Technical requirements

To guarantee the best possible transmission quality and stability, we recommend the use of a direct LAN connection (compared to WiFi).

- Before the conference, make sure that the sound and video quality of your computer/laptop is sufficient.

- Please make sure you are using the latest version of your browser.

- The use of Internet Explorer as a browser cannot be recommended. Further, make sure that you do not have too many tabs open in your browser.

- Please check, if your browser and operating system support the use of Vimeo (here).

In order to ensure a smooth (technical) process, we kindly ask you – in case you are working with a company device (PC, laptop) in the company network (e.g. clinic, company) or with a rental device – to please clarify the following points with your IT department prior to your participation at the conference:

1. The following ports must be open:

- Port 443 (https)

- For security reasons, port 80 (http)

2. JavaScript must be activated in your browser.

3. The following domains must not be blocked by your firewall:

- Domain congress platform: g-jam-digital.de

- Domain programme management: program-management.conventus.de

- Domain for verification: *.conventus-apps.de

- Participant chat: rc-k5020a10196.qutic.com

- Support chat: support2.conventus.de

- Live streaming:

  o vimeo.com

  o cdn.livestream.com

  o api.new.livestream.com

  o playback2.akamaized.net/*

  o playback.akamaized.net/*

- livestream-f.akamaihd.net/*

- secure-playlist.livestream.com/*

For active session participants (chairs, speakers):

- Please check <u>here</u> if your browser and operating system support the use of Zoom.

- Please check that you have installed the <u>Zoom client for meetings</u>.

- Please make sure that your internet connection speed provides 2 MB/s upload and 4MB/s download or better. You can test your internet connection <u>here</u>.

- Please check that yoursound works well and that you can be heard clearly. You can test your settings in advance <u>here</u>. You can achieve the best quality by using a headset.

- We advise using a laptop or desktop computer, as this will ensure the best possible presentation. The use of a mobile device (mobile phone or tablet) is of course also supported by the software.