![pando logo]

PARTICIPATING AS A
REMOTE PANDO GUEST

Thank you for agreeing to participate in our upcoming PANDO production. To make things work as smoothly as possible, please review the following setup information prior to your show date.

PICKING A LOCATION:

Pick a quiet location to setup in. The space should be well lit, but try to avoid having any windows or other bright lights in back of you – they will make your video appear dark. Ideally you should have a simple, uncluttered space behind you with lamps or other soft lights positioned in front of you. While strong overhead lights can make your video appear 'flat', they are better to use than sitting in a poorly lit room.

If you plan to sit in a room with other attendees, ensure that *no more than one* laptop is connected to Pando in that room. Having multiple Pando participants in the same room can result in audio feedback when your microphone is activated. This could result in a very poor experience for all attendees in the Pando session.

CONFIGURING YOUR COMPUTER:

You will be connecting to our studio over the Internet using your own computer. We strongly recommend that you connect your computer to the internet using a wired connection. It will provide a more reliable connection for your computer, and result in a far superior video feed during the program. The wired internet (Ethernet) port on your computer will look something like this:

If this isn't possible, please stay close enough to your wireless access point to maintain a reliable connection.

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SELECTING A WEBCAM:

We will receive video from you using your computer's Webcam. It can be a built-in Webcam like those found on most modern laptops, or a USB connected Webcam like those from Logitech or Microsoft. If you will need to add a Webcam to your system, we have had good results with these models:

Logitech C270 or C310   *Microsoft LifeCam HD Line*

Any decent quality webcam used in a well-lit room should provide a good video image.

PLEASE NOTE: The Logitech C920 & C930 models are NOT supported by Pando. If you have one of these Logitech webcams, please plan to replace prior to the meeting.

SELECTING SPEAKERS AND A MICROPHONE:

Providing good sound is as important as good video. While most laptops have built-in microphones and speakers, they tend to offer low sound quality and can pick up a lot of ambient noise and feedback.

While these built-in sound devices are usable, you will get much better audio using a headset with an attached microphone. Options here include ear-buds designed for phones, or USB connected headsets with an attached microphone:

Ear Buds w/Microphone   *USB Headset w/Microphone*

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SELECTING A BROWSER:

<u>PCs and Laptops</u>
To connect to PANDO, you will need to use either **Google Chrome**, **Microsoft Edge (v79+),** or the **Opera** browser if participating from a Windows 7, 8, or 10-based PC and Laptops. If you will be participating from a Macintosh computer, the **Safari** browser is also supported.

If you already have one of these browsers installed, make sure it is updated to a current version.

If you need to download one of these supported browsers, follow one of these links:

CHROME (PREFERRED):	https://www.google.com/chrome/browser/desktop/index.html
EDGE (v79+)	https://www.microsoft.com/en-us/edge/business/download
OPERA:	http://www.opera.com
SAFARI	Comes preinstalled on all Macintosh computers

If you have a choice of browsers, CHROME is the preferred option for Windows-based computers, and CHROME or SAFARI for Macintosh computers.

PLEASE NOTE: Currently Safari and Internet Explorer are <u>not</u> supported on Windows-based PCs or Laptops and should not be used to connect to the show.

<u>iPad</u>
- Safari is currently the only supported browser on the iPad
- PANDO currently supports only **iOS 13 and above**

CONNECTING TO THE SHOW:

Before connecting to PANDO, shut down and restart your computer. Once your computer has rebooted, ensure all applications outside of the browser you are using to join the show remain closed. This will free up processor and memory resources on your computer, and help your system perform its best when working with video. If connecting to PANDO via iPad, ensure that you have closed all other Apps that may be running in the background. You should also turn off any other external devices that could make sounds that would be heard by the studio. At this point ***keep your phone turned on***. This will be the way the studio will contact you if you have trouble connecting

To connect to the show, open your supported browser and go to the website as indicated in your confirmation email.

Click the "Attend Program" link and enter your username and password (see your confirmation email for username and password information).

A form will appear asking for some basic information – Your Name, City, State, and best contact phone number:

IMPORTANT: Please enter a **PHONE NUMBER** where you can be reached by our help desk technicians should they need to reach out to assist you with getting setup and running with PANDO.

When you've filled out the form, click the **Continue** button.

If you have a pop-up blocker engaged, you will see an intermediate page open that contains a link to launch the PANDO Platform Page. Click the "here" link.


If this is your first time connecting to PANDO from your computer or laptop, your browser may require permission to access your webcam and microphone. Click the camera icon in the top right-hand side of your window, and ensure that camera and microphone access is being allowed:
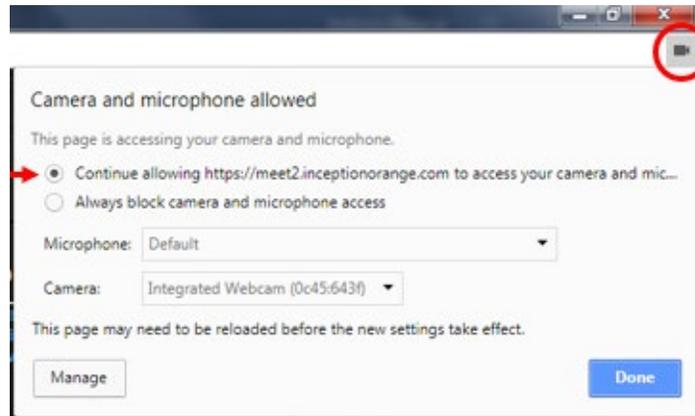
Photo Modal:

During this step, PANDO will stop and ask for you to take a photo with your webcam/iPad camera, upload an image of yourself from your desktop or iPad photo library, or if you prefer, use the default image associated with your session. Follow the instructions located in the gray box on the right, and then click the "Accept Photo" button to continue and to connect with a technician in order to complete the on-boarding process.
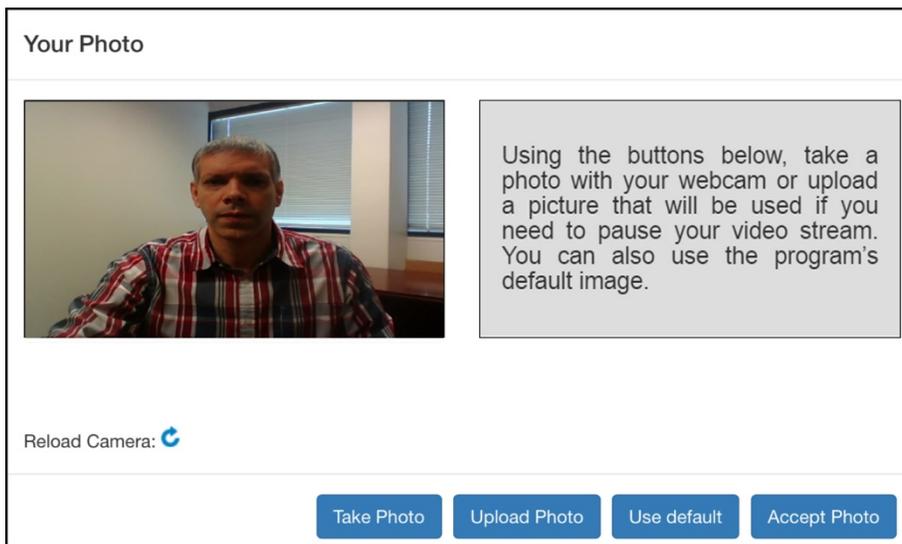
WORKING WITH THE PANDO ON-BOARDING TEAM:

At this point in the login process, you will be placed in a queue waiting for one of our on-boarding technicians to connect with you. While waiting, you will see a pop-up showing your position in the

queue.
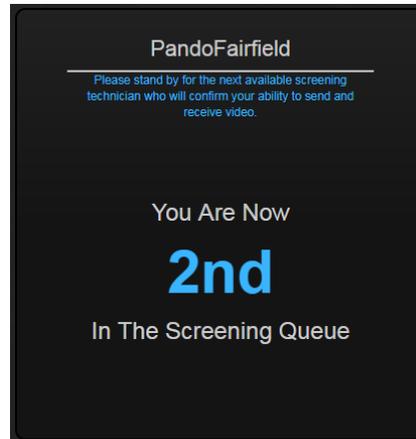
When your turn comes, this pop-up will disappear and get replaced with the camera feed of one of our on-boarding technicians. They will make sure that you can both see and hear them clearly, and will verify that the video and audio coming from you is correctly set up and ready to feed to the studio.

WEBCAM RESOLUTION
One important thing that our on-boarding team will check is that the resolution of your computer webcam is set to **960x540** or lower. If it needs to be changed, they will ask you to click on the resolution control on the left side of your display and make an adjustment there:
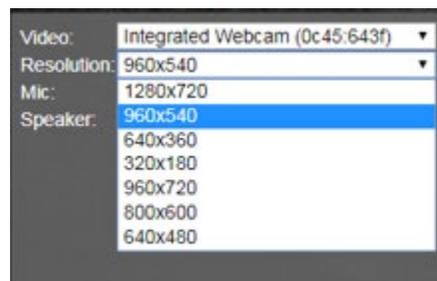
If setting changes need to be made on your side, our on-boarding technician will walk you through any needed steps. If for some reason you cannot hear their audio, or have no signal from them at all, they will call you at the phone number you provided during the login process to help sort out any connection issues that you may be experiencing.
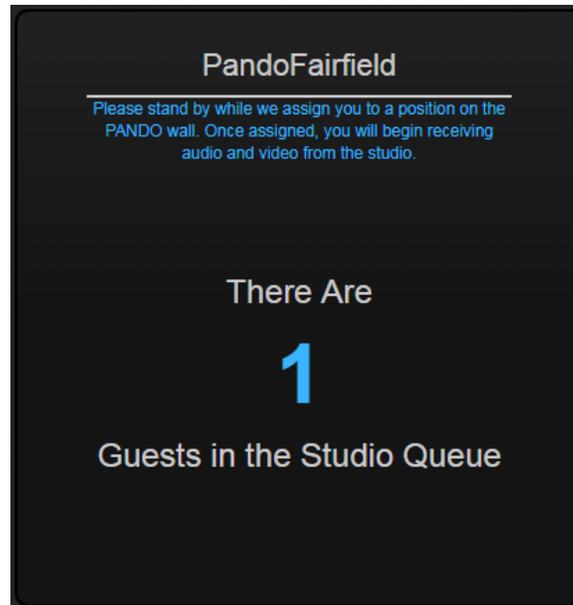
![pando logo]

BEING SENT TO THE STUDIO:

Once your webcam is properly configured and everything looks and sounds good, your on-boarding technician will send you over to the studio in order to be assigned a position on the PANDO wall. You will see a window pop-up showing that you are now in the studio queue waiting to be assigned a wall position:

Once you have been assigned to a position on the PANDO wall, you will begin to see and hear the program feed coming from the studio. Your video will be displayed on the in-studio wall showing all of the connected guests on a show. At any time during the production, up to four of the connected guests can be selected to interact with the studio. Once you are live in the studio, you should always assume that you are one of these 'ON-AIR' guests – look directly at your screen, center yourself on camera, avoid unnecessary noise, and be ready to fully participate in the production when called upon.

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USING AN iPAD TO CONNECT TO PANDO:

When connecting to PANDO using an iPad, there are several important things to note:

- **Safari** is currently the only supported browser on the iPad

- PANDO currently supports only **iOS 13 and above**

- If you leave the PANDO screen by hitting the "Home" button or clicking on another tab or application, the program may not re-initialize automatically. If this happens, simply click the refresh button (blue circular arrow pictured below) on the settings tab or close the Pando window & click the "Click Here" link on the launch page.
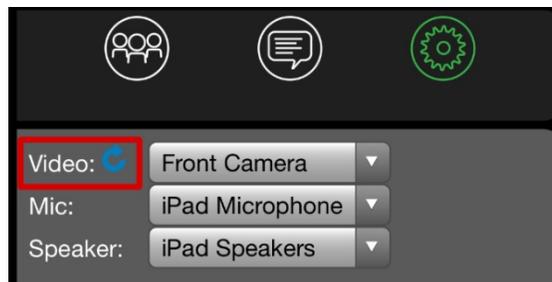
An on-boarding technician will confirm the above items when you log into a PANDO program, and will assist with any questions you may have.

Thank You for Participating & Let's PANDO!