

1. Before you begin



Internet connection: Recommended bandwidth of 4mbps up/down or higher. Ethernet connection is preferred.



Recommended browser: Google Chrome, Firefox or Edge (avoid using Internet Explorer or Safari).



Headset and webcam (for participants with an active speaking role): The use of a headset avoids echoes. Plug in your headset before starting.



Optimal conditions: Choose a quiet environment without background noise, with good lighting. Keep your microphone muted until it is your turn to speak.

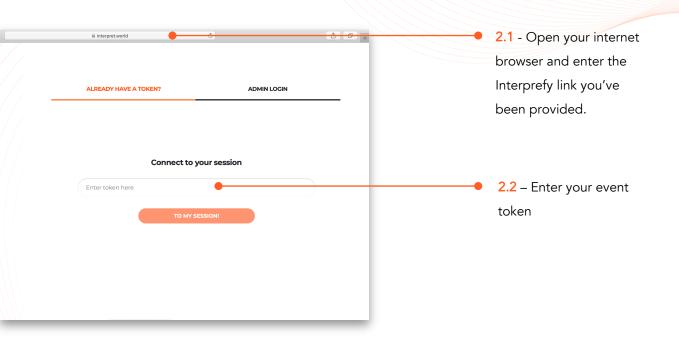


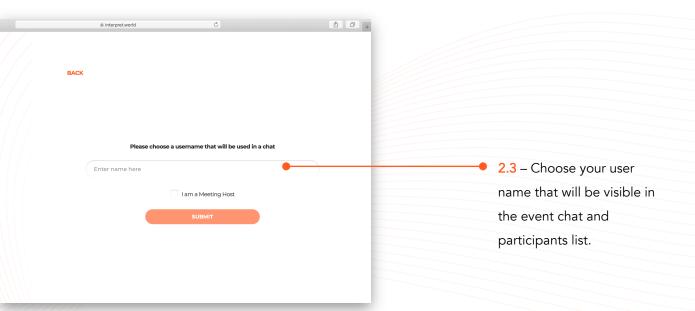
Device: Use a desktop or laptop. (If necessary because of internet issues in certain locations, additional assistance may be requested to connect from a mobile device).

Additional Resources

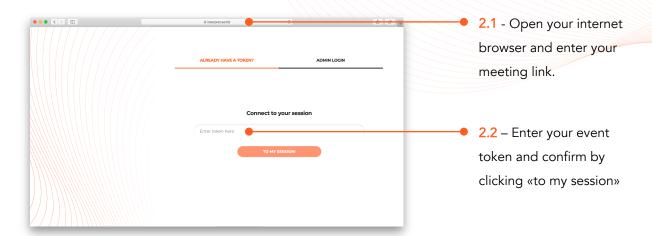
- Connectivity self-test
- Set-up video user guide
- Platform video user quide

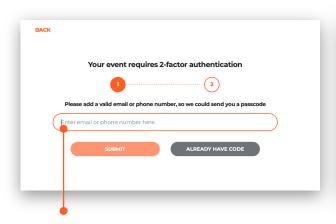
2. Logging in without two-factor authentication



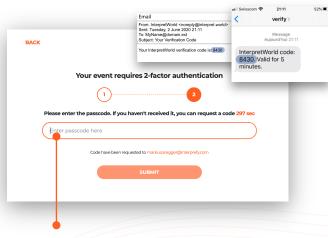


3. Logging in with two-factor authentication

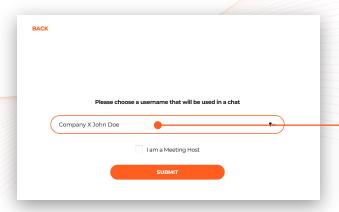




3.1 - Enter your registered email address or mobile phone number (format: +41 79 1234567) to receive a verification code.

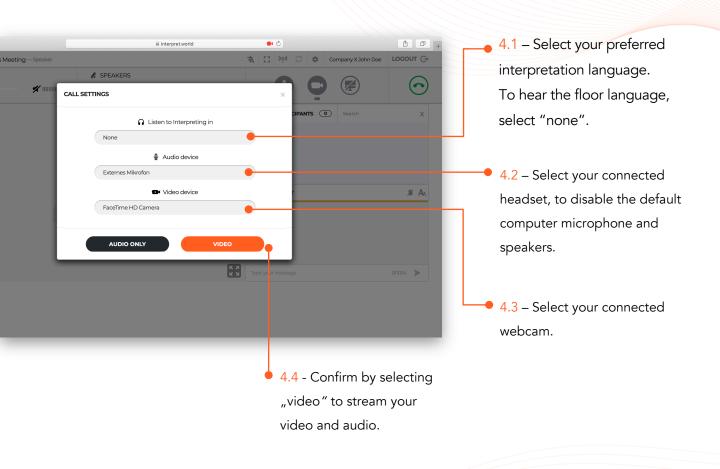


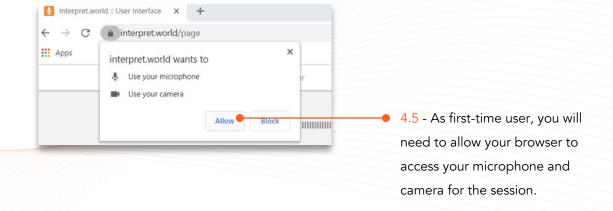
3.2 – Enter the verification code that you have received either via email or text message (SMS) and click *submit*.



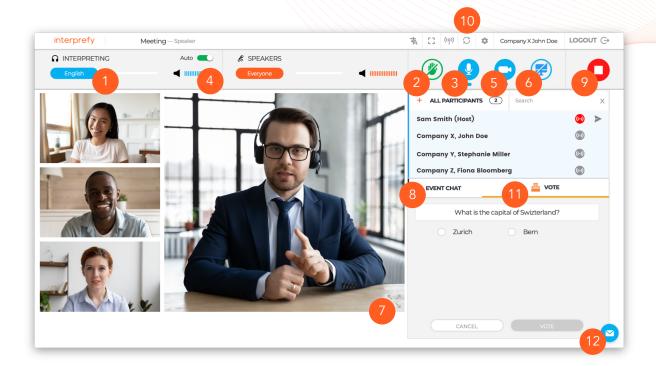
 3.3 – Choose your user name that will be visible in the event chat and participants list.

4. Call Settings





4. Connect Pro (Classroom) Feature Overview



- 1 Select your preferred language Select "none" to listen to the floor. Select other language, if interpretation is available, click "save".
- 2 Raise your hand to ask for the floor - Click on the green hand icon to request to take the floor and wait for approval. Select "audio only" to enable your microphone. Select "audio and video" to enable both microphone and webcam.
- 3 Mic Turn on/off microphone, when you have the floor.
- Volume Adjust audio volume

- Webcam Turn on/off webcam, when you have the floor.
- Screen sharing Turn on/off to share entire sceen, application window or browser tab, when presenting..
- 7 Full screen mode -Enter/exit full screen mode.
- 8 Event chat Use, if available, to address all event participants.
- 9 Stop streaming Click to stop streaming, when finished speaking. This does not disconnect you from the meeting.

- 10 Restart All Lines In case of any audio or video issues, click to refresh your connection.
- 11 Vote Participate in polling, if available.
- 12 Private chat &
 moderator chat Report technical
 issues to the
 moderator or send
 private message to
 individual
 participants.