## F.A.Q Audio Visual Services 11 Cavendish Square - Burdett Suite 2020

Will you accept presentations in advance? Unfortunately, not for a number of reasons - email is not a good way to transfer large files with mail box sizes being limited also unless a presentation is regularly given it is likely to be tweaked right up until the last minute rendering the previous version obsolete. Please bring your presentation on the day on USB or download from webmail or cloud storage.

What format should my presentations be made in? All presentations whatever their software format must be 16:9 widescreen aspect ratio to fit the screens without vertical black bars either side of the picture. If you have a mixture of 16:9 or 4:3 presentations, they cannot be linked as a single presentation & instead will be kept separately and hyperlinked.

Can you convert my 4:3 slides to 16:9? Sometimes, it depends on how thy have been made, as objects can become “unhidden” and graphics stretched.

What if the file is corrupt on the day? If you are concerned, please bring a backup e.g. a 2nd USB stick. Once saved to a stick it is good practice to re-open the file to check all is ok. Files can also be downloaded from the cloud e.g. Dropbox so consider saving a backup there.

What version of PowerPoint/MS office do you have? 2016

I have a video to play what format should it come in? Ideally the video should be of a format compatible with Windows PowerPoint e.g .mp4 (recommended).Other types of video files can be played outside of PowerPoint with a hyperlink VLC media player.

I have a You Tube video to play? Either put a hyperlink on a slide to it on a slide and the technician will download it or download it in advance <https://www.4kdownload.com/products/product-videodownloader> is a suitable program.

I have inserted a Video into PowerPoint and saved the presentation is this all I need to do? Since PowerPoint 2013 videos can now be saved within a Presentation, however it is best not to as this can make the PowerPoint file very large. Instead of “insert” select “link to file”. You will need to bring along the video file separately.

I have a Prezi can you show this? Prezi’s are web-based presentations designed over the internet. They are convenient as they can run from anywhere via the net. However, in case of any internet congestion or connectivity issues we recommend that prior to your arrival the complete Prezi is downloaded onto a Usb stick & then transferred onto the Burdett P.C. These files are not compatible with PowerPoint so need to run outside of PowerPoint.

I have a Pdf can you show this? Yes there is adobe PDF viewer on the PC. These files are not compatible with PowerPoint so need to be shown outside of PowerPoint or ideally converted to .jpgs either using a free online convertor or the full version of adobe acrobat. Multiple jpegs can be imported as a photo album on individual slides.

My presentation is made in Keynote can you show this? Keynote is an Apple only product so cannot be read by a PC. Therefore, either bring a Mac or save the presentation in advance as a PowerPoint file. (Some transitions may be lost). This has a high risk of adverse results, so I would recommend that they stay as Keynote and bring a Mac for this particular presentation.

I would like you to test a presentation or video in advance is this possible? Yes, please arrange this with your event manager. The files can either be sent over on USB stick, disk, or we can download them from cloud storage. Please send over a link.

How do slides get moved on? The Burdett is designed for presenters to self op their own presentations from the P.C located at the lectern. They can do this by means of mouse, keyboard or wireless presenter. We do not recommend the use of a laser pointer but instead use a “Logitech Spotlight” which works in a similar way but projects across the 3 screens or we have made the mouse extra-large on our P.C which can be used to point. There is a second wireless presenter for organiser use (to move on at the end of a presentation should the speaker forget!).

Can a presenter use their own laptop or Mac? Yes, a HDMI switcher is located on the lectern to switch between the lectern P.C and 2 others “guest” computers. If using a Mac please supply the appropriate dongle to convert to HDMI socket. Audio for these can be accommodated as well. Please note we do not supply technical support for guest laptops or mac’s. There is a VGA input available as well.

When can a presenter check through their slides or set up their own computer? During the break prior to the session they are speaking at.

When does the technician require presentations & videos? When the final version is available on event day. This must be no later than the start of the break prior to use. It is a good idea for videos to be available first thing for checking this allows time should there be the need for file format conversion.

What do I need to supply the technician with on the day? An agenda with all the presenters AV requirements marked on it & an event title slide or slide deck with presenter titles and event headers.

What is the role of the technician at my event? He will link slides, check videos play, manage audio/video recordings, mic presenters (during breaks only not mid presentation), look after the P.A system, familiarise presenters with equipment & problem solve should issues arise. He will not generally move along presentations, make slides or change slide designs or their construction.

What happens to my slides & videos after the event? At the end of the day slides are kept on the PC for a short period unless a request is made for them to be securely deleted at the time.

What is the format of the screens in the Burdett? There are 3 screens 16:9 widescreen ratio, front ceiling projected & 2 40” ceiling hung relay screens.

Can I have different images on different screens? Yes, this can be done if arranged in advance as additional laptops (chargeable) are required.

Can People seated at the top table see the slides? Yes there is a dedicated 40” comfort monitor.

What format are the screens in the Burdett Lobby & what can they show? They are 65” LED screens which can have their own holding slide(s), show a video on a loop or relay a camera on 1 and Burdett presentation on the other. Or they can be used locally with HDMI inputs.

How many microphones can I have in the Burdett? The Burdett P.A system can handle 8 wireless table mics, 8 Lapel Radio Mics, 4 Handheld Radio Roving Mics, Lectern Mic & PC Audio. Lapel and Handheld radio mics are chargeable. When the room is divided the quantity in each room is reduced.

What Audio recording options are there? mp3 audio recording uploaded to Dropbox. The event will be recorded as whole sessions not broken down into presenters. This facility is chargeable.

What video recording options are there? We can supply a .m4v lecture capture of your event Or straight vision mix of slides and camera. This will include slides & a static camera shots & slides (shots agreed on the day). This facility is chargeable & includes an additional technician.

Can I bring in my own cameraman? Yes, line level audio feeds on XLR are available at the back of the Burdett theatre. Please arrange for this to be available in advance.

I am used to working with my own AV person/company can I use them? Yes, no problem, HDMI(s) into the projection system and audio feed(s) into the P.A are both available at the back of the room. This allows separate feeds into the projection screens and separate audio into the ceiling speakers for mics and the column speakers for PC audio. Please discuss & arrange requirements for these to be available in advance.

What will be the 11 Cavendish Squares technician role should we decide to do this? He will ensure they are set up correctly and that your event goes without hitch.

I am used to working with my own AV person can they use the AV room. There is a second position alongside the venue technician with limited space for extra equipment. Any task requiring more than a laptop should be done at the back of the Burdett. Should we be doing a video recording this position will not be available. Venue equipment is not movable.

Can my slides be run from the AV room instead of the Lectern? Yes, there is a position for a guest laptop, but should you need the ability to vision mix or swap between laptops e.g. for audience response mid show a 2nd dedicated technician and switcher would be required at the back of the room (Chargeable)

Can other equipment and services be arranged? Yes, please discuss with your event manager in advance for a full quotation.

Can the Light switch scenes be adjusted? Yes, please discuss with your technician the lighting levels required before your event starts to ensure there is a suitable pre-set available.

Can the Coloured LEDs be changed to match my Brand? Yes there is a colour palette available, please note an exact match from print to light may not be available.