

PARTICIPANT

# Technical Requirements for Virtual Events on iPad®

## Viewing live and on-demand webcasts and virtual events on iPad

COMPONENT	SYSTEM REQUIREMENTS
Devices supported	iPad 1, iPad 2 and New iPad
iOS™ version supported	4.3 and above
Transmission speed	WiFi over broadband with at least 2 Mbps 4G or strong 3G signal
Exceptions	A strict firewall or proxy may affect connection quality. Changing port settings in the application itself can resolve it. Downloading of files onto iPad and full screen mode not supported. All other features/capabilities are available.

### Using InterCall's Virtual Events on iPad to Attend a Webcast or Virtual Event

- Participant registers for event via desktop or iPad using the URL provided by the event organizer.
- Upon successful registration, participant receives confirmation email.
  - If registering from an iPad at the time of the event, they will receive a prompt to download the application and immediately enter the event.
  - If registering prior to the event, they will receive an email with a prompt to download the application and a link to join at the appropriate time.
- At the time of the event, if the application has not yet been downloaded and participant attempts to join, they will be prompted again to download. Upon downloading, they will be able to join by clicking the link supplied by the organizer.

### FREQUENTLY ASKED QUESTIONS

How do I access Virtual Events on iPad?	Search the Apple® App Store for "Virtual Events" or use this URL <a href="http://itunes.apple.com/us/app/virtual-events-for-ipad/id549997408?ls=1&amp;mt=8">http://itunes.apple.com/us/app/virtual-events-for-ipad/id549997408?ls=1&amp;mt=8</a>
I clicked on the application icon to view my virtual environment or webcast, but it did not open.	For security purposes, you must always enter a virtual environment or webcast via a log-in page. If you do not have the URL to the log-in page, check your registration email confirmation or contact the event coordinator.
When watching an on-demand webcast, how do I use the video slider bar to move forward or back in the presentation?	To drag video sliders or elements, touch and hold for more than one second, then drag to your desired position.
I get a server connection error upon logging in.	The port your application is configured to use may be blocked or preventing the necessary connection. If you are unable to connect, change the port setting, close the application, and log In again.
Why does my performance seem to differ from time to time?	Performance will vary depending upon the strength and capacity of the network your device has connected to, and the number of other users on the same network. For optimal performance use a WiFi connection with an average speed of at least 2Mbps.
Can I host a webcast or virtual event, or act as a booth admin or booth rep from my mobile device?	The application supports participation as an attendee only, not as a speaker/presenter, organizer or booth rep.

For other support questions contact [vevent@appsverse.com](mailto:vevent@appsverse.com)

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