

FAQs

Before installing Koonstel...

- **What exactly is Koonstel?**

Koonstel is a metaverse that can be accessed through an hybrid platform, a mix of professional network and a virtual world that aims to incentivize networking and accelerate technological innovation. Inside Koonstel users can connect with a large network of professionals and attend virtual events like conferences, congresses and sector specific fairs.

- **What does Koonstel aim to do?**

Create a collaborative virtual environment with acces to clients, partners and a great amount of knowledge about the latest deep tech technologies and their uses.

- **¿Is it a closed environment only for those in the secpho ecosystem?**

No, Koonstel is an open environement for any user interested in technological innovation through deep tech.

- **What is the cost for creating an account and accessing Koonstel?**

Access and use of Koonstel is totally free. You will only need to pay in case you want to participate in an event that has an associated cost.

What information is needed to register?

Any person can register using their name, email, position and entity they work for. Both your position and entity are important pieces of information since Koonstel is a professional networking environment.

Installation FAQs...

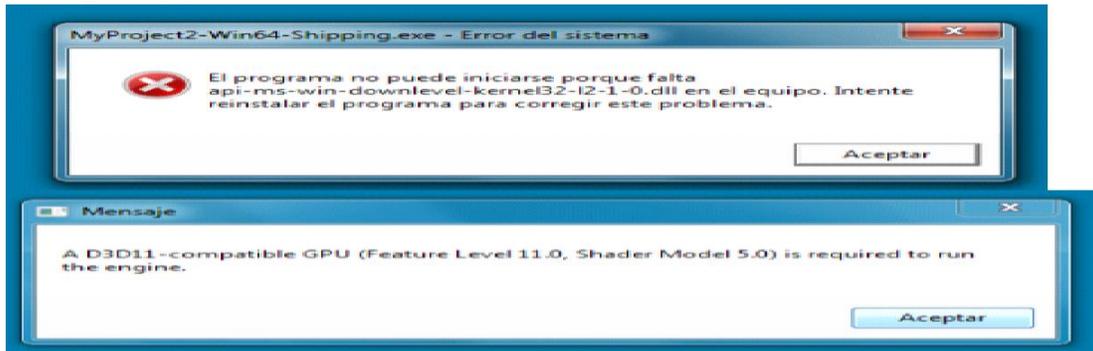
- **What Windows version do I need?**

The recommended version for Koonstel is Windows 10 or newer. Koonstel can work in Windows 7 and 8, but sometimes some compatibility errors may come up that will need to be fixed.

- **My PC is in a restricted corporate network and it doesn't allow me to install Koonstel**

The express version doesn't need administrator permissions. But to make it work, DirectX and other Microsoft components are needed. These components are present in most computers but if they aren't, administrator permission will be needed the first time.

- **When opening Koonstel the screen stays black and I can't do anything. These messages appear.**



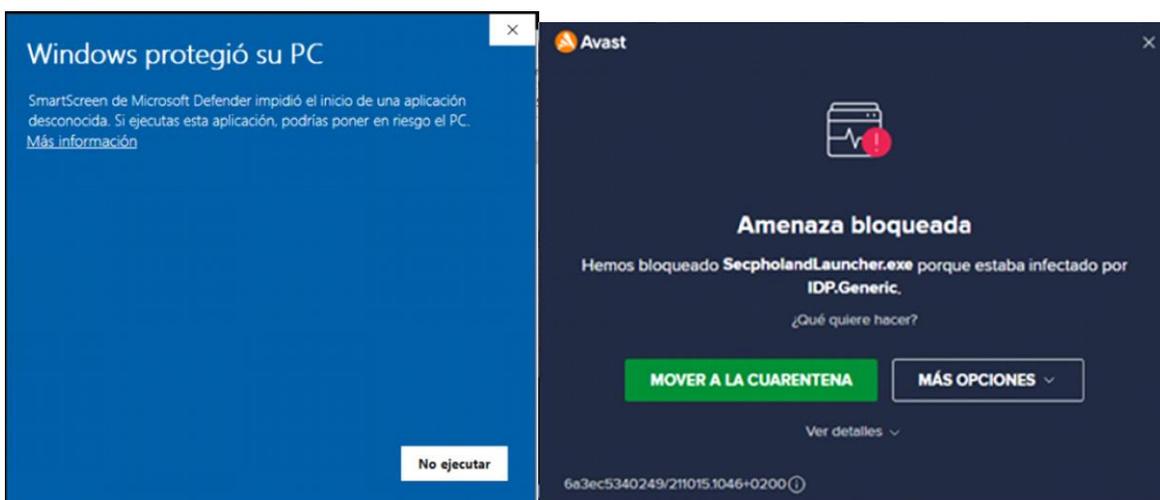
Your computer probably doesn't have a graphics card. Koonstel is not a resource demanding platform, a high end computer isn't needed, but since it is a 3D environment it does require a graphics card.

Usually, computers that have a graphics card have a sticker similar to this one:

- **Windows and/or my antivirus says it isn't secure**

Windows doesn't recognize Koonstel and because of that sometimes it can say it isn't secure, but don't worry, Koonstel is a platform developed by secpho, hosted on our own server, meets safety standards and is totally secure.

What you need to do is just give it permission to continue. In windows this can be done by clicking on "More info" and then "Run anyway". In the case of the antivirus, it usually gives you the option to run the program anyways. Here you have 2 examples showing the windows and an antivirus messages:



Inside Koonstel...

- **My microphone doesn't work**

In Koonstel's settings window

We first close Koonstel. Then we right click the sound icon in the right side of the windows taskbar at the bottom of your screen.

Once inside:

- We go to the Record tab
- We disable the connected devices we don't want to use
- We check if when talking the green bars that show the volume move or are active

Finally, we try to use our microphone in Koonstel again with this new configuration.