

Before Producing or Presenting a Live Event

Please check your System Requirements and Supported Platforms. Microsoft recommends the following:

- **Supported operating systems;** Windows 7 and later (32-bit and 64-bit), macOSX 10.10 and later
- **Supported mobile operating systems:** Android 4.4 and later, iOS 10 and later.

You will need to use the Microsoft Teams app; you will not be able to carry out Producer or Presenter roles using the web application.

Attend or watch a Live Event

Whilst no one can guarantee the wider home broadband networks, there are some simple steps you can take to ensure that you get the best experience from your internet connection:

- Stay logged off from the VPN, this will enhance the quality of your video and connection
- If you are using your home Wi-Fi connection, locate yourself close to your router and avoid sitting behind any thick walls. If you can connect with an ethernet cable, this will provide you with the best connection
- Ask any other members of your household/location to refrain from using Streaming services such as Spotify, Netflix or Disney +. This will enhance your connection and speed.
- Whilst it may sound silly, using a microwave during video calls can distort your picture and slow down the connection
- If you are concerned about your home broadband speed, there are online checkers available such as <https://www.broadbandspeedchecker.co.uk/>

Use Live Captions and Subtitles

Attendees can view live captions and subtitles in up to six languages, in addition to the spoken language.

Presenters can select the six languages from a list of over 50. For attendees to view these, they will need to turn on live captions and subtitles:

- Select Captions/Subtitles On in your video controls
- To change the caption language, select Settings > Caption/Subtitles, and choose the language you want.

General Tips & Tricks

Our DTS Support teams will be available on the day to help if you have any technical issues, but we would recommend the following hints and tips to help you Produce/Present the best events:

- Confirm that you have good lighting. We recommend choosing a room with natural light.
- Plan for your event group communication – real time communications are critical for live events. This inner event chat is a good way to stay in touch.
- Close unwanted applications and windows before you start presenting.