MOBILE ATTENDEE GUIDE

ON24’s Mobile Webcasting console allows you to bring your webcast directly to your audience, regardless of location. Users on mobile devices can register, attend, and interact in the webcast from supported smartphones and digital tablets. All the user needs to do is click on the webcast audience URL, which takes them directly to the registration page.

The ON24 Mobile Webcasting console runs smoothly within the built-in browser and displays a toolbar enabling users to easily switch between media streams, slides, Q&A, and other webcast elements. Users can also respond to polls and complete surveys. The supported Widgets are described in detail below.
TABLET CONSOLE

Building a mobile-friendly presentation is simple with ON24 Mobile Webcasting Console. The tablet interface is similar to our desktop platform’s interface, but optimized for better responsiveness. Both Apple’s iPad and Android tablets are supported. Webcast attendees can view slides, participate in Q&A, and interact with the webcast in a variety of other ways such as responding to polls, clicking on URLs or completing any surveys that are included. Additionally, the Q&A widget allows users to ask questions and receive your response.

The survey widget is completely supported in the form of an easy to use interface either through the survey widget, or for surveys created in Presentation Manager.

The Speaker Bio and other Widgets allow your audience to more fully participate in the webcast.
PHONE CONSOLE

Viewing on an iPhone or Android smartphone is similar to the tablet display but optimized for the smaller screen. Smartphone users still have access to all the same resources and widgets as tablet users.

Similar to the most common smartphone apps, the widget menu is collapsed during webcast viewing. The menu can be accessed with a simple swipe or button push, revealing a list of the available widgets.

When in landscape mode the slide area is enlarged significantly, though the webcast can be viewed in portrait or landscape orientation.

Note: Phone users will always begin a webcast in audio mode, but can switch to video mode with a single button touch (see below for details).

The URL widget allows you to link your mobile audience to the websites of your choosing. URLs are opened in the same browser tab, allowing your audience to continue the webcast in the background.

Widgets can be resized and moved around with simple, recognizable hand gestures like swiping and pinching. This makes viewing a mobile webcast second nature to any tablet user.
VIDEO ON PHONE CONSOLE

Android and iOS Smartphones are able to view webcam and manual/broadcast video webcasts. Since phones show video in full screen mode, we have added a button to toggle between full screen video mode, and audio mode with access to widgets, polls, etc. This is a feature of P10 webcasts only.

When a webcast attendee wants to view a video event, they click the button below. If they want to exit the video (to view slides, or ask a question), they click the “done” button (iOS) or the “back” button (Android) which will exit the video and allow the webcast attendee to access other content.
VIDEO CLIPS ON SMARTPHONES AND TABLETS

If you have an audio event, you can share video on all mobile devices using video clips. When a video clip is pushed, a play button will appear in the slide area. When the play button is pushed, the video clip will either play in the slide area, or play full screen (depending on the device). This is a feature of P10 webcasts only.

ANDROID CHROME BROWSER

Android devices offer a choice of web browsers. One choice is the “webkit browser” shown here with a globe icon: Development of this browser stopped in 2011, and many newer mobile technologies do not function well with it. For this reason, ON24 strongly recommends using the Chrome browser. Android users will notice some features will not function using the “webkit” browser (video clips, for example). Non Chrome users will see a warning when accessing events in any other browser.

Reminder: video clips will only play during audio-type events
ON24 MOBILE WEBCASTING USER GUIDE AND FAQ

SIMU-LIVE FOR SMARTPHONES AND TABLETS

In a Simu-live webcast all materials are pre-recorded. The webcast is then scheduled and delivered to a live audience at a designated date and time. For the mobile console, preserving the idea that the webcast is live carries some limitations. Smartphones show video in full screen mode, and use the phone's media controls, including FFWD/RWD, which is undesirable. Because of this, phones will default to an audio media player.

ON24 MOBILE WEBCASTING FAQ

Q: Which mobile devices are supported for viewing ON24 webcasts?
A: Apple iOS devices including iPhone 5+ and iPad 2+/iPad Mini with iOS version 7, and Android phone and tablets devices with OS 4.2 and OS 4.4 are supported. Chrome browser strongly recommended for Android. Please note the “webkit browser” will be supported for one more release (support is expected to drop in May 2015).

Note: ON24 regularly updates and tests new devices to ensure support of the above. However, due to the amount of new devices released, it is possible that a newly released device may not have been tested completely.

Q: Which webcast formats are supported?
A: All ON24 Platform 10 webcasts are supported for viewing on mobile devices. HTML webcasts are supported unless they rely only on Windows Media Player. Please note that HTML events offer fewer features than Platform 10 events.

Q: What are the minimum system requirements?
- Android Devices with OS 4.2 and 4.4, Chrome Browser strongly recommended
- iPhone 5+ and iPad 2+ or iPad Mini using iOS 7.0, Safari Browser

Q: Is a Wi-Fi connection required?
A: Wi-Fi is not required, though is recommended. Please be aware that it is possible to overwhelm a particular Wi-Fi node if it is not set up to handle a large number of devices connecting to it simultaneously.

Q: Are any downloads/apps required to view a webcast on a mobile device?
A: No. The system will detect the device and deliver the webcast using an available web browser.

Q: What is the process to setup a mobile webcast?
A: Just schedule events 1 hour in advance and a mobile ready format will be automatically generated.

Q: Can a client disable mobile support for their webcasts?
A: Yes. Mobile support can be disabled at the client level.
ON24 MOBILE WEBCASTING USER GUIDE AND FAQ

Which webcast features are supported on the mobile device console?

- Registration and Lobby pages
- Background image/color/widget customization
- Audio and Video webcasts
- Video clips (see “Video Clips on Smartphone and Tablets” p.5)
- Simu-live (see “Simu-live Events on Smartphones and Tablets” p.6)
- Slides
- Q&A
- Polls
- Surveys & URLs either as widgets, or pushed during the webcast
- Speaker Bio Widget, Resource List Widget, Help Widget

Q: Examples of webcast features which are not yet supported on a mobile device console

- Custom registration such as multi-event, global and pay-per-view
- Windows Media streaming
- Additional Platform 10 widgets, except as specified above
- Slide animations
- Screen Share

Note: Unsupported elements will be ignored by the mobile console and the current slide will remain in the viewer.

Q: What will the registration/lobby pages look like on mobile devices?
A: ON24 registration pages will automatically be optimized for mobile devices.

Q: Is the mobile console Localized/Translated?
A: Yes. The mobile console will display in English, French, Spanish, Italian, Portuguese, German, Russian, Dutch, Turkish, Chinese Traditional, Chinese Simplified, Japanese, Korean or Hebrew.

Q: Is White Labeling supported?
A: Yes. “White labeling” (the removal of ON24 branding from all aspects of a webcast, including registration and lobby pages) is supported.

Q: Are “Pop-up” polls supported?
A: Yes. Pop-up polls and timed pop-up polls are supported. On smartphones, pop up polls appear over the Q&A widget in portrait mode. A larger view can be seen when in landscape mode. Audio alerts are not supported

Q: Are “Exit Surveys” supported?
A: Yes. If the Survey Widget is set up to show a survey at the end of an event, then the survey will also appear on tablets and smartphones. This feature works for Live, and Simulive event types.

Q: Are there any differences between the desktop and mobile widgets?
A: All mobile widgets have been designed to fit a smaller screen. For example, on the Speaker Bio Widget, Display Header and Display Presenter List options have been disabled. Resources on the resource widget cannot be downloaded on iPhone.
ON24 MOBILE WEBCASTING USER GUIDE AND FAQ

Q: Will reporting capture mobile users?
A: Yes. Mobile attendees will appear in reports like other users. Attendance data will include viewing duration, questions asked during the webcast, and poll/survey responses. Additionally, widget use is also tracked.

Q: Can I view a Virtual Environment on a mobile device?
A: Yes, a Virtual Environment can be viewed on a wide variety of smartphones and tablet devices running Apple’s iOS or Google’s Android mobile operating systems.

Q: Can I view a webcast placed in a virtual show theatre using a direct-to-content link?
A: Yes. This feature is supported for both smartphones and tablets.

MOBILE DEVICE PLATFORM MATRIX
Oct 2014 Release

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* Video Clips are not supported during video events.
** Video defaults to audio in Simu-live Events

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