

Expert in The Room Webinar Series

Session 1: Internet Technologies, June 30, 2020

Q&A

1) What is “Internet Bandwidth” and is it important to my event?

- a. *Bandwidth is the maximum amount of data transmitted over an internet connection in a given amount of time. Bandwidth is often mistaken for internet speed when it's actually the volume of information that can be sent over a connection in a measured amount of time – calculated in megabits per second (Mbps).*

2) How do I know how much Bandwidth my event needs?

- a. *Our team can help to determine how much bandwidth your event will need based on the internet uses your event has, i.e. how many people you expect, whether your event uses an event app or digital program, if your presenters are relying on a cloud based presentation or are streaming any videos as part of their presentation, etc. Basically, the more you rely on the internet the more bandwidth you need!*

If your group is basically surfing, checking emails, and using apps casually, 100 mbps is probably going to be enough. If you're going to be using live streaming, your guests are using a conference app for the majority of the program, etc. we may suggest more. We can also adjust it in real time here at the ACC.

This is very technical and there are so many additional variables to consider including: the type of equipment your using, the resolution of the video, the sample rate of your audio, the amount of people streaming simultaneously... it would be a daunting task for any planner! At the ACC we are able to tell you when an event like yours has required in the past; we track the amount of bandwidth used.

Additionally, at the ACC we can actually adjust the amount of bandwidth available in real time so that if you require more bandwidth than is currently available at the level at which we've set up the network, we can expand it to allow more bandwidth.

3) Why is the ACC's internet service different than that of many other facilities or even my home?

- a. *The ACC has dedicated bandwidth which means it is not shared with any other facility, residence, or business. It is reserved solely for the use of one subscriber, the ACC.*

4) Will my event require more bandwidth because I am using this unique application (online bidding, voting app, streaming an event, etc.)?

- a. *Most event platforms don't require more bandwidth than 4-25 mbps however, with a shared bandwidth service, the bandwidth provided could change throughout the course of the broadcast causing the platform to lag, freeze, or even crash. This is something that the dedicated bandwidth offered at the ACC can help to avoid.*

5) If I want to stream my event to a platform such as Facebook, Twitter, YouTube, Twitch or Vimeo... which platform should I use? What hardware will be used to produce the stream?

a. *This decision is up to you! You know your audience the best and should have an idea as to which platform is best for their needs. The hardware is basically the same regardless of the platform you choose.*

6) My virtual event requires participants to dial in from another location. Is this something I can do from the ACC?

a. *Absolutely! Our IT Technician will work with you to make sure you and your remote participants are able to take part in the call without any issues within our control.*

7) We've heard about the importance of internet security, why, as a meeting planner, should I care about this?

a. *Sometimes, wired and wireless networks are created so that computers and devices with internet capabilities can talk to each other and are therefore susceptible by deviant users on that network. Most venues, including the ACC, have some level of internet security to keep devices from talking to each other on their wireless networks. Wired networks are designed to allow the connected devices to interact, however, if a wired connection is necessary at the ACC, our IT Technician can establish levels of security on this connection as well.*

8) What is ZOOM-Bombing? How do I protect my virtual meetings from being interrupted?

a. *We've heard that ZOOM isn't as safe as other streaming platforms simply because the channel can be left open allowing strangers to hop in your meetings. Of course, you can password protect these meetings which we would definitely suggest! One of the biggest safety concerns with any web-meeting platform is that the platform/meeting must be monitored at all times. In the ACC production room, all virtual meetings/events are monitored by the AV partner which is definitely a plus!*

9) Hardline vs. WiFi – when do I need a hardline connection?

a. *There are not as many advantages and disadvantages between the two anymore. The general rule of thumb, if you have the option to plug in to a hardline connection, you should. However, because the infrastructure in most facilities has been updated using WiFi as a reliable internet source is less of a concern than ever before.*

10) Talking about speed and bandwidth and usage, does the hardware matter?

a. *Hardware affects the bandwidth less than the reliability. For example, if you have a laptop you brought in to use for a presentation and it worked fine at the office but it's much slower at the event venue. This is typically a configuration issue that we can work through! Our recommendation is always to communicate your technological plans and to test it in the building before your event; it may be very helpful to have a venue IT consult prior to the event which is always something we're happy to do!*

11) Pricing at the ACC, how much bandwidth is available at the ACC for free and what will I be charged for?

a. *We've actually decided to increase our free WiFi service from 50Mbps to 100Mbps to accommodate a virtual event or the addition of a virtual side to an in-person event. All additional items are priced a la cart but we always recommend talking to your Sales Contact about your IT needs from the start if you're interested in packaged pricing.*

12) What are some other internet capabilities the ACC has?

- a. *The ACC is able to “traffic shape” the bandwidth to make sure no one user or device can use more bandwidth than necessary which ensures that all users can do what they need to do. For example, we can adjust the bandwidth available for each user so that no one can stream their favorite video service during your conference.*
- b. *The ACC has almost no latency! Latency is the delay before a transfer of data begins following an instruction for it’s transfer. In other words, latency specific to the e-gaming community is the time it takes between when you press a button and the game completes the action. Latency is measured in milliseconds, so while 1-5 milliseconds may not seem to be a big deal, it could cause a loss for an esports team!*