If you have questions about requirements, please contact Mitch Johnson at mjohnson@pesi.com

Internet Requirements

1) An internet connection – wired or wireless broadband

   o Wired (Ethernet) broadband preferred

   o No 3G/4G/LTE connection unless prior approval

   o No mobile hotspot connection unless prior approval

2) Any connection must meet the below speed specifications

   o Bandwidth speed tests can be performed at www.speedtest.net

      ▪ Please email those results to PESI's Mitch Johnson at mjohnson@pesi.com at least 1 week prior to your event date.

      ▪ Results should be:

         ▪ Ping of 30ms or less

         ▪ Minimum Download Speed: 3Mbps

            ▪ Recommended: 5Mbps or higher

         ▪ Minimum Upload Speed: 3.8Mbps

            ▪ Recommended: 5Mbps or higher

Device Requirements

1) A desktop or laptop must be used for your event

   o **Your desktop or laptop must be in proper running order.** You agree to address and resolve any known hardware or software issues prior to your event date.

2) Installation and use of the latest version of Zoom available for your event is required.

3) Approved Operating Systems:

   o macOS X with macOS 10.9 or later

   o Windows 10*
   Note: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise.

   o Windows 8 or 8.1

   o Windows 7 is no longer supported

4) Supported Tablet and Mobile devices are approved only as secondary devices. Approved secondary devices are:

   o iOS 8.0 and Android 5.0 (and newer) devices

- o Surface PRO 2 or higher, running Windows 8.1 or higher

- o **Note:** Tablet PCs running Windows 10 must run Windows 10 Home, Pro, or Enterprise.

- o **Note:** Tablet PCs only support the desktop client.

- o **Note:** Any device with a 7" display or smaller will have limited functionality

5) Supported Web Browsers include:

- o Windows: Internet Explorer 11+, Edge 12+, Firefox 27+, Chrome 30+

- o macOS: Safari 7+, Firefox 27+, Chrome 30+

Note: Some features in the web client are not supported via Internet Explorer

6) Processor and RAM Requirements:

- o Minimum Processor: Single Core 1Ghz or higher

  - ▪ Recommended Processor: Quad Core 2.4Ghz or higher

    - ▪ Single and dual-core devices have a reduced frame rate when screen sharing (around 5 frames per second). For optimum screen-sharing performance and higher attendee satisfaction, we ***highly*** recommend a quad-core processor or higher. Examples include Intel's i3, i5, i7, i9 series and AMD equivalents.

- o Minimum RAM: 4GB (any bus speed)

  - ▪ Recommended RAM: 8GB DDR3/DDR4/DDR5

Peripheral Requirements (Camera, microphones, displays, etc.)

1) Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth

2) An HD webcam - built-in, USB plug-in, or an HD cam or HD camcorder with a video-capture card
Note: See the list of supported devices.

3) Virtual camera software for use with broadcasting software like OBS or IP cameras is permitted with prior notification
Note: For macOS, Zoom client 5.1.1 or higher is required.

4) **If your slide deck contains notes** and you want to use Presenter View to view those notes and upcoming slides, a 2nd display (monitor) is required. No exceptions.

- o The current method universally supported by Zoom to use Presenter View on a single display, called "share screen area", results in a blurry shared slide deck. This poor quality is below the standard expected by our attendees.

- o If you cannot access a 2nd display (monitor) for your event and still need your notes, please print them ahead of time or plan to use a secondary device off screen.

Content Requirements

1) Copyrighted Material

   o You agree you will not use any copyrighted material in your presentation without the proper permission granted to you prior to the event date

     ▪ Note: YouTube videos are not all fair use

     ▪ Note: Your PESI host reserves the right to reject videos that do not meet these standards on the day of your event

2) Slide Deck/Attendee Handout

   o If you plan to share a slide deck with the attendees, you are responsible for the purchasing and updating of the software required for your specific slide deck format

3) Orientation Call for New Speakers

   o If this is your first digital event using Zoom with PESI, you are also agreeing to attend an orientation and onboarding call lasting between 30 and 90 minutes.

   o During this call (often referred to as an ocall), you and a PESI webinar specialist will cover:

     ▪ commonly used Zoom features

     ▪ discuss PESI specific event preferences

     ▪ go over what your event day will look like

     ▪ will double check to ensure all required specs and agreements have been properly met

   o The ocall invitation will arrive via email roughly two weeks prior to your event date. If you have not received an invite within seven days of your event but believe you should have, please contact PESI's Mitch Johnson at mjohnson@pesi.com right away.

   o **First time PESI Zoom speakers are required to attend** but attendance is optional for returning speakers