



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.

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:

PCs and Laptops

To connect to PANDO, you will need to use either the **Google Chrome or Microsoft Edge (v79+)** browser if participating from a Windows-based PC and Laptop. 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
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 *not* supported on Windows-based PCs or Laptops and should not be used to connect to the show.

iPad

- Safari and Google Chrome are the only supported browsers on 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).



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

Please verify the information supplied during your registration.

Name to display (e.g., Joe Smith, MD.)	John Smith
Your City	Philadelphia
Your State / Country	PA
Your Phone Number	555-123-4567

[Continue](#)

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.

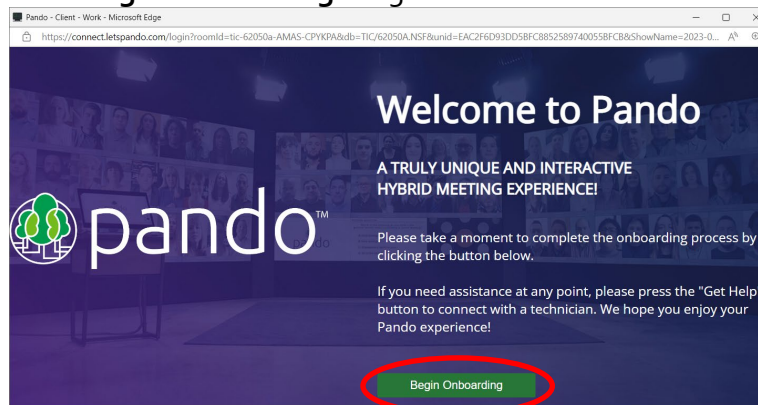
When you have filled out the form, click the “**Continue**” button.

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 the platform has not opened in a separate window, click [here](#) to launch the Platform Page..

AUTOMATED ONBOARDING:

In most cases, you will now be presented with the following screen to begin the automated onboarding process. Click “**Begin Onboarding**” to get started.



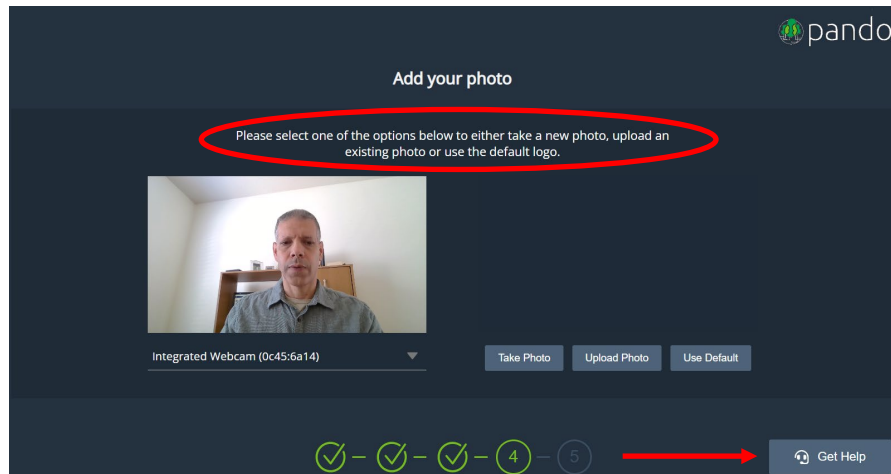
Simply follow the onscreen prompts to complete the required system checks to prepare to participate in your Pando session.



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PHOTO MODAL:

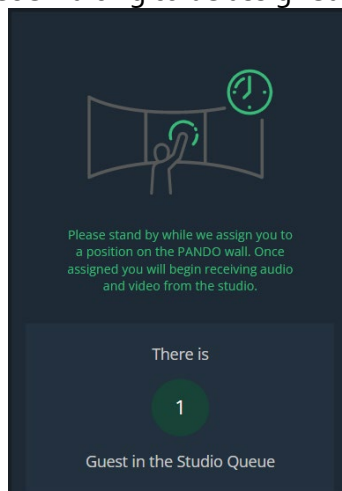
During the onboarding process, PANDO will prompt you to either take a photo with your webcam, upload an image of yourself from your desktop or iPad photo library, or if you prefer, use the default image associated with your session. Follow the instructions located at the top of the photo window. When finished, click the "Accept Photo" button which will appear after a photo is taken or uploaded to continue.



NOTE: The PANDO technical support team is standing by to assist. Click the "Get Help" button at any time to be assisted by a live technician.

STUDIO QUEUE:

Upon completion of the onboarding process, you will automatically be routed to the studio in order to be assigned a position on the PANDO video wall. You may briefly see the following notification showing that you are in the studio queue waiting to be assigned a wall position:





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Once you have been assigned to a position on the PANDO video 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.

USING AN iPad TO CONNECT TO PANDO:

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

- **Safari** and **Google Chrome** are the only supported browsers on 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 refresh your browser window to be reconnected to the show.

Thank You for Participating & Let's PANDO!