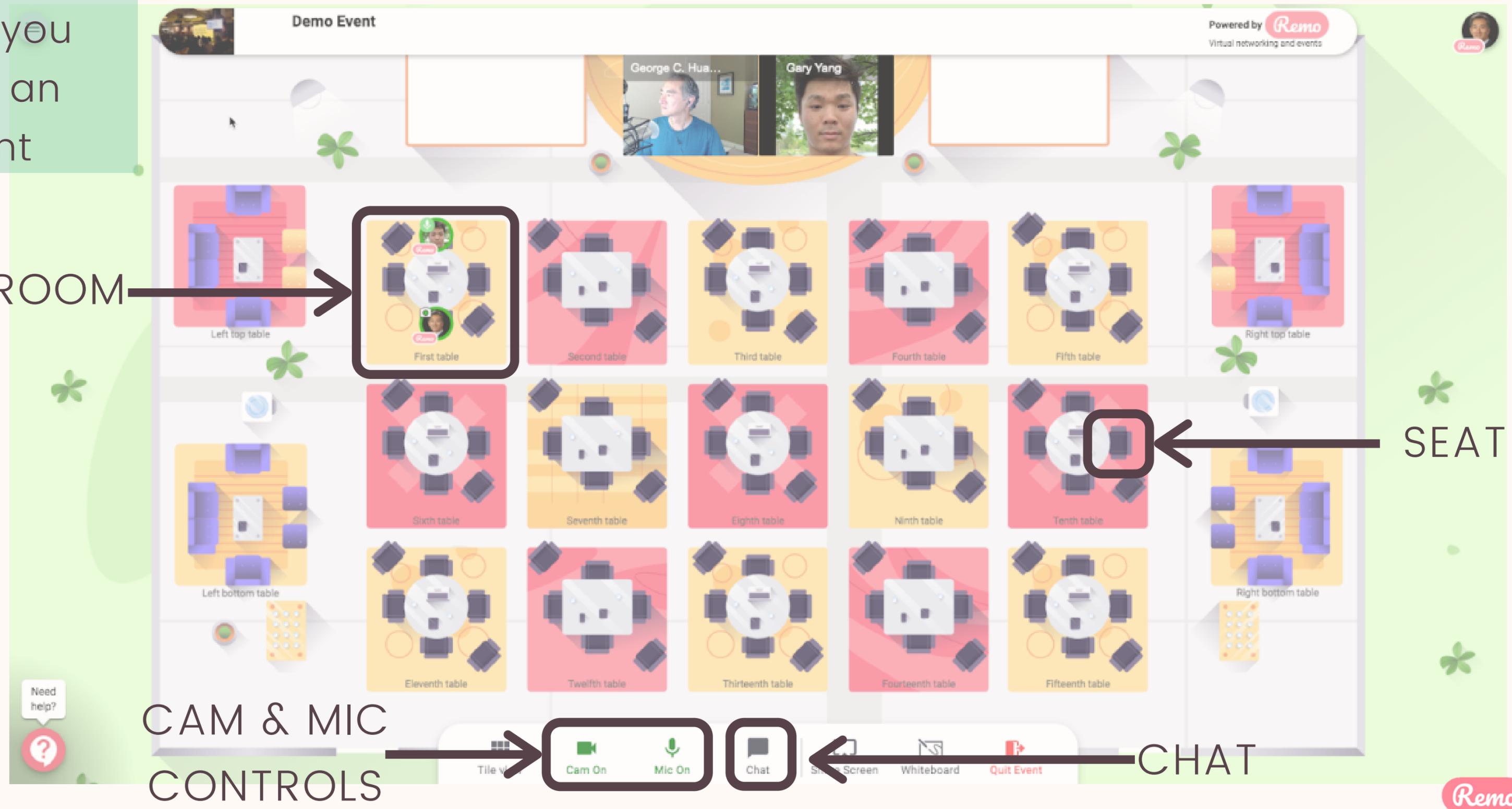
If you're having problems, test your mic and cam here as well:

<https://geartest.remo.co>



# Floor View

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



TABLE/ ROOM



SEAT



CAM & MIC CONTROLS



CHAT

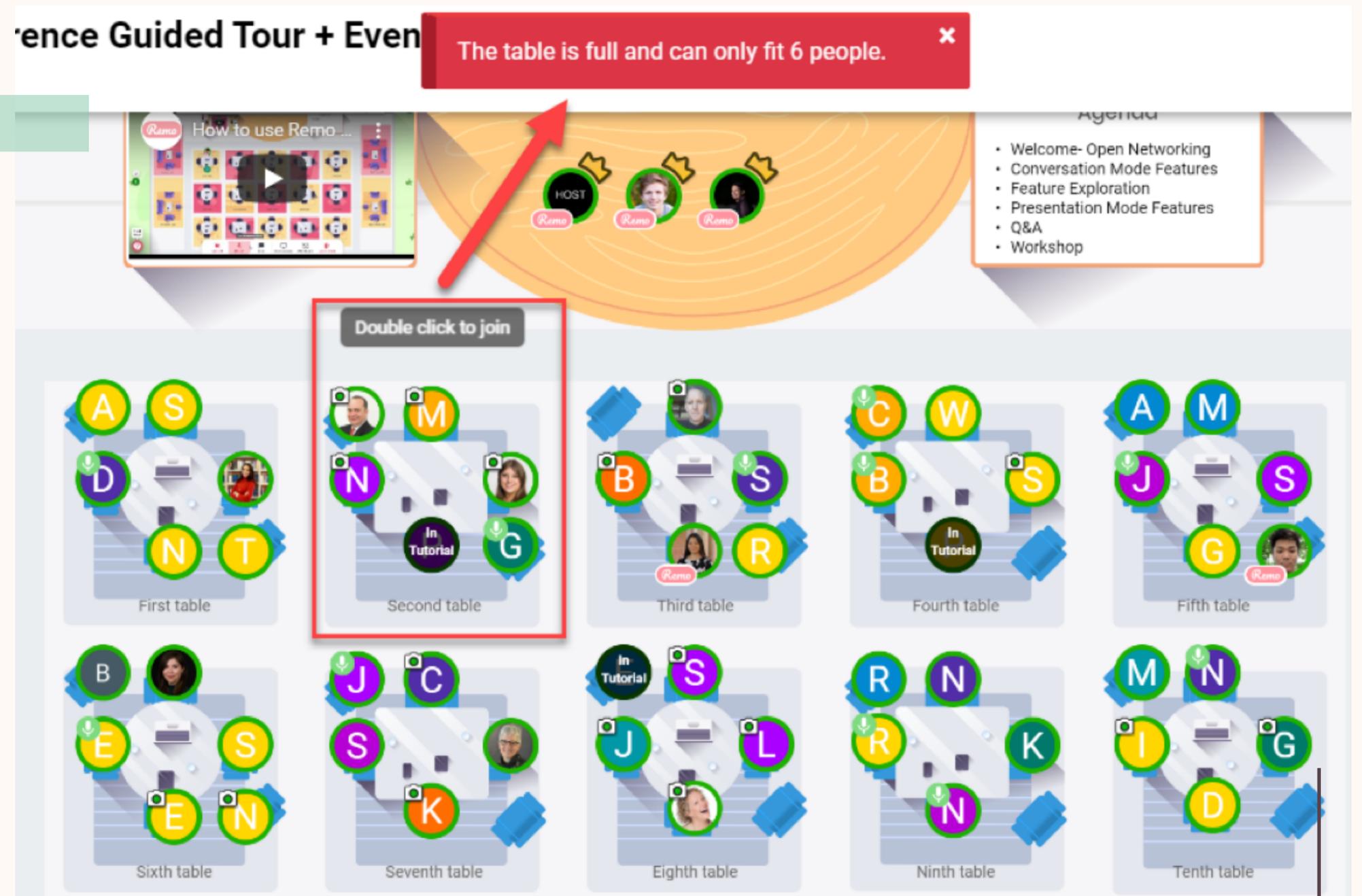


# Moving around Remo

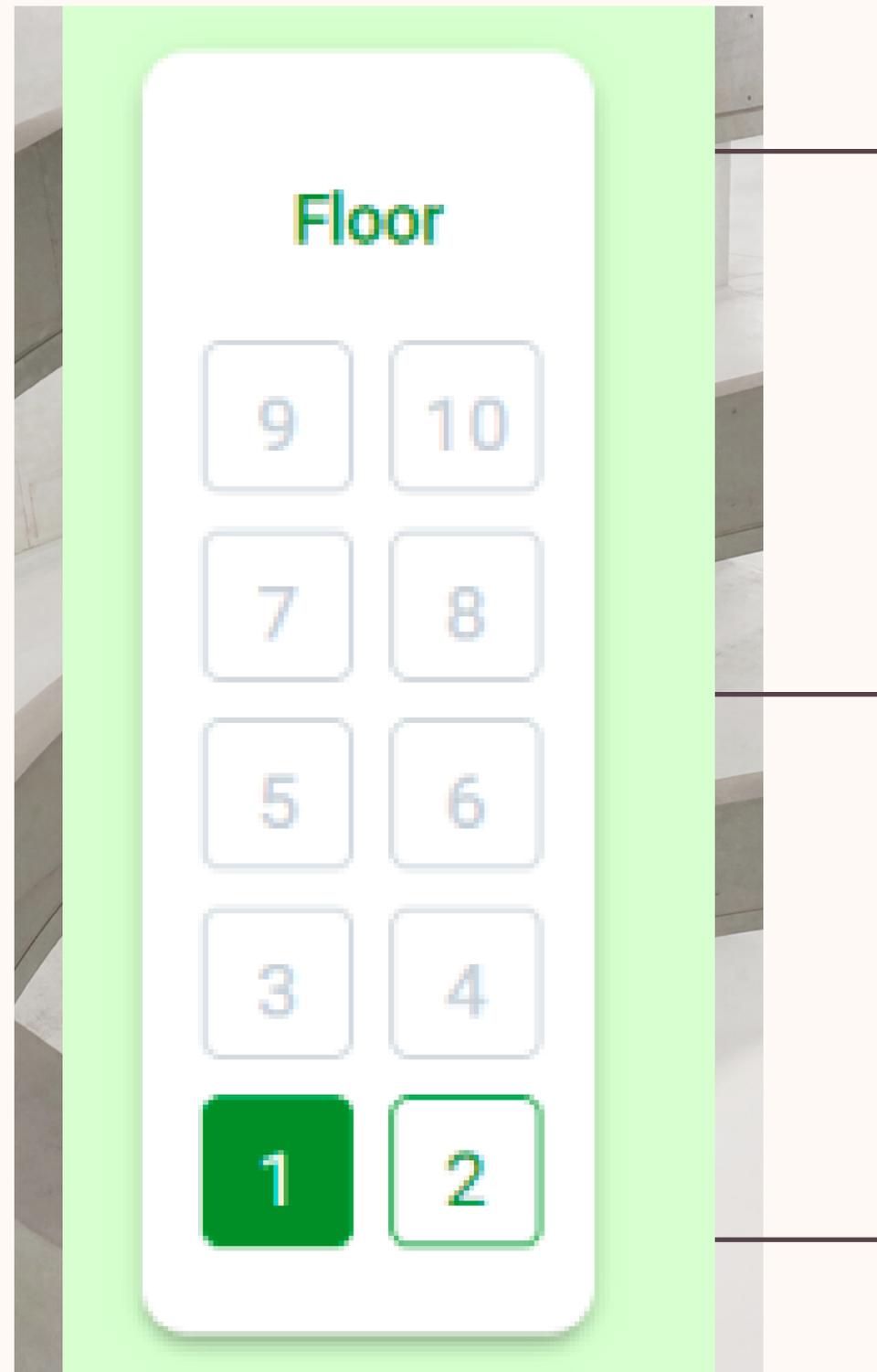
You will randomly join a table, but you are free to move around as you please

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

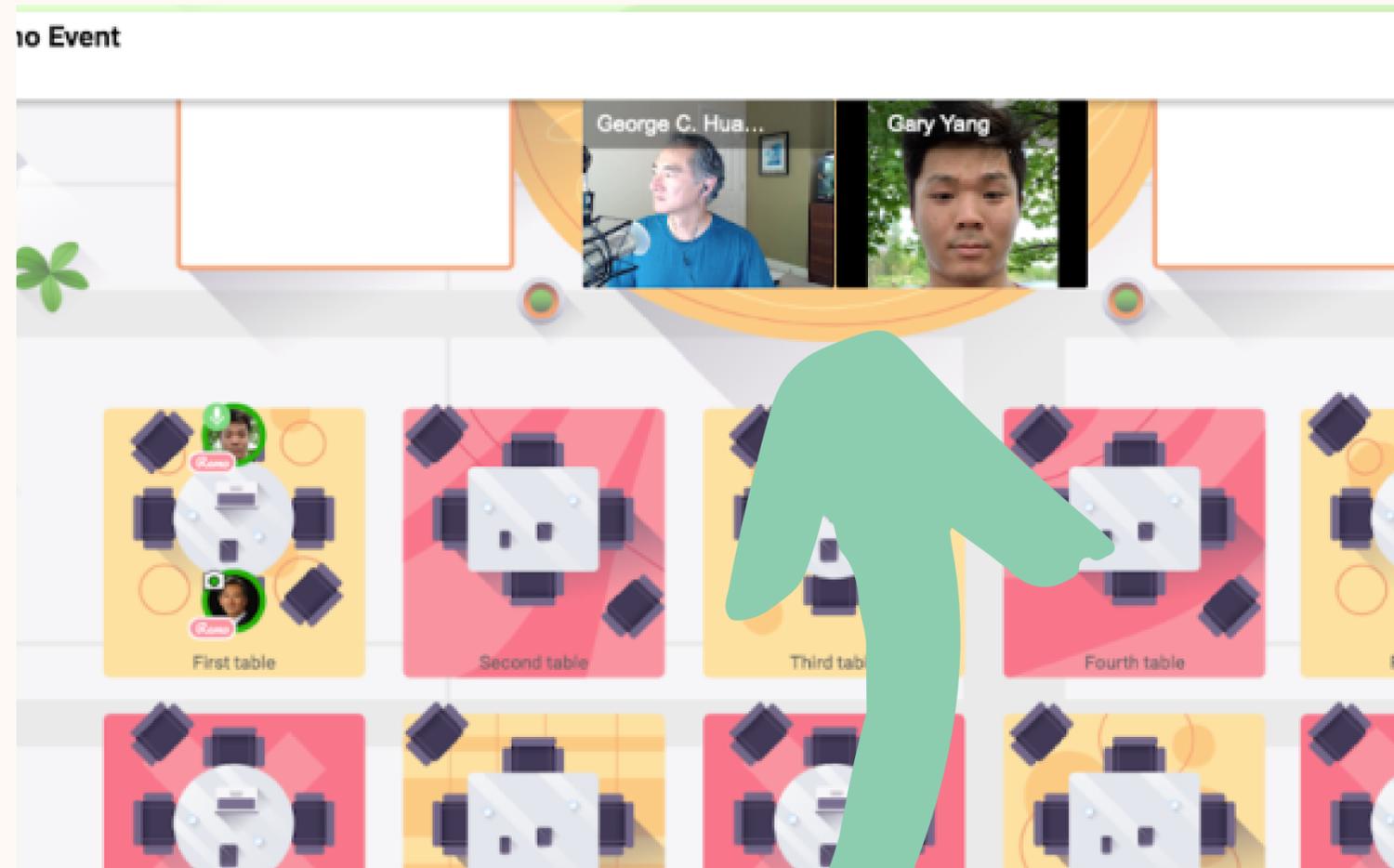
To see how many guests are on a particular floor, hover your cursor over the floor button.

3

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

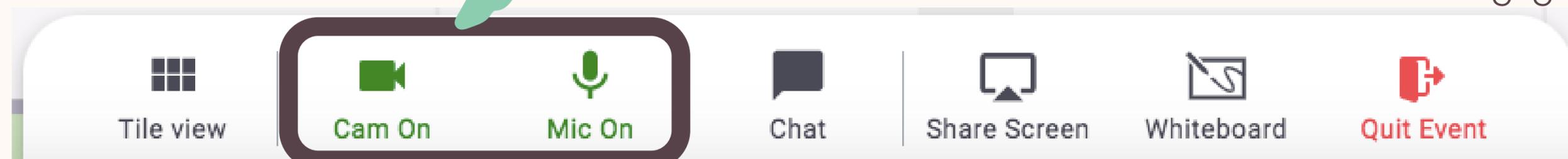
# Mic & Cam

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](#)

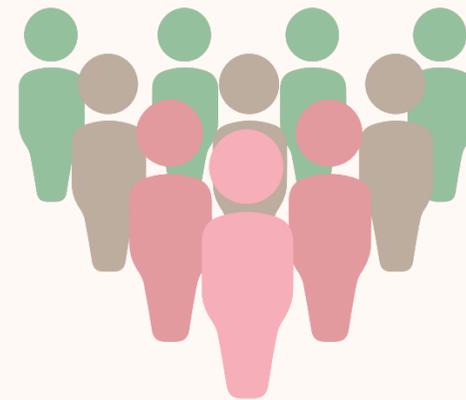
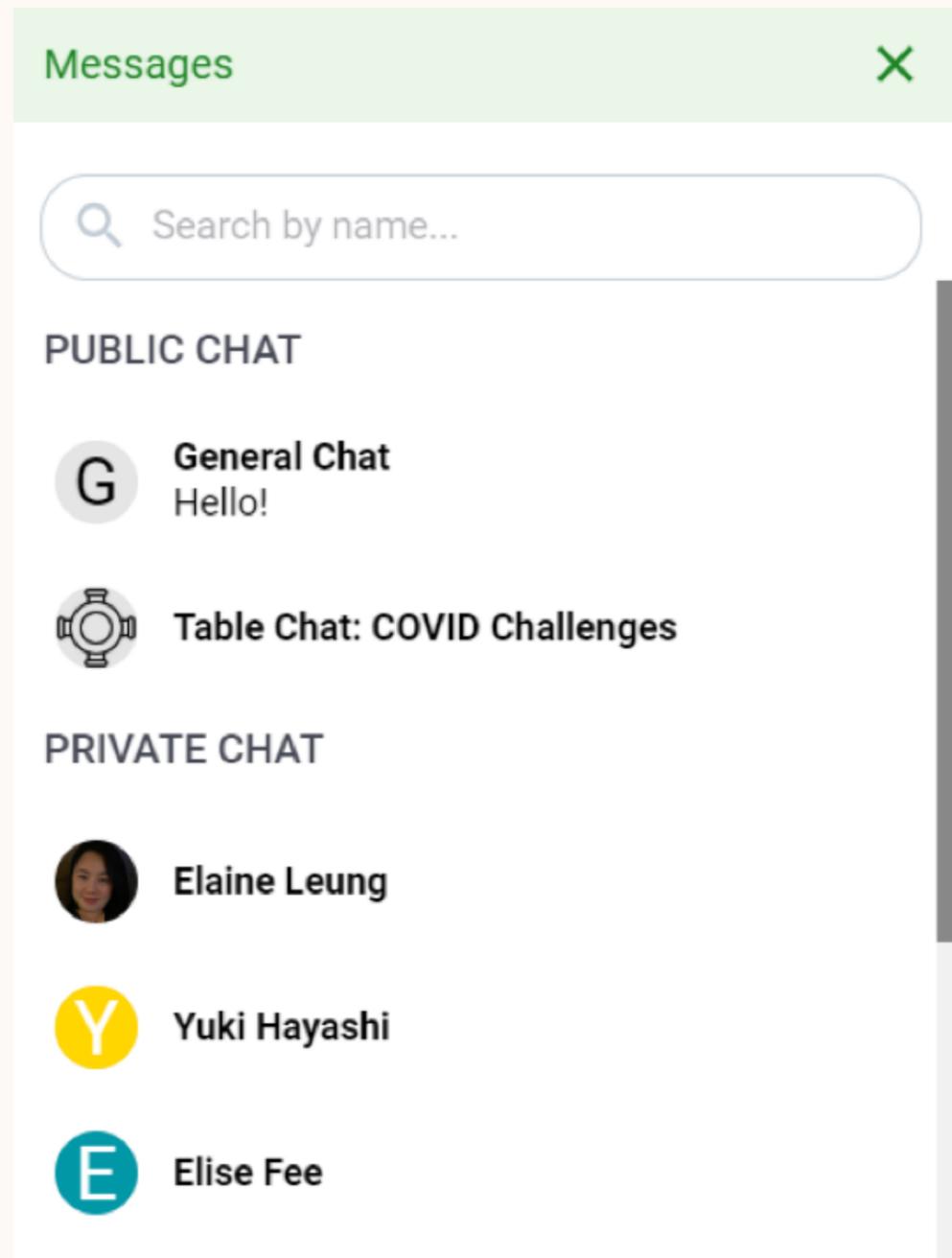


# Chat

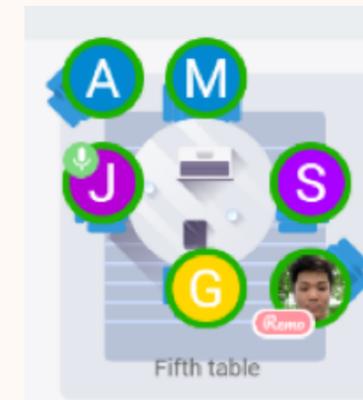
During Remo events you can chat with others

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

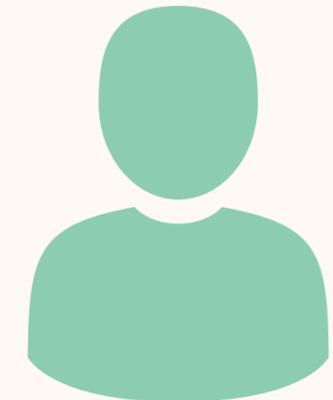
Step 2: Select one of the 3 chat options:



**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!



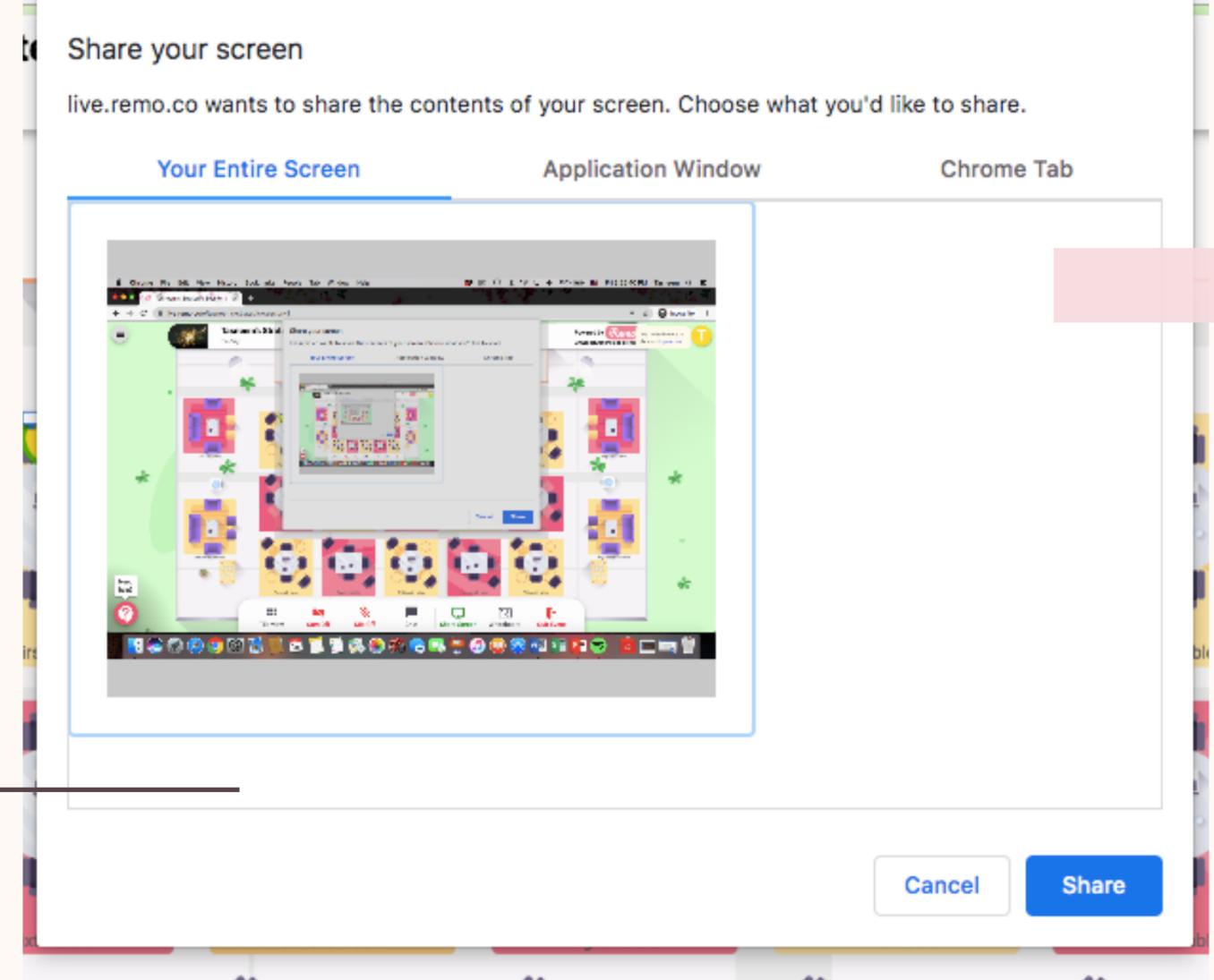
# Share Screen

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



# Billboards



Left billboard: Typically displays a video

Click on the 'play' button to start playing, and the 'maximize' button to make it full screen

Right billboard: Typically displays text (e.g. agenda)

To see clearly what's written, hover your cursor over the billboard

**\*\*Note:** If video tiles are covering your view of the billboards you can rotate your mouse wheel or if using a trackpad, pinch to zoom out. Alternatively, you can scroll up by clicking anywhere on the map and dragging it down.

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

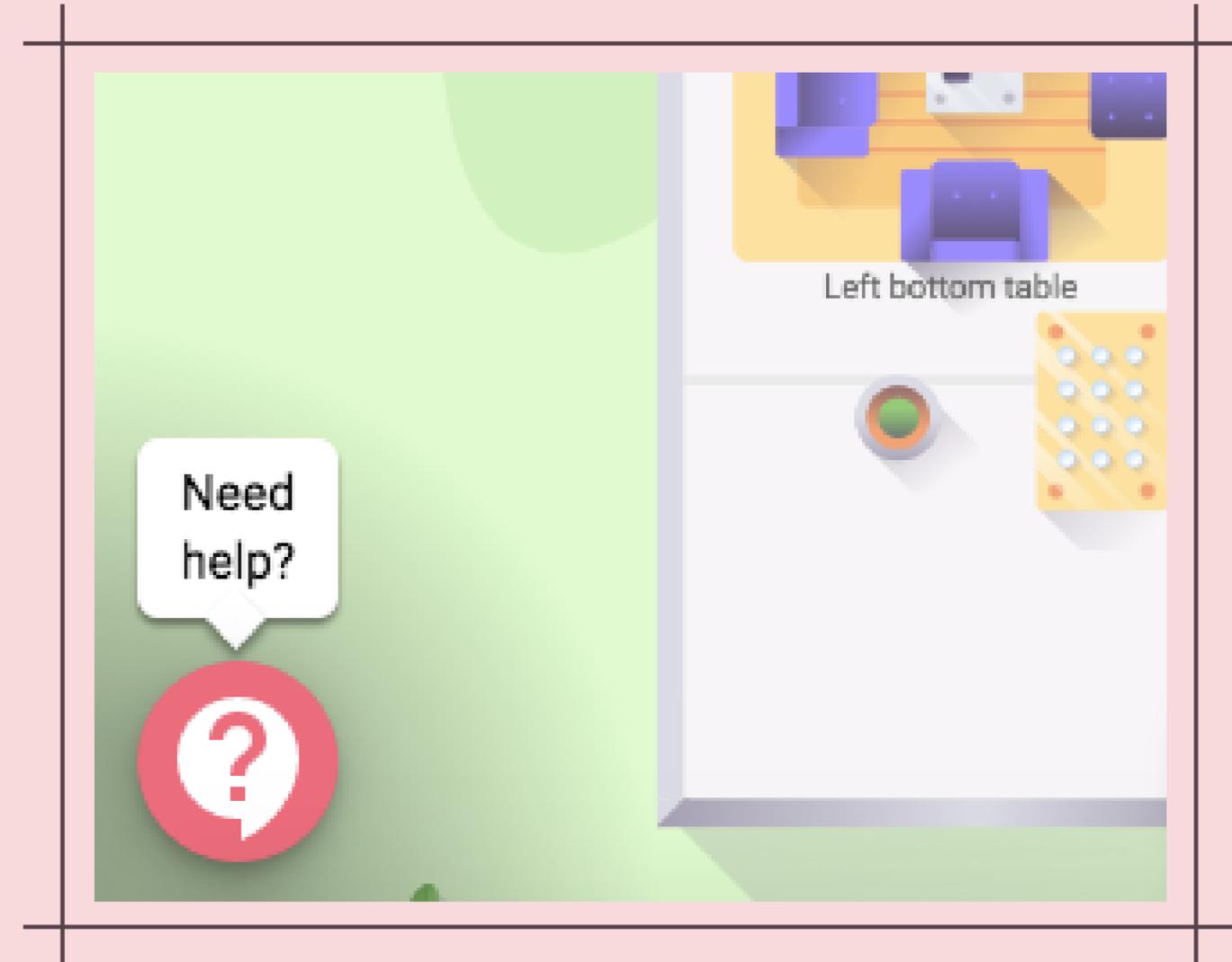
Step 2: Search our help articles to see if they answer your question

-or-

Chat with our team directly!

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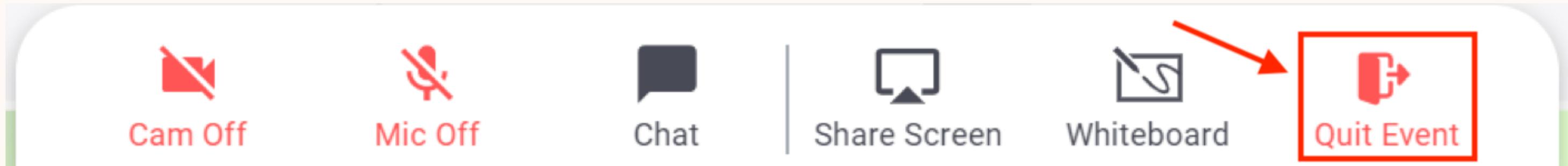
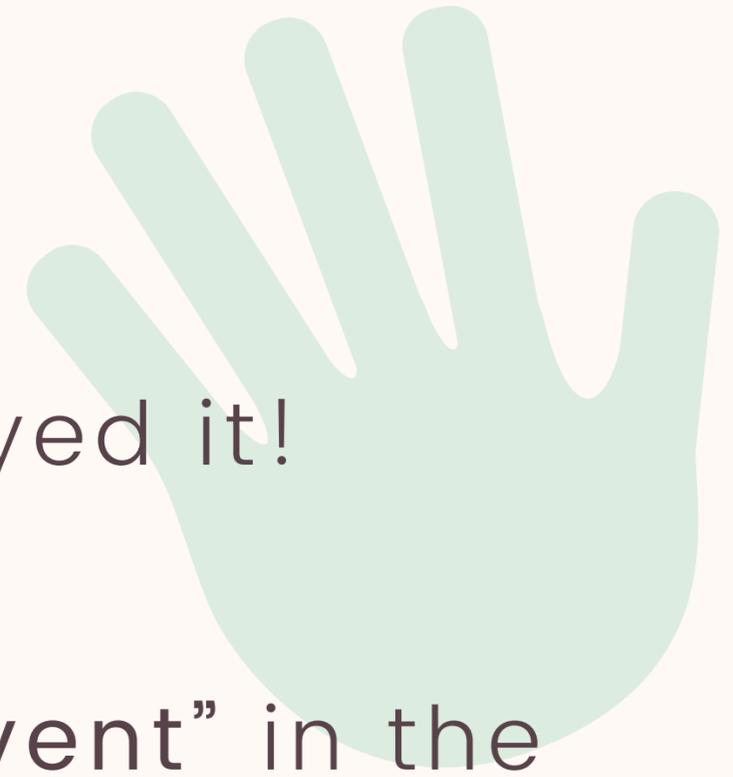
# Chat Support



# Leave the Event

Your event's ended? Hope you enjoyed it!

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



# Thanks and enjoy your event!



[www.remo.co](http://www.remo.co)

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Experiences That People Can't Stop Talking About

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