

# FAQ

## **What is a venue?**

A venue is a 3D environment in which a session is conducted. Touchcast provides you with a library of uniquely designed 3D venues that can be customized with your company logo. Each venue was created to evoke a different mood and feeling so you have a variety of spaces to choose from, keeping your presentations fresh and engaging.

## **What is the most optimal device and internet speed?**

Performance of the meeting and application is dictated at the Teams level. Thus, minimum requirements are determined by the Teams application. View this helpful Microsoft [guide](#) to ensure you're prepared.

## **Can I use my mobile phone to set up a MaaS for Teams meeting?**

Yes, you can use mobile to create a meeting, add and use the Touchcast application.

## **I don't see the + button, what should I do?**

At least one participant must be added to the meeting invite in order to edit a meeting and add an application. Please confirm you've added an attendee, even if it's your own account.

## **Do I need a license to participate in a meeting?**

No, only the host will require a license. You can still join the session and participate as an attendee.

## **If I schedule a Teams Meeting in Outlook, can I still use the integration?**

Yes, but in order to use Touchcast you will need to open the meeting in your Teams calendar and add Touchcast to the meeting or add the app when the meeting is already running, as long as you are the meeting owner.

## **I don't see the Touchcast app in Teams, what's the problem?**

Your company likely has some restrictions in place. Please contact your IT department to grant you access to the Touchcast app.