

Expert in The Room Webinar Series

Session 5: A.C.E.S. Audio Visual, July 28, 2020

Summary & Q&A

Question 1: What are the capabilities of the production room space?

- There are currently three stations set up, but we can accommodate up to eight stations.
 - Each station has a speaker, a camera, and a microphone
- The stream can be viewed on several platforms including, Zoom, Facebook, YouTube, GoToMeeting.
- There are 75" monitors in place that show the content from the stream.

Question 2: What are the (10) microphones for?

- The microphones allow virtual/hybrid event attendees that are here at the ACC to be heard by the attendees attending virtually
 - Each attendee will have their own microphone as they are spaced out 6' apart from one another following social distancing guidelines.
 - Each mic has its own on/off switch

Question 3: Can the client bring in their own Laptops and LCD projectors?

- Yes! Just keep in mind when you do that you are responsible for all of your own equipment and without the tech assistance if that equipment gives you trouble.

Question 4: Does the sound not go through the ballroom speakers? Do you have to order speakers extra?

- We can augment the house sound – the technology is there to use our house sound if the presentation calls for it.
 - The speakers are used for clarity and higher performance than what you would get out of the house sound.

Question 5: Can you customize the AV set-up in the space?

- Yes! We can move things around if needed, including screens, podiums & speakers.

Question 6: What inventory does A.C.E.S. have available for the client?

- Speakers, monitors, LED walls, projectors, screens. Etc.
- All equipment will be in-house the day before the event.

Question 7: What is the importance of having tech-support on-site?

- We prefer to have one trained tech on-site for every two to three rooms – these techs will be available to help with trouble-shooting laptops, speakers, monitors, etc.

Question 8: What questions do clients need to ask when preparing for an event?

- We just need an idea of what the event will look like – what does the client intend to accomplish? We are here to help!

Question 9: As we're looking into various virtual platforms and all the technological requirements for a successful virtual event, do you have an example of a comprehensive Request for Proposal that clients should be asking about?

- We map out the concept of each event. If you can imagine it, we can figure out a way to make it work.
- We are available to answer any questions by phone or e-mail if needed before and throughout the duration of the event.

Question 10: Would it work to host a webinar panel with a mix of at-home and in-person panelists?

- Yes! We would be able to accommodate this as we have done this in the past. Our Zoom package will allow up to 100 participants as long as they have access to a camera, mic & internet.

Question 11: What are your thoughts on live events coming back?

- The prediction is that large scale live events won't be back until late 2021 or 2022.
- **MEETINGS CAN HAPPEN!** They will just look differently than they have in the past. We are all in this "new normal" together and are here to answer any questions along the way.

Question 12: Does your Zoom package allow for H.323/SIP connections for professional room units?

- Our current zoom subscription does not include this option. We are evaluating the capabilities of this feature compared to the needs and requests of our clients. We are not opposed to adding the option but are taking extra time evaluating all our options before moving forward.

UPDATE ON AIR FILTRATION SYSTEM:

- We are following Governor Cuomo's guidelines when it comes to the air filtration system in the building. We have since installed our Merv 11 filters (the building previously had Merv 8 filters). From there we will install the 02-prime system. Other ASM Global facilities are also installing these units and have seen great improvements in air quality.