

N · E · O

Make your event a success with NEO in 5 steps

No operator is needed: everything is done from your customer centre. Allow 10 minutes the day before.

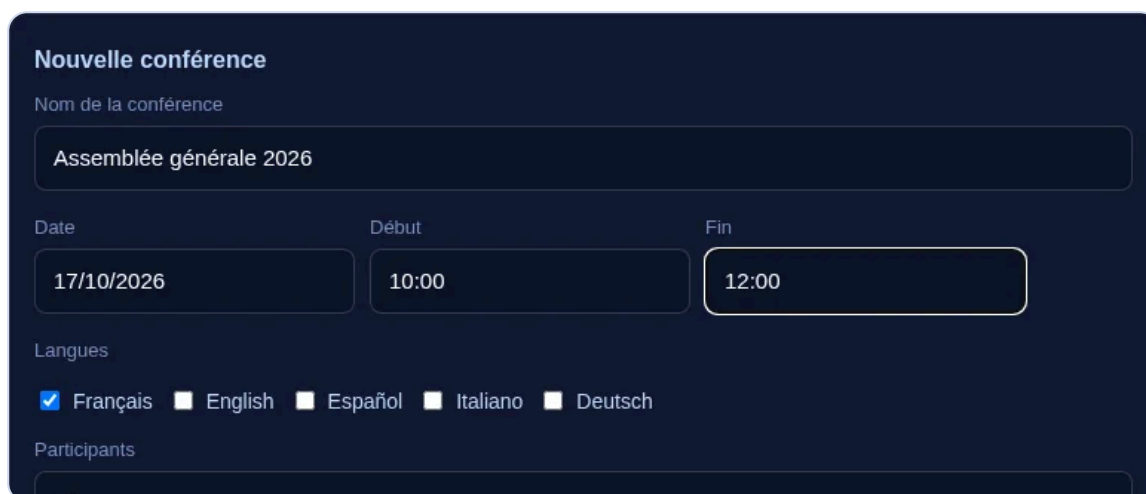
1

Step 1 · Create the room

In your customer centre, open **“Nouvelle conférence”** (new conference). Enter a name, the date, the start time and the end time: they are used for the calendar file (.ics) and the automatic reminder e-mails.

Time is deducted while the meeting is open: if you do not pause it, it keeps using your balance.

The customer centre is shown in French; the room (speaker and listeners) follows the chosen language.



The screenshot shows a dark-themed form titled "Nouvelle conférence". It contains the following fields and options:

- Nom de la conférence**: A text input field containing "Assemblée générale 2026".
- Date**: A date picker field showing "17/10/2026".
- Début**: A time picker field showing "10:00".
- Fin**: A time picker field showing "12:00".
- Langues**: A section with radio buttons for language selection. "Français" is selected, followed by "English", "Español", "Italiano", and "Deutsch".
- Participants**: A partially visible field at the bottom.

Customer centre · New conference

2

Step 2 · Choose the languages

Tick the languages your participants want to read and listen in, enter the expected number of participants, then click **“Créer la salle”** (create the room). Your balance is shown as conference time for the ticked languages.

You can also choose the room code yourself (optional).

Langues

☒ Français ☒ English ☒ Español ☐ Italiano ☐ Deutsch

Participants

Code de la salle (facultatif)

Laissez vide et NEO le génère.

Le temps est décompté tant que la réunion est ouverte : si vous ne la mettez pas en pause, elle consomme votre solde.

Votre solde

7 h 30 en 3 langues

pour 3 langues sélectionnées

Créer la salle

[← Retour](#)

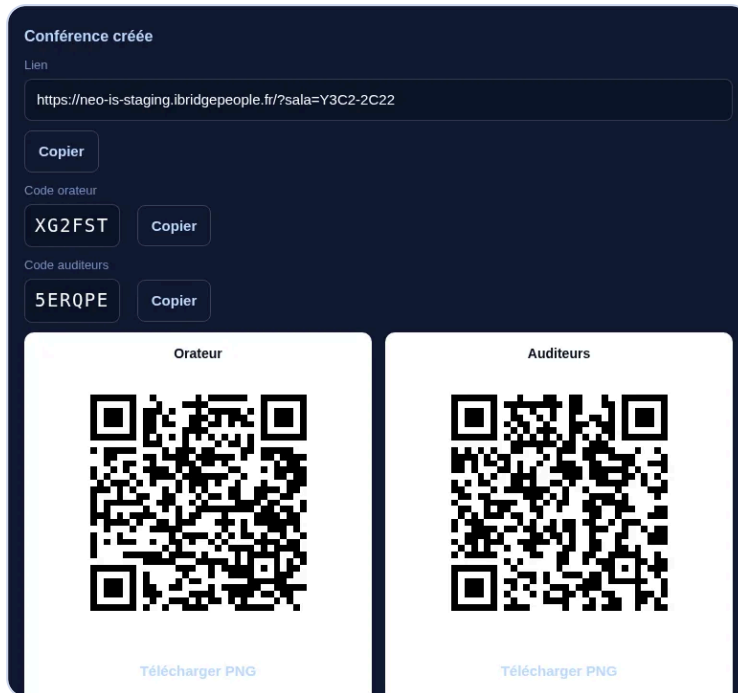
Languages, participants and balance

3

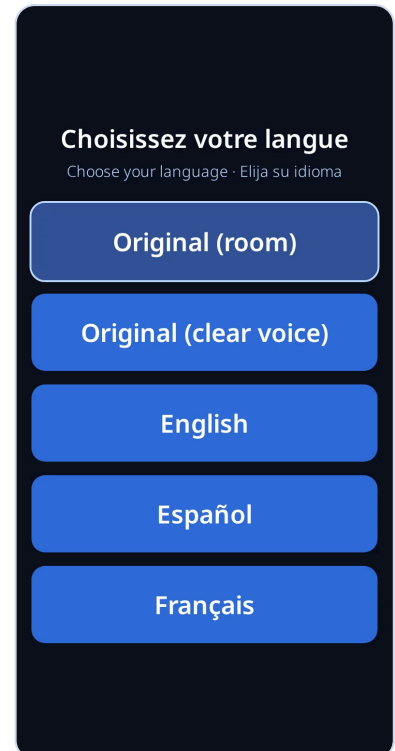
Step 3 · Share the link and the QR code

The room you created gives you the **link**, a **speaker code** and a **listener code**, each with its own QR code to print or project. Give the link and the listener code to your audience; keep the speaker code for your speakers. Listeners pick their language when they open the link (or scan the QR code).

You also receive an e-mail with the link, the codes and the QR codes the day before the event, and a reminder one hour before.



The room created: link, codes and QR codes



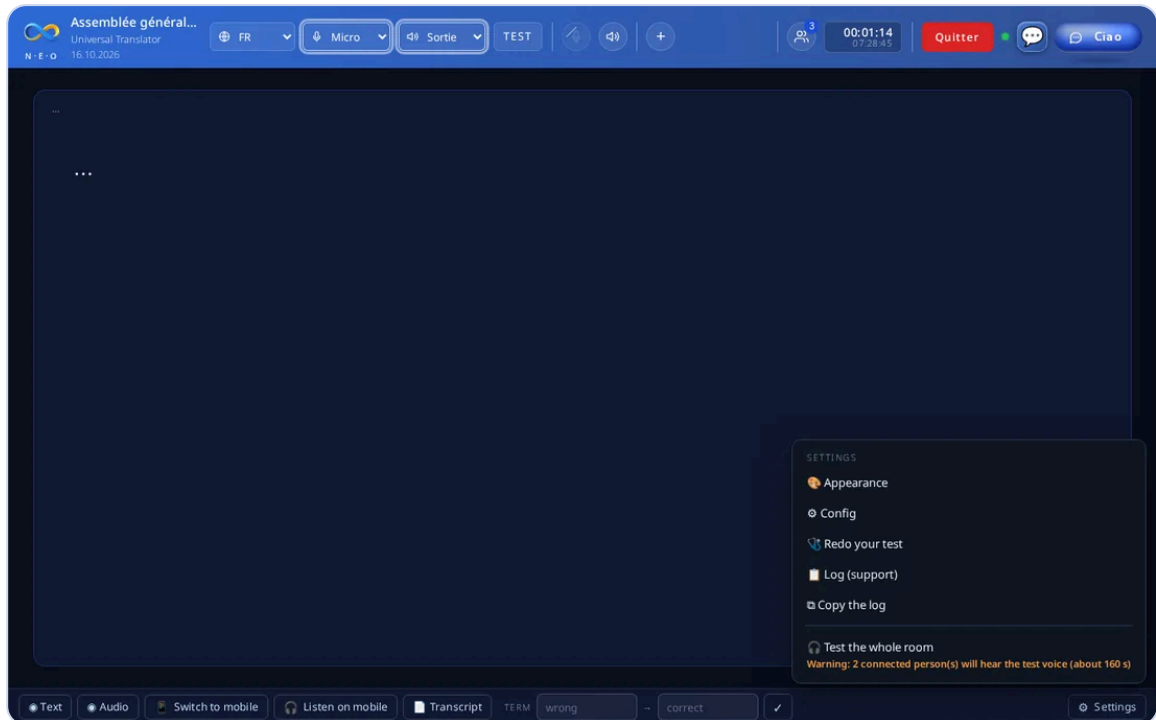
What a listener sees (phone)

4

Step 4 · Test the room

At least one hour before, open the link with the **speaker code**. Click **TEST** to check your microphone and sound (nobody else hears you), then, in ⚙ **Settings**, click **“Test the whole room”**: a test voice speaks in every language for about 3 minutes and you can see whether text and voice arrive.

The test is neither recorded nor billed. During the test nobody else can take the floor.



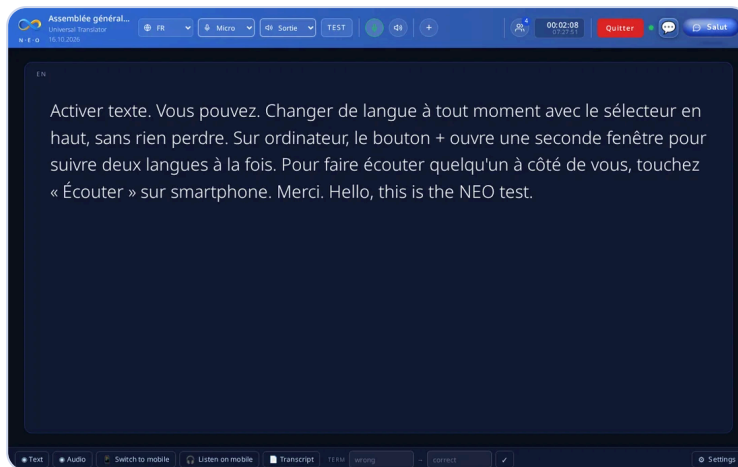
Settings menu: “Test the whole room”

5

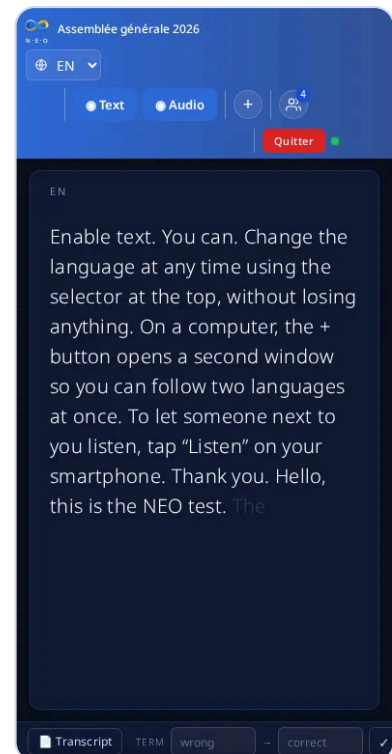
Step 5 · During the event

Speaker: choose the language you speak, click the microphone to take the floor, speak normally, then click again to give the floor back. One speaker at a time. **Listeners:** the translated text appears and the voice plays in the chosen language; they can turn the text or the audio off at any time.

At the end, open “Mes salles” (my rooms) and click “Mettre en pause” (pause) or “Terminer” (end): time stops being deducted.



Speaker: the microphone is open



Listener: the translated text arrives

Microphone tips

- A wired or USB headset is the best choice; avoid a laptop’s built-in microphone in a noisy room.
- Keep the microphone 10–15 cm from your mouth and speak at a normal volume, without covering your mouth.
- No loudspeaker next to the microphone (echo): use headphones or mute the output.
- Close other applications that use the microphone (video calls, recorders).
- Allow the microphone in the browser when it asks; Chrome or Edge are recommended.
- Use a wired connection if you can; otherwise stay close to the Wi-Fi access point.

Need help?

In the room, the “Un problème ? Ouvrir un ticket” (open a ticket) button and the assistant Mila are always available.