



BEST PRACTICES – QUALITY SOUND AND AVOIDING INTERMITTENT ISSUES

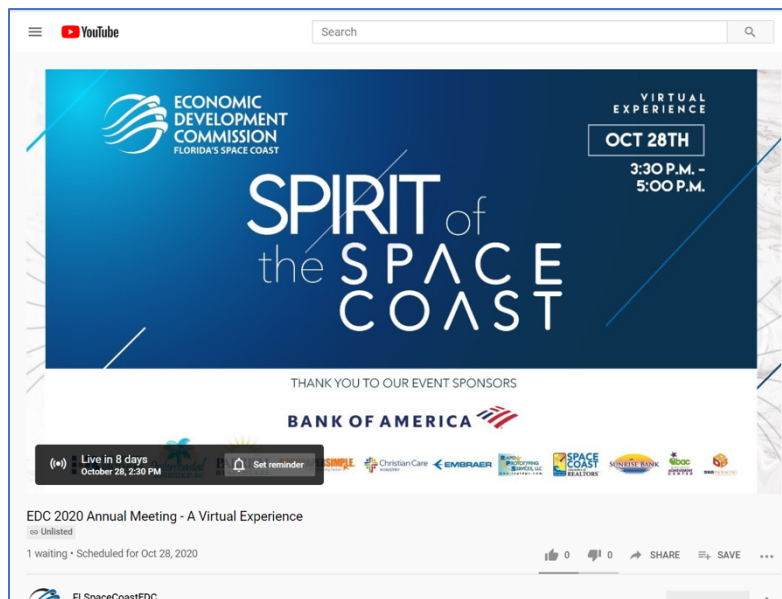
AUDIO SUGGESTIONS:

- Wear a headset or earbuds if joining from a computer to omit poor audio.
- If you are having trouble with audio when watching the Annual Meeting, please check your device's speaker volume.

SUGGESTIONS FOR TECHNICAL ISSUES:

- Avoid using Internet Explorer as it can cause intermittent issues
- Close other open applications / programs to omit bandwidth interruptions
- Arrive/join meeting 10 minutes early to check connection and test sound

What you will see when you visit the EDC's 2020 Annual Meeting livestream:



If you are having technical issues beyond your range of knowledge, please contact the EDC's staff at **(321) 638-2000** or at Events@SpaceCoastEDC.org.

TIPS:

WATCHING THE EDC'S 2020 ANNUAL MEETING

- **If you have trouble hearing the audio when viewing the EDC's Annual Meeting livestream:**
 - Please make sure that all headphones are unplugged from your device if you are not using them, **your computer speakers are turned up**, and the sound on the video is turned on if you are watching from a desktop or laptop (the YouTube video's sound can be found in the bottom left-hand corner of the video when using a desktop or laptop)
- **If the link to the EDC's Annual Meeting is visited earlier than the start time of the event:**
 - Viewers will not have to do anything to start watching the livestream, it will begin automatically when the streaming starts.
- **If the livestream starts to freeze while viewing:**
 - **On desktop or laptop:** refresh the browser window for YouTube.
 - **On mobile:** close the YouTube app completely or close the browser window completely and click on the link again found in your invite.
- Underneath the title of the YouTube livestream, you will see the option to join the Live Chat. This Chat section can be accessed by logging in to any existing YouTube account, or by logging into YouTube through an existing Google account. If you do not have a YouTube account and you'd like to create one to join the chat, you can find instructions to create an account here:
<https://support.google.com/youtube/answer/161805?co=GENIE.Platform%3DAndroid&hl=en&oco=1>