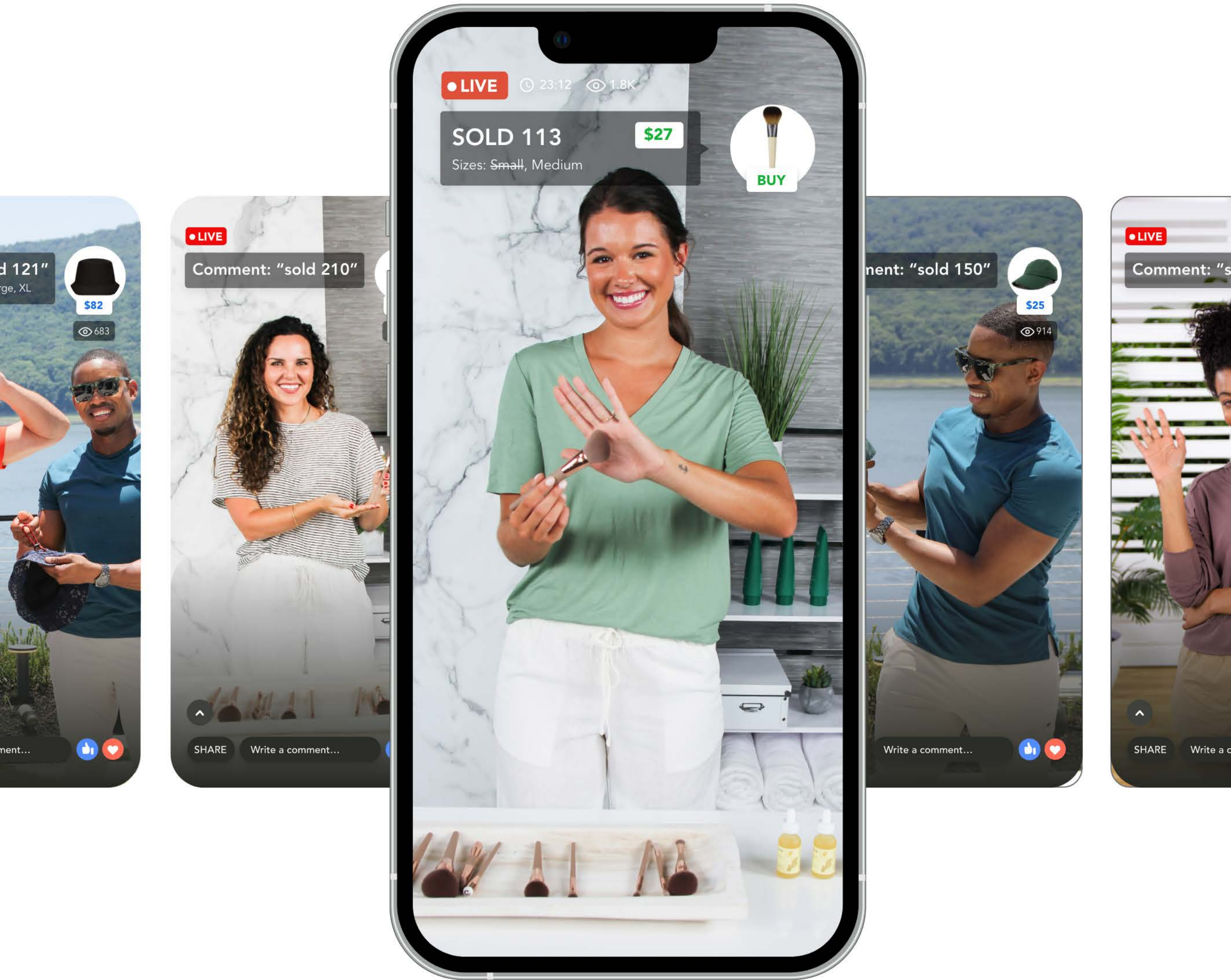


# videeo



# Go **LIVE** Guide

# Get Connected

Welcome to Video! We are so excited to guide you as you host your first Video live sale. To get started, you'll need to **complete two steps on the Start tab.**

# 1

## Connect your Facebook Page

by selecting the Connect button. This is necessary to broadcast your live sale on your Facebook Page. You will need to be logged in as the Administrator for your Page to connect.



**Connect Facebook Groups & Pages**

# 2

**Download the CommentSold Broadcast app** from the iOS App or Google Play Store and log in using your Video credentials.



**Download Broadcast App**

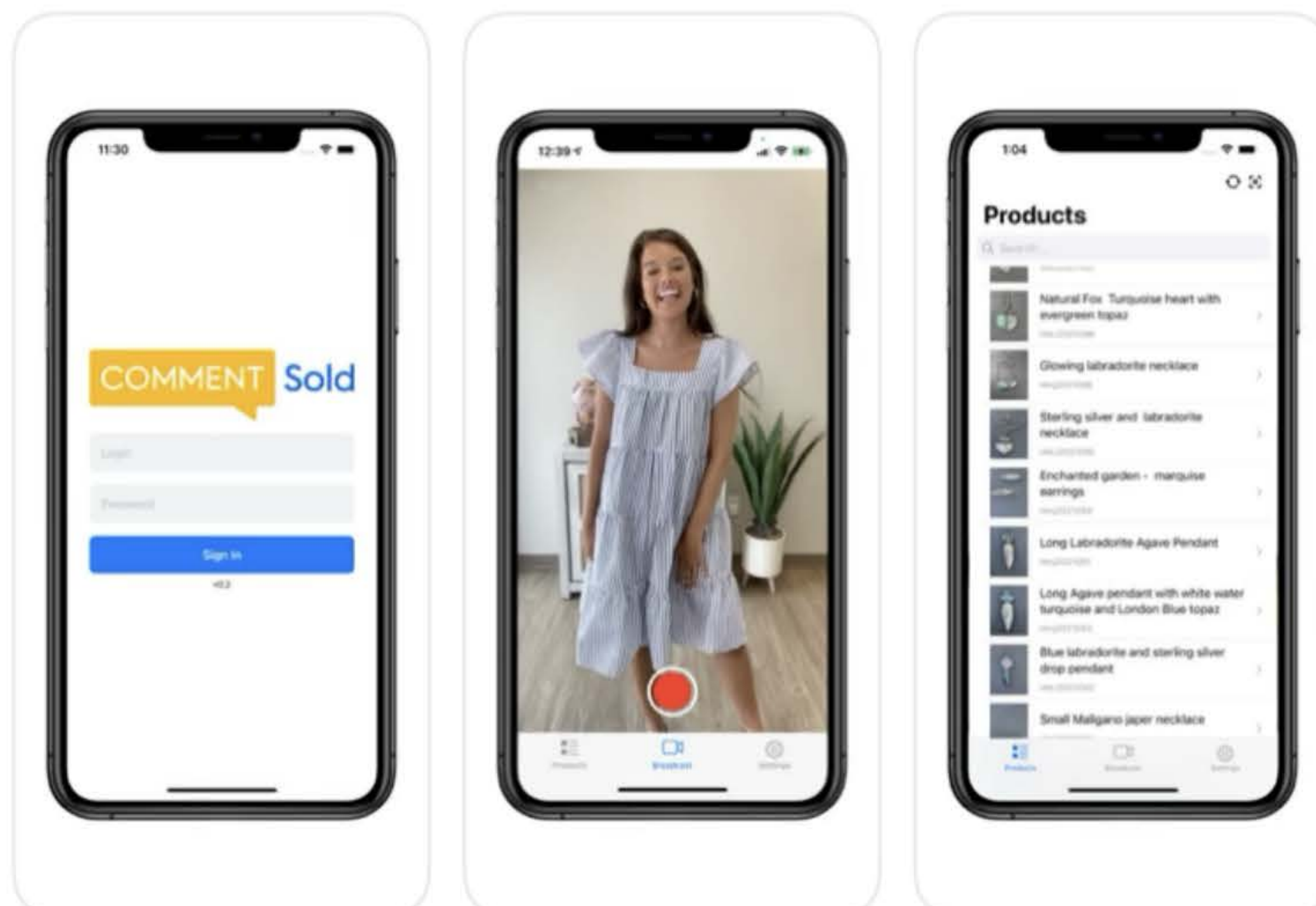


**CommentSold Broadcast**

Livestreaming for shop owners

★★★★☆ 26

**GET**



# Prepare Your Product Collection

The **Products tab** is where you will manage all of the amazing products that will appear in your live sale.

# 1

**Select Upload CSV File** in the top-right corner of the page to upload the products to feature in your live sale.



- ✓ **If you wish to modify any items** (e.g., item name, item description, etc.), modify the original CSV and re-upload the file. The Products tab will then update to reflect your changes.

# 2

**Select Print Barcodes** in the top-right corner of the page to print barcodes for all items included in your uploaded CSV file. You'll need these barcodes to seamlessly transition between items during your live sale.



- ✓ **If you print on a standard laser printer,** select the Two Pages per Sheet option so the barcodes will be small enough for your barcode scanner to read them.

# 3

**If you wish to remove any items** from the products list, select the trash can icon to the far right of the product row.



# Customize Your Live Sale's Appearance

The Customize tab allows you to modify your live sale's appearance to fit your brand.

1

## Theme Color

Customize the color of your buttons using your brand's HEX code or the color picker.

Theme Color

#E2001C



2

## Rounded Corners

Enable this toggle to round the corners of your live sale player.

Rounded Corners



Enabled

3

## Highlight Current Product

Enable this toggle to highlight the current on-screen product during the live sale. We recommend keeping this setting enabled so your shoppers can easily follow along.

Highlight Current Product



Enabled

4

## Choose Your Player Background

If your website has a white background, select the Light Mode option. If your website has a dark background, select Dark Mode.

Light Mode



Dark Mode

Select

# Host Your Live Sale

When it's time to go live, head over to the Live Sell tab to Start Live Selling!

1

Double-check that you've added products to sell. Products should appear in the **Add Products to the Live** section.

## Add products to the live

✔ Product added



2

Select where you wish to go live in the **Setup Broadcast Channels** section:

- ✔ **Going live on Facebook?** Add your Facebook Post Title and Facebook Post Description in the fields provided.
- ✔ **Streaming Channels:** Select the checkboxes for each location where you wish to broadcast your live sale (i.e., your Facebook Page, website, or both.)

## Setup Broadcast Channels

Facebook Post Title

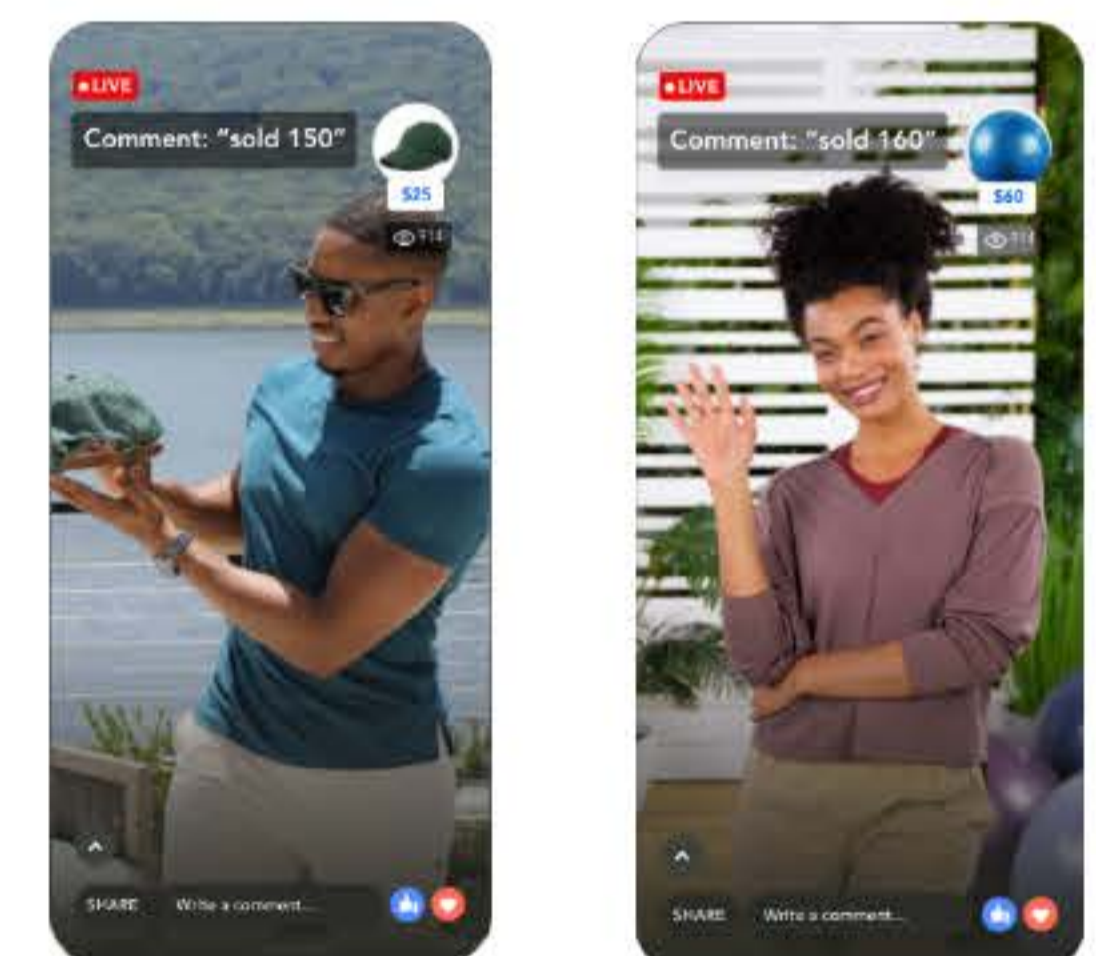
Facebook Post Description

Streaming Channels

Facebook  Website

3

Review your streaming connection in the **Test the Streaming Connection** section. Make sure you're broadcasting from the CommentSold Broadcast app and that you have a strong signal.



4

When ready, select **Go Live!** on the right side of the page. This starts your live sale broadcast.

Go Live!

5

To end your live sale, select **End Live**. Doing so will redirect you to the Live Sell tab.

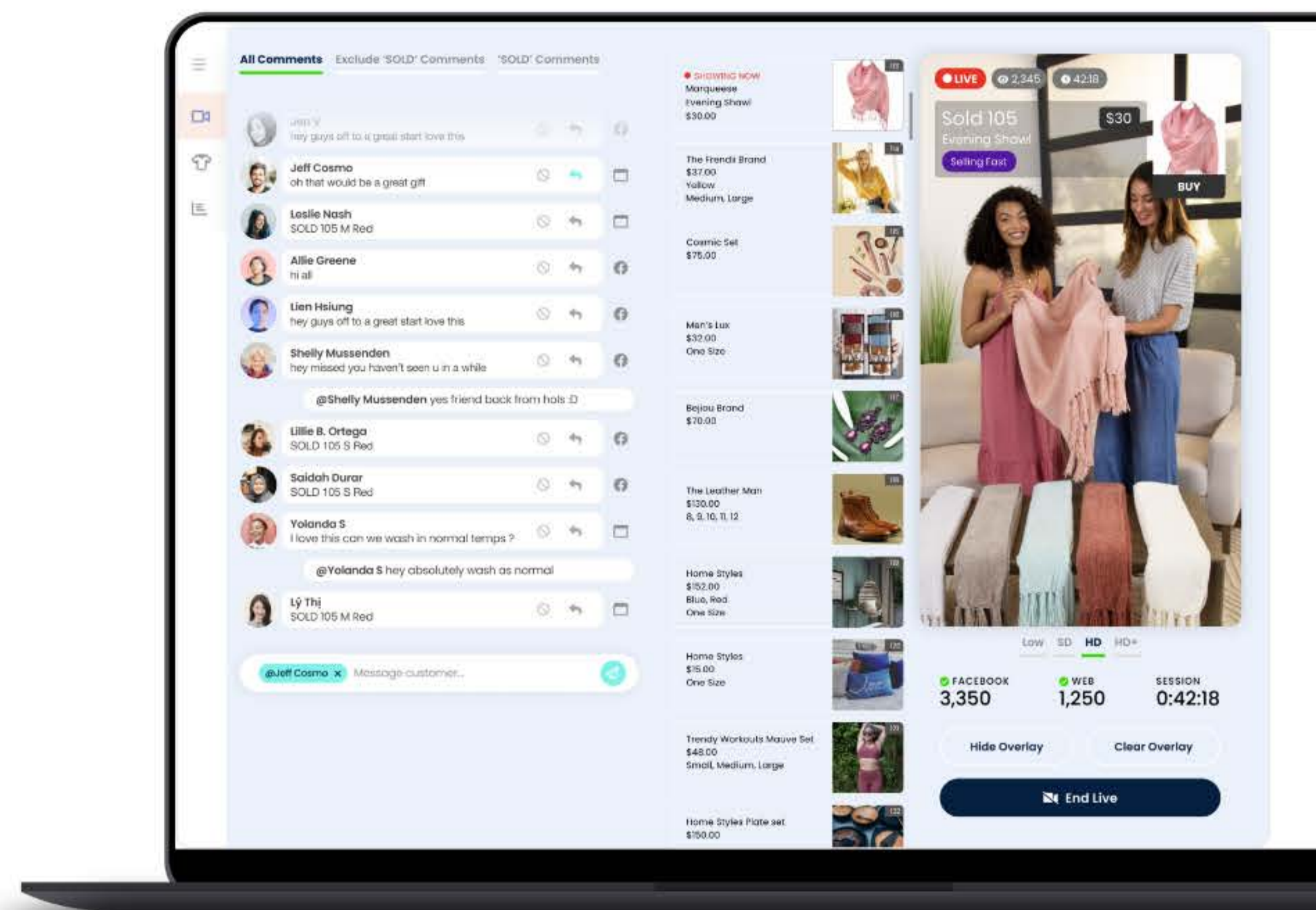
End Live

# Your Live Dashboard

## View Customer Comments

Customer comments from the website player and Facebook will show up on the dashboard and give you a chance to respond! You will also see which streaming channel the customer is watching from next to their name.

You can filter by **All Comments**, **Sold Comments**, or **Comments Except Sold** to view your customer interactions. All other features in your dashboard (Products tab, Customization tab, etc.) are disabled until you end your live sale.



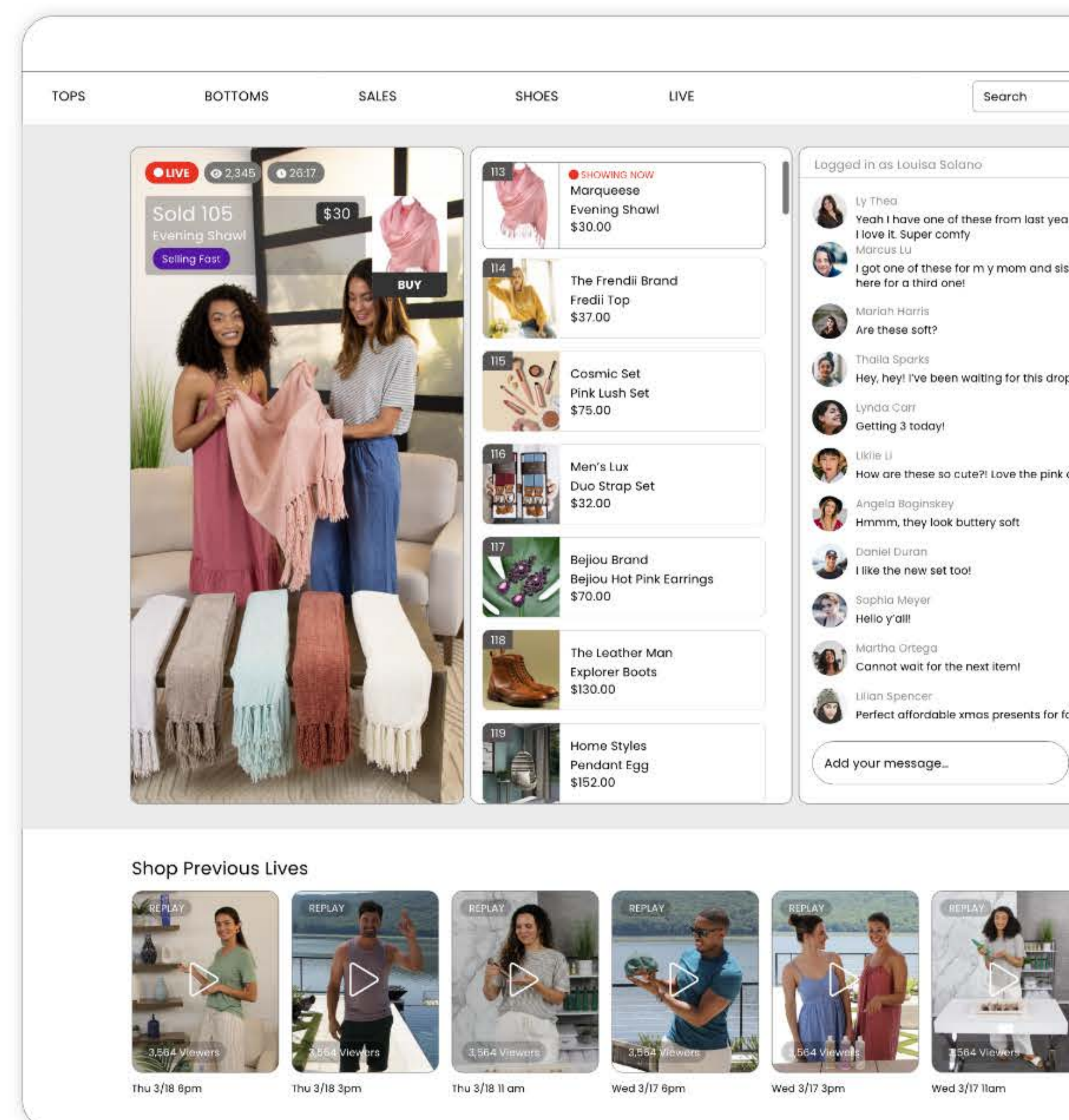
## Scanning Items

When you want to move onto the next item in your live sale, simply scan the barcode of the next item. There may be a short delay, but then the item will appear on the Live dashboard, the web player, and Facebook.

If you wish to go back to an item, just re-scan it to make it the featured item again. Make sure your active window is the Live dashboard before scanning an item.

You can scroll down the list of items on the Live dashboard to review which items you have already featured.

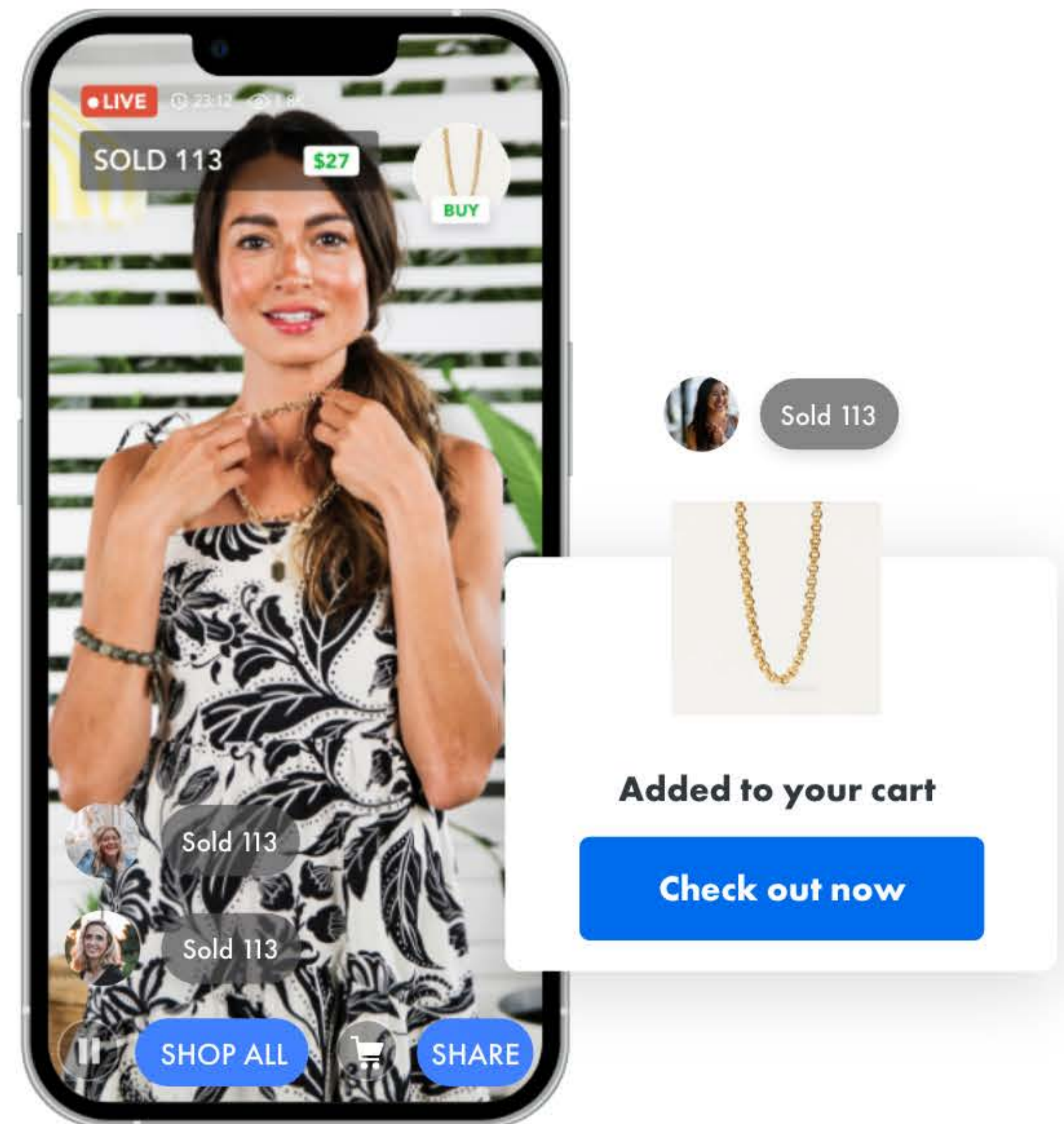
If you wish to clear the overlay, use the **Clear Overlay** button and the item information will disappear from the dashboard, website player, and Facebook until you scan your next item.



# Your Live Dashboard

## Purchasing Items

When a customer comments **"SOLD"** followed by the item number (i.e., SOLD 100), they will be taken to a description of the item. Then, they can select Buy to be redirected to the product page on your website. Next, the customer can select the specific variant information (e.g., size, color, etc.) before adding the item to their cart. If the customer is viewing the live sale on the website player, they can cart an item by simply clicking on the item picture.



## Extra Help

If you need support getting started, you can always reach out to your **Account Strategist**. We look forward to watching you go LIVE!

