

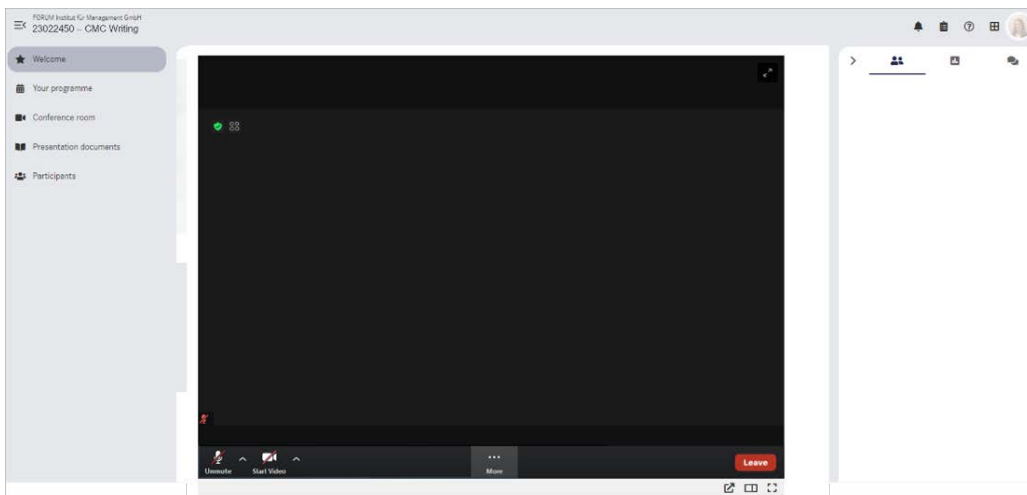


FAQ Learning Space

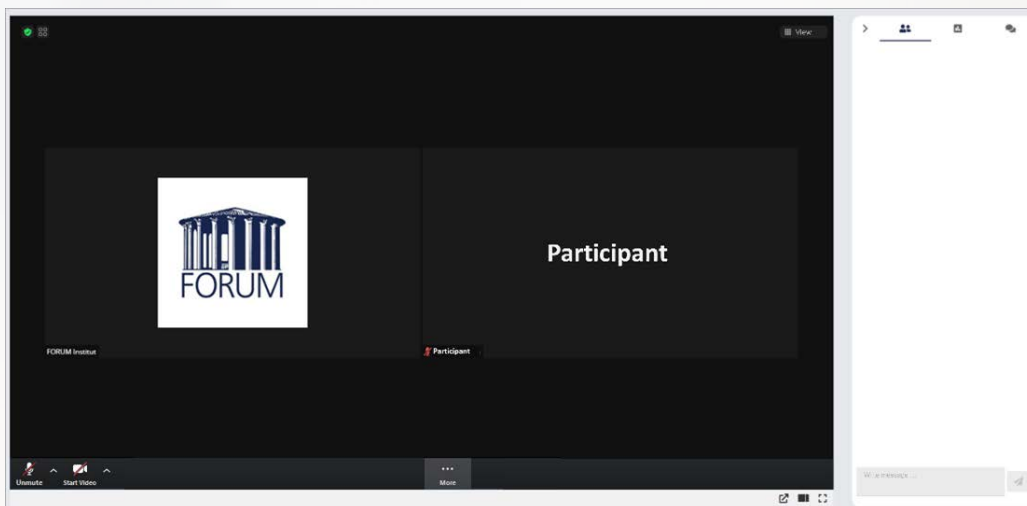
FAQ Learning Space

The different view options

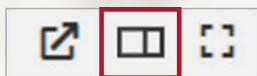
- Important note on navigating the Learning Space
 - You may switch back and forth between the various menu items during an event. You will no longer be able to see the conference room, but you will still be able to hear what is being said.
However, you can still be seen and heard. By leaving the conference room, you do not automatically leave the course. Clicking on 'Conference room' will return you to the main event with the video feed.
- Standard view
 - In standard view, the menu sidebar is on the left, the conference room (video) is in the middle and the conference chat, feedback survey and private chat are in the interaction sidebar on the right.



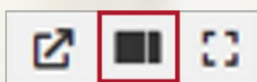
- Theatre mode
 - In theatre mode, the menu sidebar on the left is hidden, leaving more space for a larger conference room.



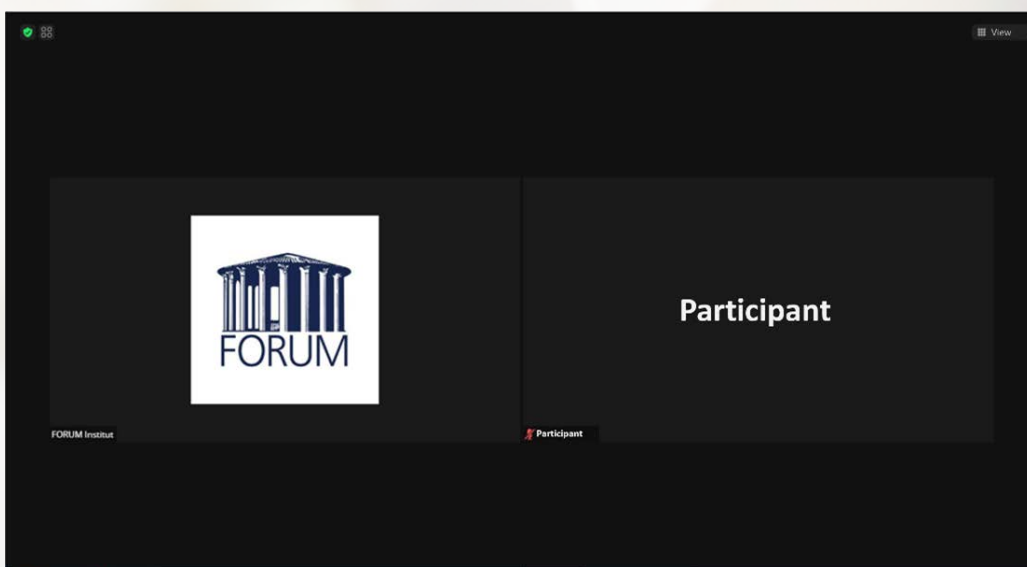
- To start theatre mode while in the conference room, click on the middle icon beneath the 'Leave' button.



- If you would like to leave theatre mode, click the same icon once again and you will return to standard view.



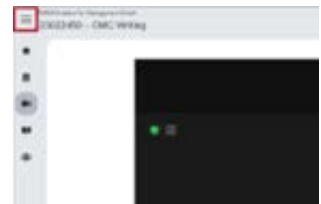
- Full-screen mode
 - In full-screen mode, the conference room takes up your entire screen. You will no longer see the menu sidebar on the left and the interaction sidebar on the right.



- To start full-screen mode while in the conference room, click on the right-hand icon beneath the 'Leave' button.

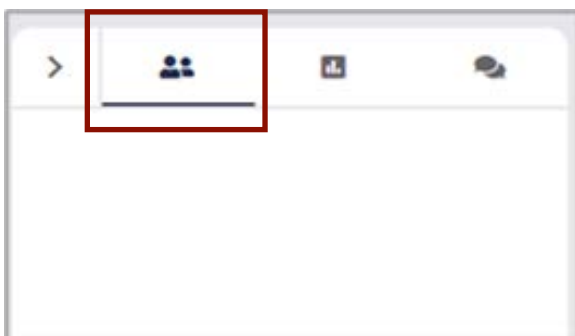


- If you would like to leave full-screen mode, press 'esc' on your keyboard or move your mouse pointer to the top of your screen. An 'x' will appear, which, when clicked, will return you to standard view.
- Menu sidebar hidden
 - If you can only see icons without text on the left side of the Learning Space, you have hidden the menu sidebar. If you would like to display the menu sidebar, click on the icon with three bars in the upper left corner of the Learning Space.
- Interaction sidebar hidden
 - If no icons are displayed on the right side of the Learning Space and only the word 'Interaction' is visible, you have hidden the interaction sidebar. If you would like to display the interaction sidebar, click on the small arrow in the upper right corner of the Learning Space.



Where to find ...

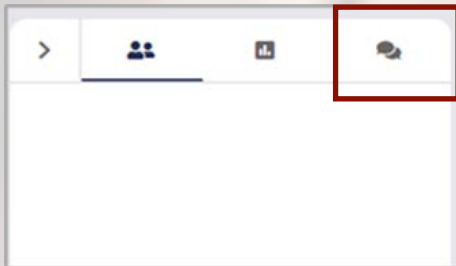
- The presentation documents
 - You can find the presentation documents in the Learning Space by clicking 'Presentation materials' on the menu sidebar. These include the general documentation, the individual presentations of each of the speakers and, if applicable, any supplementary documents.
- The group chat
 - You can find the group chat in the interaction sidebar on the right side of the Learning Space. It is already open and can be used directly.



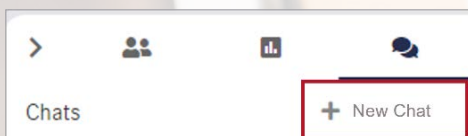
- To send a message, type it directly into the 'Write message' field.



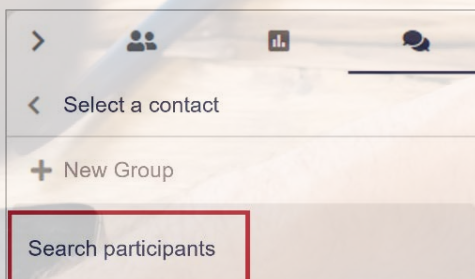
- You can send your message by clicking the paper plane icon on the right.
- The private chat
 - You can find the private chat by clicking the speech bubbles icon in the interaction sidebar on the right side of the Learning Space.



- To send a new message to another participant, click '+ New chat'.

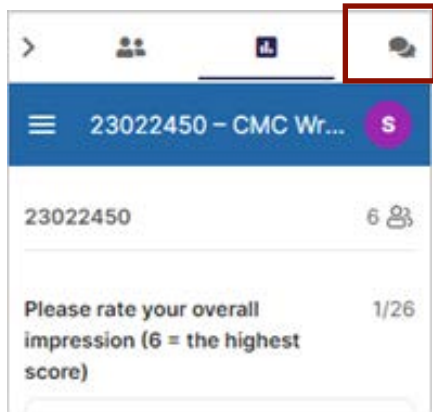


- Enter the name of the person you would like to contact in the 'Search participants' field and select the correct name from the list of results.



- A private chat window with the selected person will open. Simply type your message in the 'Write message' field and click the paper plane icon on the right to send it.

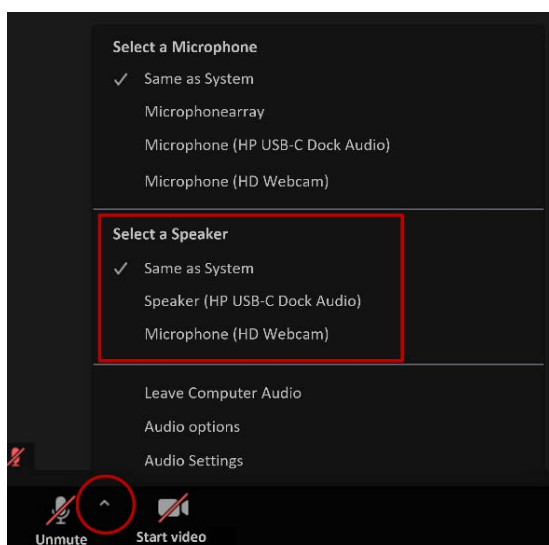
- The feedback survey
 - You can find the feedback survey by clicking the graph icon in the interaction sidebar on the right side of the Learning Space.



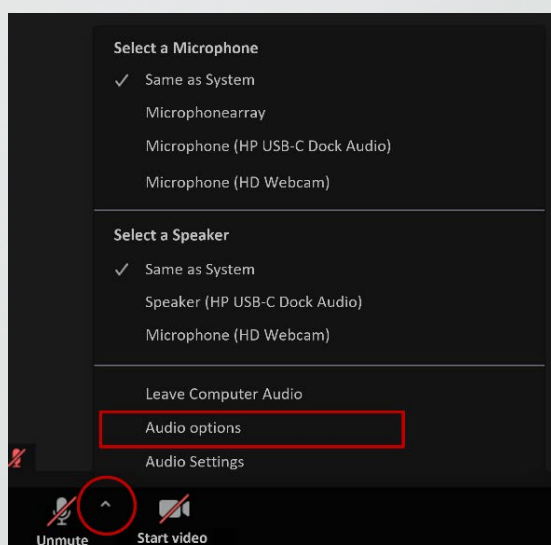
Click [here](#) to complete the feedback survey for your event. We would very much appreciate your evaluation of the event as it helps us to continuously improve our services. Thank you very much!

You cannot hear anything

- Wrong headset selected
 - Possibly the audio is being sent to the wrong output device. In your zoom window, click the small arrow next to 'Mute/Audio on' and then select the correct device or another device to output your audio.



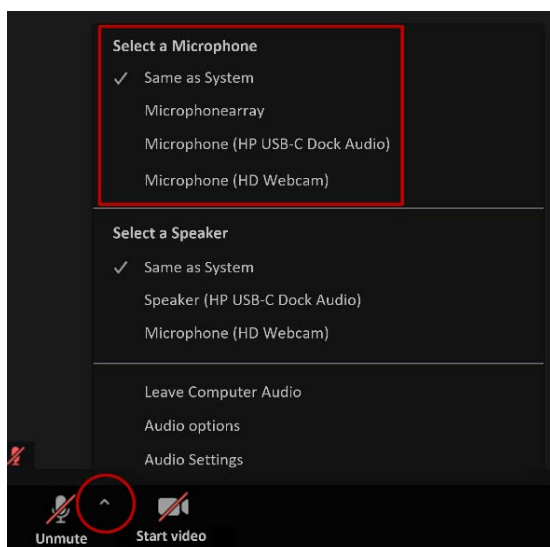
- Which browser are you using?
 - Is there another browser installed on your device that you could use instead? We recommend the latest version of Microsoft Edge.
- Did you log in using a smartphone or tablet?
 - This should not present any problems. You will be able to see and hear everything and contact the other participants or the speakers. If you cannot hear anything, please check the volume and turn it up if necessary.
- Did you dial in from a VPN?
 - It is not possible to connect an audio device over a VPN connection. Please dial in again once you have disconnected from the VPN.
- Did none of the above work?
 - If in doubt or if none of the above have worked, dial in by telephone. The numbers to dial appear when you click on the arrow next to the microphone icon at the bottom left of your screen, select 'Audio settings' and then select the 'Phone call' option.



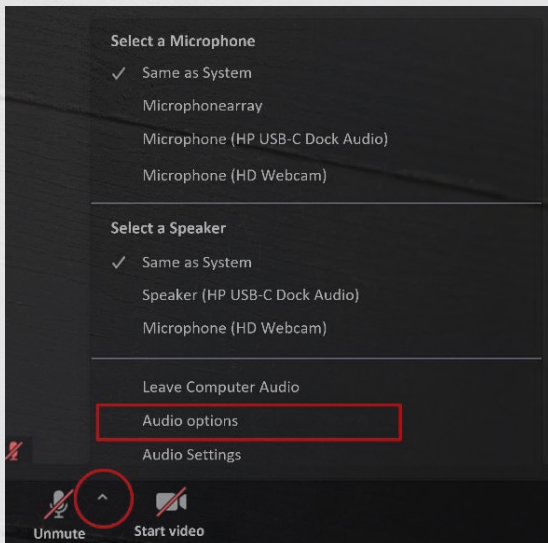
- If you get disconnected while entering the meeting ID on the phone, please switch to dual-tone multi-frequency signalling (DTMF), also known as touch-tone or tone dialling, on your telephone.

The other participants cannot hear you

- Does your headset have a microphone?
 - If your headset does not have a microphone, you cannot be heard. If you would like to speak, change your headset or join by telephone. Falsches Headset ausgewählt
- Wrong headset selected
 - Possibly the audio is being picked up by the wrong microphone. In your zoom window, click the small arrow next to 'Mute/Audio on' and then select the correct device or another device to use as a microphone.



- Which browser are you using?
 - Is there another browser installed on your device that you could use instead? We recommend the latest version of Microsoft Edge.
- Did you log in using a smartphone or tablet?
 - This should not present any problem. You will be able to see and hear everything and contact the other participants or the speakers. If you still cannot be heard, please check your privacy settings to see whether your browser can access the microphone.
 - Using your iPad:
Open the 'Settings', scroll down the left menu sidebar until you see your browser app (e.g. Microsoft Edge), click on the app and make sure that the 'Microphone' slider is set to green.
- Did you dial in from a VPN?
 - It is not possible to connect an audio device over a VPN connection. Please disconnect from the VPN connection and dial in again.
- Did none of the above work?
 - If in doubt or if none of the above have worked, dial in by telephone. The numbers to dial appear when you click on the arrow next to the microphone icon at the bottom left of your screen, select 'Audio settings' and then select the 'Phone call' option.



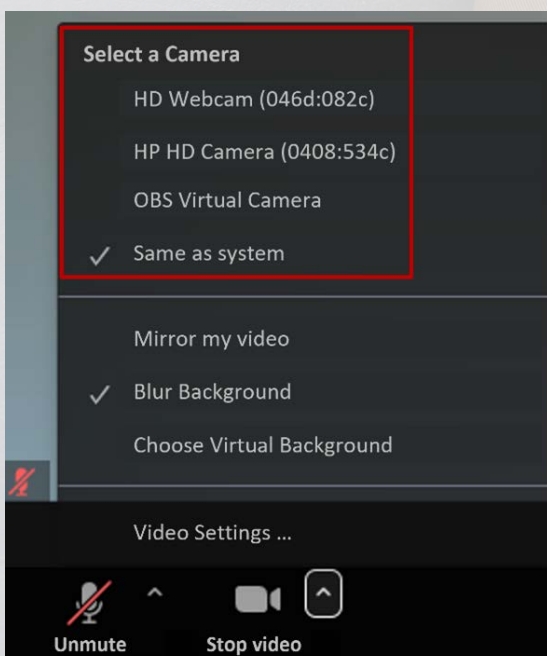
If you get disconnected while entering the meeting ID on the phone, please switch to dual-tone multi-frequency signalling (DTMF), also known as touch-tone or tone dialling, on your telephone.

The other participants cannot see you

- Does the camera icon have a red line through it?
- Your camera has not been activated. Click the camera icon at the bottom left of your screen to activate the camera.



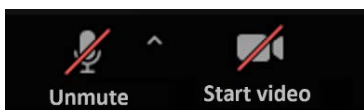
- Does the camera icon not have a red line through it, but your video is still not visible?
- You may need to select a different camera. In your zoom window, click the small arrow next to 'Start/stop video' and then select the correct camera or another camera.



- Did you dial in from a VPN?
 - It is not possible to connect a camera over a VPN connection. Please disconnect from the VPN connection and dial in again.
- Does your camera still not work?
 - Try restarting your device. This often resolves the issue.
 - If you do not have an integrated camera or an installed external webcam, the other participants will not be able to see you.

The video and/or audio is jerky, pixelated or completely frozen

- Is your internet connection stable?
 - You probably have an intermittent internet connection. Although your connection may be stable under normal circumstances, you may experience fluctuations in the service depending on the day of the week or the time of day.
We recommend that you do not turn on your camera to be able to keep your audio connected. To turn off the camera, click the camera icon at the bottom left of your screen so that it has a red line through it.



- Did you dial in from a VPN?
 - In the course of the day, your internet connection fluctuates very frequently, which may result in an intermittent or poor connection. Please disconnect from the VPN connection and dial in again.