



# Webinars - technical information



SIMPLA project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 695955

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# Platform

**Livestorm-** <https://livestorm.co/>

## **Main features:**

- up to 250 participants (purchased by Promoscience)
- Live streaming
- Recording & replay
- Webcam
- Share screen
- media upload for sharing during webinar (video, PDF, other)
- Questions & Answers tab – questions are saved by the platform

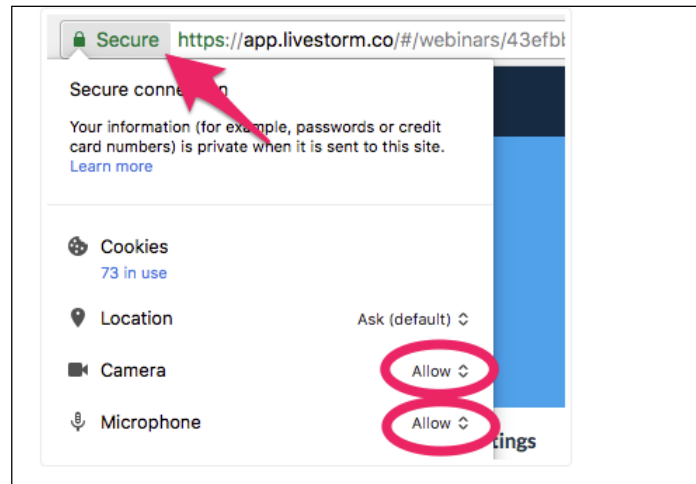
# Platform requirements - speakers

## For webinar host (Promoscience) and speakers:

- have a minimum bandwidth of 15MBs download and at least 5Mbs in upload *(Your connection speed is not the only factor. You have to also look for connection stability aka the number of people connected to that same connection. Therefore, try to use Ethernet over Wifi and ask your team not to saturate the network.)*
- **must use Google Chrome** to share webcam and screen or audio.

# Platform requirements - speakers

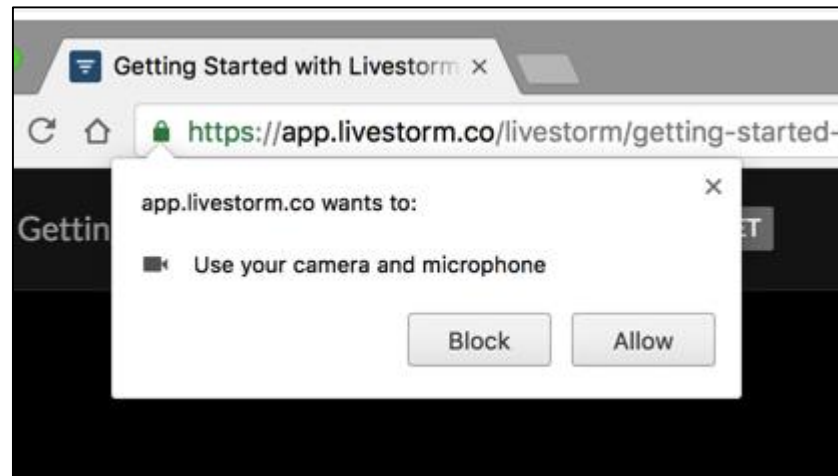
- Audio and webcam:
  - Check microphone and webcam on browser settings.
  - Check if your camera/microphone permissions are allowed. You can verify that by simply clicking on the "Secure" icon on the toolbar:



# Platform requirements - speakers

## How to activate your webcam

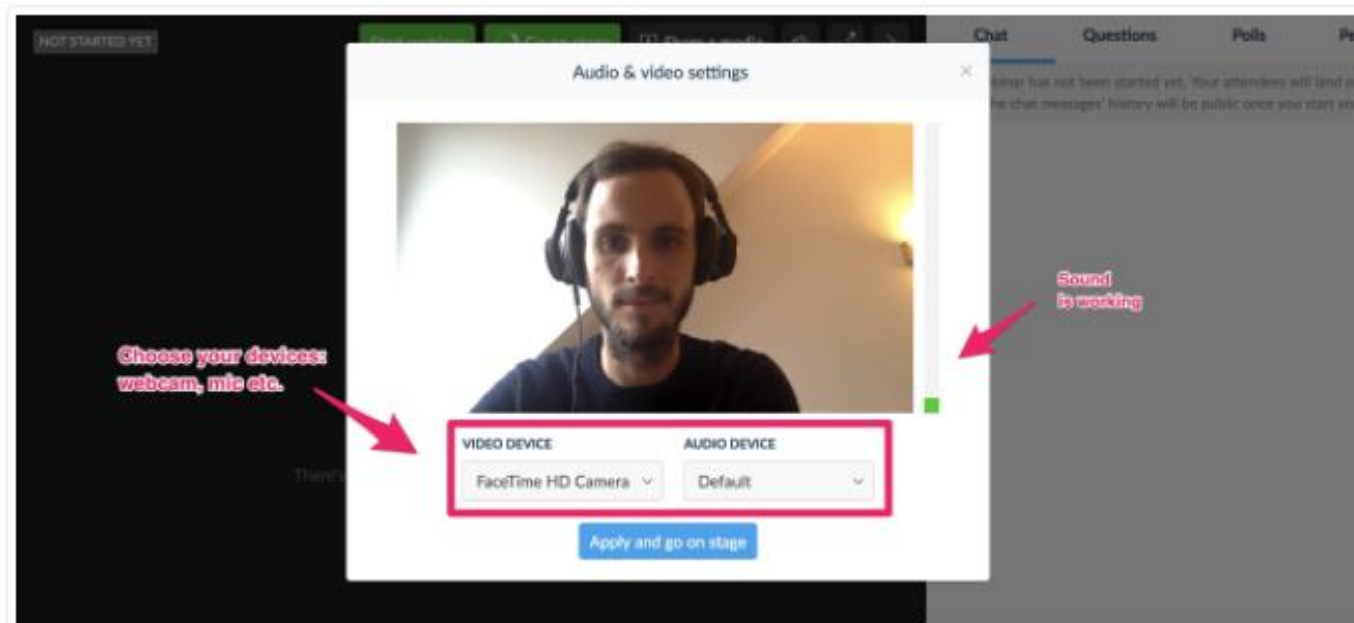
When you join in the webinar room for the very first time, you will have to **allow your browser to access to your webcam and microphone**. This is very important: **you must accept it** otherwise you won't be able to share your video with your attendees.



# Platform requirements - speakers

## How to activate your webcam

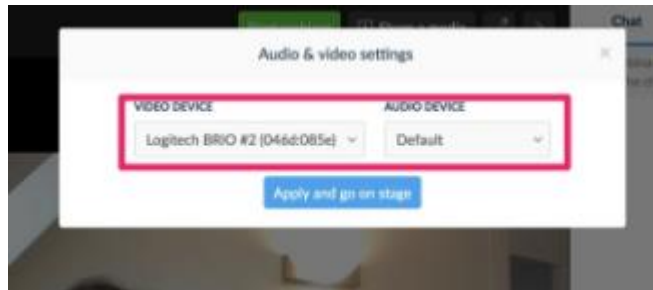
When you enter the webinar room for the first time, you will be prompted with a popup like this one:



# Platform requirements - speakers

## Use an external webcam or microphone

If you have an external webcam or microphone on your computer (for example an external USB microphone or webcam), you can easily select them by **clicking on the settings icon at the right of the dock**. A popup will open, you will be able to change settings like this:

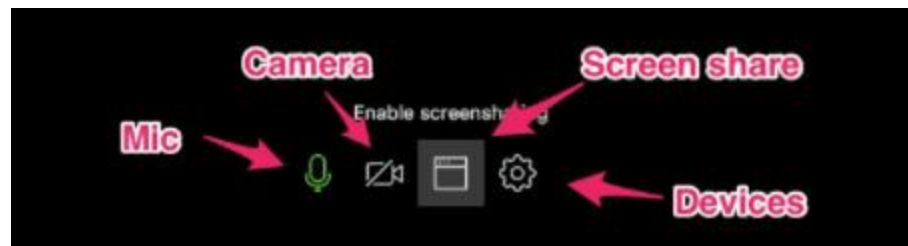


If the external device does not appear in the select menu, **refresh the window first and open the device settings again**. Your device should be present now.

# Platform requirements - speakers

## How to enable/disable your webcam/microphone

At the bottom of the screen, there are 4 buttons that allow you to control your streams. Click on each icon to disable/enable your webcam or your microphone:





# Platform requirements - attendees

## For attendees:

- have a minimum bandwidth of 15MBs download
- have a proper screen size to have a legible video (above 1280 pixels wide). Livestorm is responsive on mobile devices but the experience is always better on a regular screen.
- if possible, do not watch a webinar on a protected network. If your network is protected by a restrictive firewall, you will fall back to ***compatibility mode***. To fix this problem: change network, turn off the firewall or use your 4G

# Platform requirements - attendees

## **Compatibility mode:**

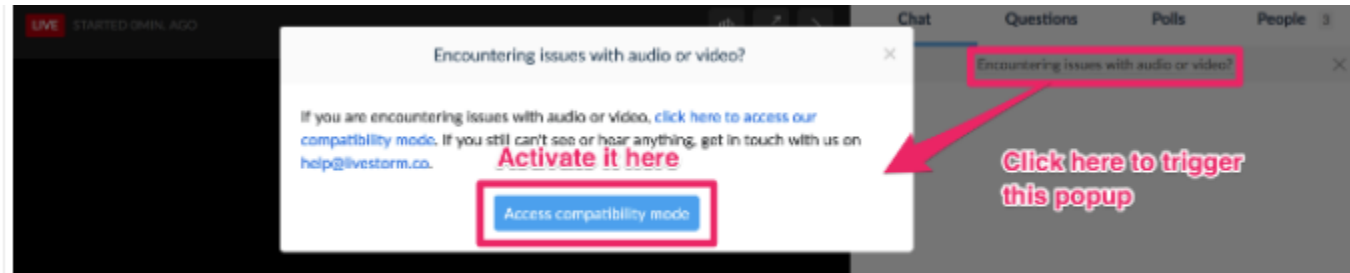
The **compatibility mode** ensures that you get the audio and video on whatever network, device or browser. It's automatically turned on if the platform detects an old browser or non-compatible browser or device.

You will enter automatically in compatibility mode if:

- You are using old or non-compatible browser such as Internet Explorer+10 or Safari.
- You are on a mobile device.

What will happen then?

- The video quality will be degraded to 480p (640x480).
- Attendees will experience a 15 seconds delay (between what really happens and what your attendees actually see).
- **Compatibility mode can be turned on manually by clicking on "Problem with the audio or video"** at the top of the chat when you connect to a webinar as an attendee. This is recommended if you have video or audio issues because of your network:



# Other requirements for speakers (for pre-recording the webinar)

**Audio:** headset with microphone

**Video:** standard webcam

**Presentation:** share screen

**Lighting:** soft, directional illumination

- use a large shaded lamp on desk out of camera range and facing you
- DO NOT use lighting from behind (e.g. do not sit with your back to a window)

# Other info and video tutorials

General support

<https://support.livestorm.co/>

<https://support.livestorm.co/category/4-getting-started>

More info on lighting for webinars

- <https://www.youtube.com/watch?v=6hfhqJ7eWj0A>
- <http://www.dummies.com/careers/business-communication/webinars/basics-of-webinar-lighting/>



# Contact

[corinna.pannofino@promoscience.com](mailto:corinna.pannofino@promoscience.com)

[riccardo.brancaleon@promoscience.com](mailto:riccardo.brancaleon@promoscience.com)

[www.simpla-project.eu](http://www.simpla-project.eu)



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