What do you need in order to join the webinar?

- **Speakers** (Audio Playback Device), eg headphones or headset.
- **A wired connection is strongly recommended.**
- If your internet connection doesn’t work, you can join the webinar by telephone, using a dial-in number. In this case there might be additional telephone costs.

How to join the webinar?

- Choose the computer from which you would like to follow the webinar.
- Please check your device compatibility via www.bigmarker.com/system_check
- As soon as you get the invitation link: Please register for the webinar by clicking the invitation link.
- 15 minutes before the webinar: Bring your headphones, click the invitation link, enter and enjoy the webinar!

Minimum system requirements are as follows:

- **Operating System**: Windows 7 or later; Mac OS X 10.12 or later; Linux.
- **Browser**: The most recently-published versions of Chrome, Firefox, Microsoft Edge, Safari or Opera.
- **High-speed internet**: A consistent, high-speed connection is required. Mobile tethering, hotspots, slow or inconsistent public Wi-Fi networks may create latency when using video conferencing.

Q: Why do I need to register before the webinar starts?
A: Thank you for registering! This not only helps us to communicate with you in regard to technical issues but it helps you to network with your fellow webinar participants.

Q: Why can’t I see the presenter?
A: Please check your bandwith. We highly recommend a strong bandwith of 10 Mbps.

Q: Will the webinar be recorded?
A: Yes, it will be recorded.

Q: Do I need a microphone?
A: No, you do not.

Q: Do I need to install anything?
A: No. We expect you to have a browser, of course.

Q: Can I ask questions during the webinar?
A: Yes, there will be a chat option available. You can contact the speakers directly to ask any question you may have.

Q: When can I enter the webinar I’m attending?
A: 15 minutes before the start. You can only enter if you have passed the system check.

Q: May I leave the webinar and come back later?
A: Yes, just log in at a later time during the webinar.

Q: May I access via Phone?
A: Yes, you can. Participating via phone means you can listen only. Please keep in mind that you will be dialing a US number which would result in higher telephone costs.

Q: Can’t find invitation?
A: Please check your spam-folder. You should also ask your colleague from the IT department to whitelist us. For more details please ask the corresponding event manager, who will be happy to help you.

Q: I failed the Firewall System Check – what can I do?
A: Please contact your IT department and have them open the necessary Ports, which can be found here: https://bigmarker.zendesk.com/hc/en-us/articles/360000532986-I-Failed-the-Network-System-Check-

Q: I failed the Audio Output System Test – what can I do?
A: If you are using headphones or external speakers, try unplugging them. Please unmute your device. Test your speakers here to find out if they work: www.onlinemictest.com/sound-test/

Q: I would like to participate but I’m waiting for an approval. Can I order a ticket on the day of the webinar?
A: Sure. Please message webinar@lexxion.eu.

Q: My email address has changed - can I still participate?
A: Sure. Please provide us with your updated e-mail address; you will then receive a new invitation.

Q: How do I contact the host of the webinar?
A: webinar@lexxion.eu is happy to help you.