WiFi & Connectivity Guidelines
Vevox

Disclaimer

This document is intended to give Vevox customers guidance on requirements surrounding WiFi in regards to the use of the Vevox mobile app.

Vevox by its nature utilizes and relies upon internet connectivity, be that mobile data or a venue's Wireless/WiFi infrastructure. The quality and performance of Vevox is dependent on a good Quality of Service (QOS) from both the WiFi infrastructure and internet connectivity.

Vevox does not assume responsibility for the quality or performance of the app where WiFi infrastructure or internet connectivity is the cause of the lack in quality or performance. It remains the responsibility of the meeting organiser to ensure that the venue (or service provider) provides and maintains a suitable quality or service in regards to connectivity. We strongly recommend meeting organisers communicate with the venue in advance of a meeting to establish guaranteed levels of service in regards to WiFi infrastructure and connectivity.

Guidelines

The Vevox mobile application generally has low bandwidth requirements, which means that a good mobile data connection can be just as reliable as using a WiFi connection. Where delegates will be participating in live polls, you may wish to put measures in place to ensure good connectivity for all delegates. Live polls increase the bandwidth requirements as all delegates will be participating at exactly the same time, which if using WiFi puts a greater load on both the wireless infrastructure and the bandwidth available.

It is advisable to establish if the infrastructure can support the required number of 'active connections' for your meeting and to also consider if delegates will be participating in any high bandwidth activities whether via Vevox or not (streaming video, uploading photos, etc).

It is difficult to provide quantitative guidelines on how much bandwidth you require. Once delegates have internet access they may use that bandwidth in unforeseen levels. In order to minimise the risk we recommend arranging dedicated bandwidth when relying on venue WiFi. Many venues will also be able to provide Quality of Service (QoS) configurations to prevent individual delegates 'hogging' bandwidth.

Below is a table showing some minimum QoS values for using Vevox effectively at your meetings (*It is quite common for attendees to bring more than 1 smart device to meetings. We therefore recommend making an allowance of 1.5 devices per attendee.*):

Number of connections	Dedicated Mbps (advised minimum)
100	6 Mbps
250	15 Mbps
500	30 Mbps

Where there is a requirement for higher number of connections, we recommend engaging a specialist WiFi provider to investigate scope for an appropriate level of service.

It is best to liaise with the venue to see what they recommend from experience with previous events and below are some questions to ask your venue:

- How many <u>active</u> device connections can the infrastructure support concurrently?
- What is the configuration for the number of client connections per access point?
- Is bandwidth shared across the entire venue?
- Can you set a specific/dedicated SSID (across all my conference locations) for your meeting?
- How much dedicated bandwidth is available for your meeting?
- Based on previous experience, what service level can you guarantee in the conference area and specifically the rooms I am using?
- Is there a Quality of Service configuration to prevent individuals 'hogging' bandwidth?
- What is the process for connecting to WiFi?
    - Is there a network key/password?
    - Is there a captive portal, pay wall or any other additional stages to gaining connection?
    - Is there a time-out period for users and if so, is this dependent on activity or is it a set time period? How will a user know if they have 'timed-out'?

Active device connections – When using live polling, all delegates will be 'active' simultaneously, therefore if all delegates are connected via WiFi, the infrastructure will need to be able to support your maximum number of connections concurrently.

Connections per access point – Although many access points have the capacity to support a high number of connections, we recommend this being limited to 50 client connections per access point in order to support good performance.

Bandwidth allocation and dedicated SSID – In order to ensure good performance for your meeting, it is recommended that the venue provide a dedicated bandwidth allocation for your meeting and not simply sharing with the entire venue. Having a dedicated SSID (network name) and isolated bandwidth for your meeting will give you a far better experience than usual publicly available WiFi.

Connection process – Ideally your venue will provide you with a dedicated SSID for your meeting including a simple network key (password) in order for your delegates to connect quickly and easily. We recommend meeting organisers establish what this procedure is and assess whether it is suitable for your meeting and attendees. Overly complicated procedures can discourage attendees from connecting and 'time-out' periods can result in attendees becoming disconnected at inopportune moments (such as just before a live poll). Where possible, it is advisable to work with a venue to disable any complicated procedures or time-out protocols in order to allow for a good and successful user experience. Where a 'time-out' period is in place, it is important to ensure that the device you are controlling Vevox with remains connected at all times, this is important for both devices being used for messaging moderation and those running the Vevox PowerPoint® add-in. To avoid issues occurring, we recommend checking the connectivity of control devices at all available opportunities (pre-meeting as well as coffee and lunch breaks), this can usually be done by navigating to a web page.

WiFi Checklist

Complete the below checklist prior to you meeting:

- Contacted venue to discuss provision for connectivity?
- Confirmed IT/Network contact details (available on day of meeting)?
  - Name of contact: …………………………………
  - Email address: …………………………………
  - Phone number: …………………………………
- Can support desired login/connection procedure?
- Can support a dedicated SSID for your meeting?
  - SSID: …………………………………
  - Network key/password: …………………………………
- Can support dedicated bandwidth portion for your SSID?
  - Available dedicated bandwidth: ……… Mb/s
- Can support required number of ACTIVE connections in your meeting room/area?
  - No. of active connections available: ………