



















# Tech Check Matrix

We are working hard to guarantee a smooth virtual event experience but, unfortunately, internet browsers all have different behaviors. Please see below what browser + equipment combination works best.



TECH CHECK STEPS	Windows PC	Mac PC	Android Tablet & Smartphone	iOS Tablet & Smartphone
<b>1) Check your internet connection</b>	Please guarantee that your internet speed is at least 3.2 Mbps outbound and 3.2 Mbps inbound. Also, a PING of at least 4ms is advisable (check <a href="#">here</a> ). Also, it is important to disable pop-up blockers, ad blockers, and VPN or firewall connections. If you cannot disconnect from security extensions, please reach out to <a href="mailto:hello@scoocs.co">hello@scoocs.co</a> for more details on how to proceed.			
<b>2) Select the appropriate internet browser</b>	 Google Chrome (check latest version <a href="#">here</a> )  Firefox (check latest version <a href="#">here</a> )  Edge (check latest version <a href="#">here</a> )	 Google Chrome (check latest version <a href="#">here</a> )	 Google Chrome (check latest version <a href="#">here</a> )  Firefox (check latest version <a href="#">here</a> )  Edge (check latest version <a href="#">here</a> )	 Google Chrome (check latest version <a href="#">here</a> )  Safari (check latest version <a href="#">here</a> )
<b>3) Enable camera, audio, microphone, and screen sharing browser settings</b>	 Google Chrome Browser Settings ( <a href="#">here</a> )  Firefox Browser Settings ( <a href="#">here</a> )  Edge Browser Settings ( <a href="#">here</a> )	 Google Chrome Browser Settings ( <a href="#">here</a> )	 Google Chrome Browser Settings ( <a href="#">here</a> )  Firefox Browser Settings ( <a href="#">here</a> )  Edge Browser Settings ( <a href="#">here</a> )	 Google Chrome (check latest version <a href="#">here</a> )  Safari (check latest version <a href="#">here</a> )
<b>User Experience Guarantee</b>	99% All features supported	99% All features supported	90% All features supported except: 3D World, Virtual Booths, Academic Poster Booths	90% All features supported except: 3D World, Virtual Booths, Academic Poster Booths
<b>Experienced any issues?</b>	After confirming your internet connection, appropriate browser, and browser settings, please refresh your browser. If the problem persists, please try with an incognito/private tab. If the problem persists, please test your equipment <a href="#">here</a> and send screenshots of the results to <a href="mailto:hello@scoocs.co">hello@scoocs.co</a>			