

# BigMarker Presenter Guide: Preparing for Your Live Session

Welcome to your BigMarker session! This guide is designed for first-time presenters on BigMarker to ensure a smooth and professional session. It covers technical preparation, security best practices, and troubleshooting steps.

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## 1. Technical Requirements & Speed Test

BigMarker is a browser-based platform. You do not need to download or install software, but your browser and internet connection must meet specific standards.

- **System Check:** Visit [bigmarker.com/system\\_check](https://bigmarker.com/system_check) to verify your browser, network, and hardware compatibility.
- **Internet Speed:**
  - **Minimum:** 10 Mbps upload/download.
  - **Recommended for Presenters: 10 Mbps+** upload/download for stable HD video and screen sharing.
  - **Stability Tip:** Always use a **hardwired Ethernet connection** instead of Wi-Fi to prevent "packet loss," which causes audio lag and choppy video.
- **Supported Browsers:** Use the latest version of **Google Chrome** or **Edge** for the most reliable experience. (Firefox and Safari are supported but Chrome is the platform's preferred browser).
- **Browser permissions:** Ensure your browser has given microphone and camera [permissions](#) to BigMarker.com

## 2. Security: Your Unique Presenter Link

When you are added as a presenter, you will receive an automated invitation email containing your unique "Join" link.

- **DO NOT SHARE YOUR LINK:** Your presenter link is unique to you. It bypasses the registration gate and identifies you as a speaker. If you share it, others may be able to enter the room with your name and presenter permissions.
- **If you lose your link:** Contact your event organizer or check your junk/spam folder for an email from BigMarker.

### 3. Optimizing Your Environment

Before joining the webinar room, prepare your hardware and software:

- **Close Background Programs:** Close all unnecessary applications (especially Teams, Zoom, Slack, or Skype) that may be "hijacking" your camera or microphone.
- **Manage Your Tabs:** Close extra browser tabs to free up CPU and RAM.
- **Audio Quality:** Use a **USB headset or earbuds**. This prevents "echo cancellation" issues and ensures your voice is clear.
- **Lighting & Camera:** Position yourself with light in front of you (not behind you) and ensure your camera is at eye level.

### 4. Joining the Room & Dial-In Information

Upon clicking your link, you will go through a "Presenter Check-in" where you can test and choose your mic and camera before going live.

- **Dial-In Audio:** If you have an unstable internet connection or poor computer audio, you can join by phone.
  - Find your **unique presenter dial-in code** on the check-in page or inside the room under the **Audio/Video Settings** (gear icon).
  - **Note:** Presenter dial-in codes are different from attendee codes and unique to you. Do not share your presenter phone number and passcode.

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### 5. Troubleshooting Tips

If you encounter issues during your session, try these steps or visit this [page in our Knowledge Base](#) for more information on what you can try during your session

<b>Connection is slow/choppy</b>	Refresh your browser. If on Wi-Fi, move closer to the router or plug in via Ethernet.
<b>Audio/Video won't start</b>	Ensure no other apps (Zoom/Teams) are open. Click the "Lock" icon in your browser address bar to ensure "Camera" and "Microphone" are set to Allow.
<b>Unable to connect to the studio</b>	You may be behind a strict corporate firewall. Try switching to a personal hotspot or contact your IT team to whitelist BigMarker domains. <a href="#">Click here for more information</a>
<b>Echo or Feedback</b>	Ensure you are wearing headphones. If another presenter is echoing, ask them to mute when not speaking or put on a headset.
<b>Screen Share Not Working</b>	Ensure you have granted the browser permission to record your screen ( <i>especially on macOS under System Settings &gt; Security &amp; Privacy</i> ).

## Need Support?

If you are unable to resolve a technical issue during your setup or live event:

- **For more troubleshooting tips:** [Click here](#)
- **BigMarker Help Center:** [kb.bigmarker.com](https://kb.bigmarker.com)
- **Email Support:** [support@bigmarker.com](mailto:support@bigmarker.com)
- **Live Chat:** Available on the BigMarker website for immediate assistance during business hours.