

A technical guide for using and setting up Wizywebinar in exceptional situations (limited network)

NORMAL SITUATION:

If you're on a public network or the home Internet, everything works directly from your web browser with no additional settings.

We recommend using the following **browsers** / with the corresponding requirements:

- a) Google Chrome
- b) Chromium
- c) Safari 12.1.X and higher
- d) Microsoft Edge 79.0.309 and higher
- e) Firefox

Wizywebinar does not require any additional web browser extensions or plug-ins.

EXCEPTIONAL CASES:

For users / participants located on restricted intranets and / or Internet environments protected by specific firewalls, please follow the instructions below to further configuration of **Wizywebinar** (IT support required):

1. If the so-called **white list** of sites to be allowed on the intranet has been made for web browsing, the following address should be added to the list of allowed servers: webinar.wildix.com
2. The main obstacles to a connection on an intranet can be when the **WebRTC protocol** is disabled on the intranet.

Wizywebinar additional **WebRTC protocol** settings:

Access to external servers:

- webinar.wildix.com
- file / image sharing

Ports:

- Outgoing: tcp: 443, udp: 10000
- Incoming: tcp: 443 or custom secure port

In case of technical questions and / or problems, please contact our user support:
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