



FAQs Windows

Before installing secpholand...

- **What exactly is secpholand?**

Secpholand is a metaverse accessed through a hybrid platform, a mix of professional network and virtual environment whose objectives are to promote networking and accelerate technological innovation in the field of deep tech. Within secpholand, users can connect with a broad network of professionals and participate in virtual events, such as conferences, showrooms or sector-specific trade fairs.

- **Is it a closed environment only for members of secpho's ecosystem?**

No, secpholand is an environment open to any user interested in technological innovation through deep tech.

- **What is the cost of creating an account and accessing secpholand?**

Access and use of secpholand is completely free of charge. You will only have to pay if you want to participate in a virtual event that has a cost and there are some limited services for members of secpho's ecosystem.

- **Which minimum information is required to register?**

Anyone can register by simply adding their name, email address, position and the organisation they work for.

- **What operating systems does secpholand run on?**

Secpholand is available for **windows, mac** or **linux**.

- **What are the requirements for my PC to be able to use secpholand?**

There are two main requirements for your PC:

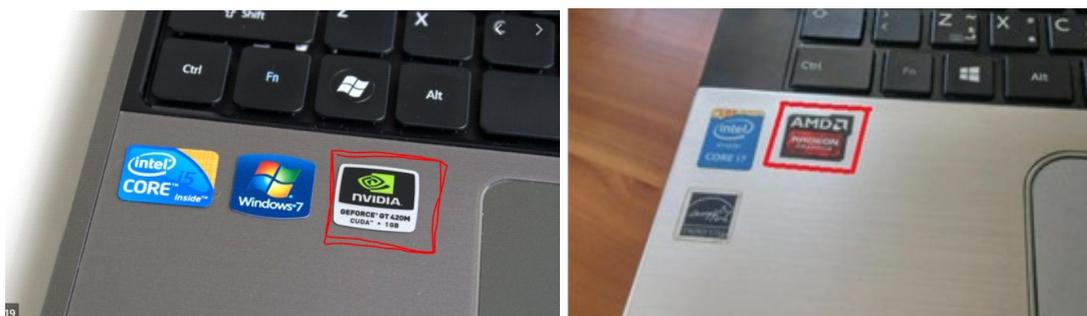
- 1. A graphical card**

Secpholand is a fairly light platform in terms of performance, it does not need a large computer to work, but as it is a 3D virtual environment it does need to have a graphical card, which is the chip that processes the 3D images.

It is not a question of having an expensive PC: there are 1000€ PCs without this chip (no graphical card) where secpholand does not work, and other 400€ laptops that do have a graphical card, and then secpholand does work.



Normally computers with a graphical card have such a sticker:



2. Use headphones with a microphone to use the audio features

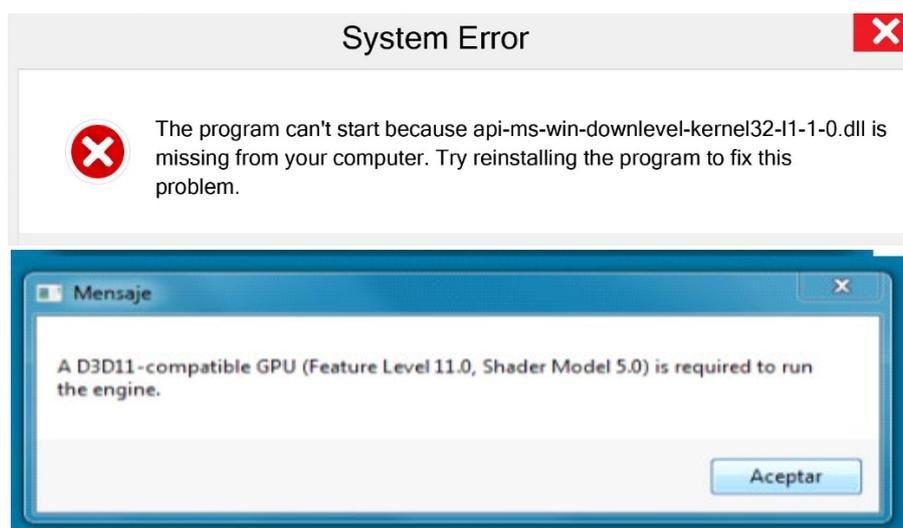
To provide good sound quality it is important to use headphones and not to have the sound coming through the computer speakers. If the headphones also have a built-in microphone, even better.

Installation FAQs...

- **My PC is in a corporate environment with restrictions and does not allow me to install secpholand.**

In general, you should be able to install secpholand as no administrator permissions are required. If your corporate environment still does not allow you to install secpholand, you can resolve this by **sharing [this document](#) with your IT department.**

- **When I open secpholand, the screen goes black and does nothing. The following messages appear:**



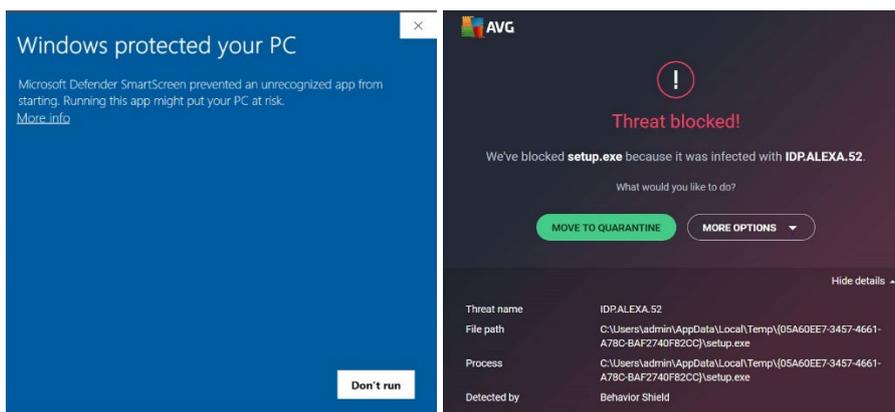
If this happens to you, it is because your computer does not meet one of the main requirements, a graphical card, for more information see the requirements described above in this document.



- **Windows and/or my antivirus tell me that it is not safe.**

Windows does not know secpholand and therefore sometimes says it is not secure and blocks it. But don't worry, secpholand is a platform developed by secpho that comes from our server, meets security standards and is totally safe for you.

All you have to do is simply give it permission to continue. In the case of windows this is done by clicking on "More information" and "Run anyway". In the case of antivirus they usually give you an option to run anyway. Here are 2 examples of windows and antivirus messages:

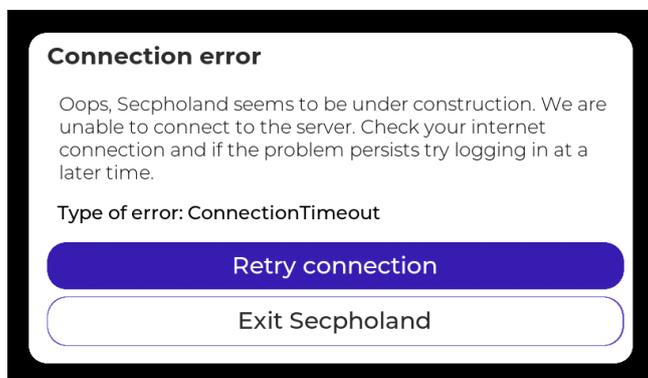


- **It downloads very slowly**

It seems that the programme is having a conflict with your internet network. We recommend you to contact us [here](#).

Inside of secpholand...

- **I get a "connection error" message**



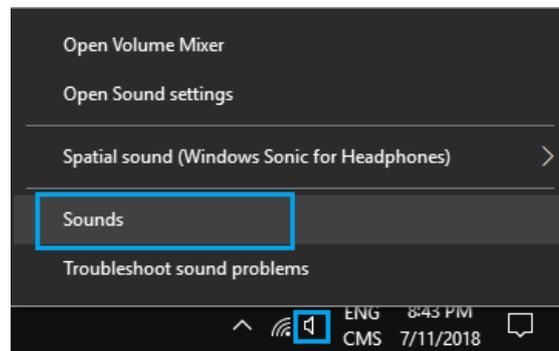
This message may appear for one of the following 3 reasons:



- The internet connection has been cut off. In this case, it can be the network itself by checking the connection with the router and clicking the blue button "retry connection".
- It may also be because the secpholand server is temporarily down. In this case, you will have to wait for the service to be restored and click the blue "retry connection" button.
- You may be accessing through an "unsecured" network or from a corporate environment that blocks the connection. In this case, it can be solved by connecting to another wifi or wired network that is secure.

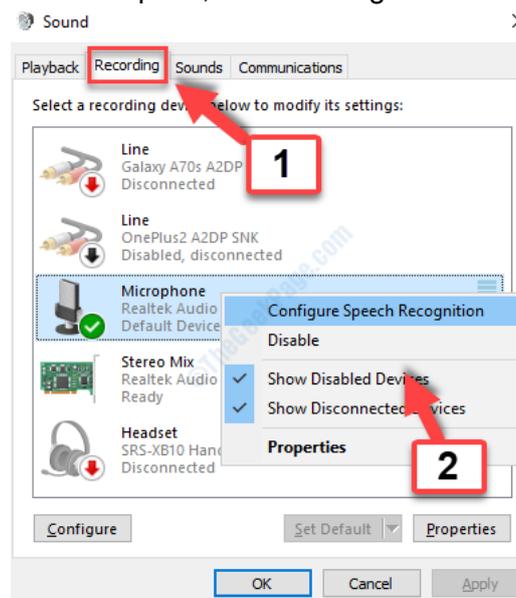
- **My microphone is not working**

First close Secpholand. Then right-click on the windows sound icon at the bottom right.



Once inside:

1. We will go to the Record tab.
2. Disable those connected devices that you do not want to use.
3. Make sure that when we speak, the vertical green volume bar is active.



Finally, we will test the microphone again in Secpholand with the new configuration.