



Do I have to create an account with Sync to download the my client viewer?

No, you should not have to do anything beyond clicking the download button.

My computer warned me the application is not safe. Can I trust it?

Yes, Reification has recently been working with Apple and Microsoft to validate our applications as trusted.

The application is safe, and can be verified to be code signed. If you need help getting through that process, [click here](#).

What data are you collecting when I use this application?

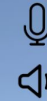
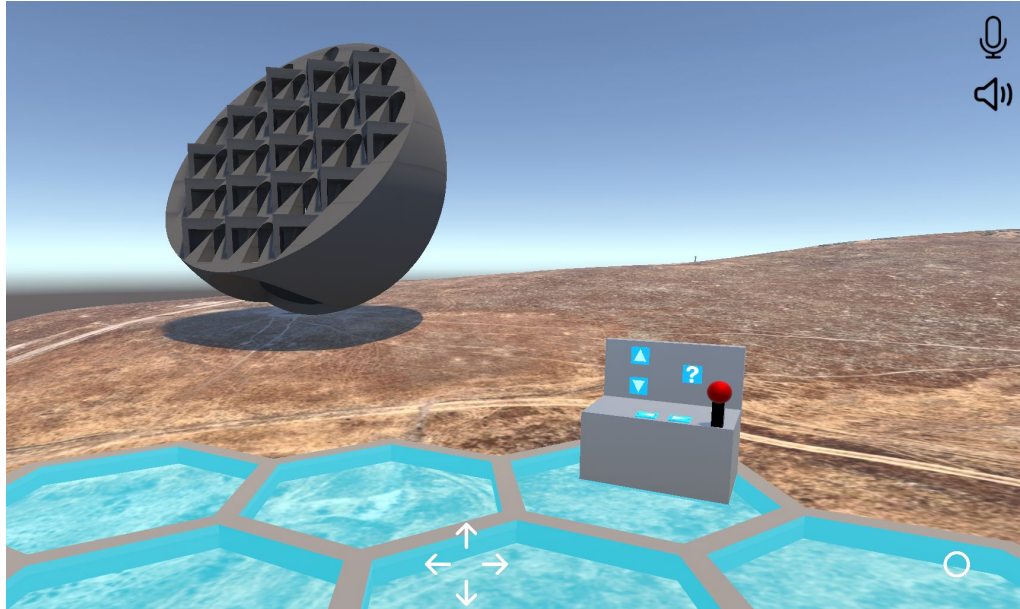
In order to provide these experiences, we collect:

- IP address
- Chosen session name
- Operating system
- Some hardware details - CPU, GPU & VR headset (if attached)
- Network performance - TCP & UDP packet loss rates
- Duration of connection

None of this data is shared with a third party & beyond aggregating usage data, nothing will be saved past the event.

## SF Design Week – Virtual Studio Visits FAQ

I cannot hear the other people in the application and/or they cannot hear me. What gives?



Microphone  
Speakers

There are independent mute buttons for your microphone (to mute self) and speakers (to mute others); check that they are not muted. If this does not solve it, you may have to go into your computer's sound settings to check that the right devices are enabled.

## SF Design Week – Virtual Studio Visits FAQ

I am unable to connect to the application, what should I do?

If the application is not starting

Check that you are attempting to log in during your scheduled time

Make sure your computer is connected to the internet

I have an Oculus and my desktop mode is not working, what do I do?

While an Oculus VR headset is attached to the pc, desktop mode cannot currently be enabled.

To switch to desktop mode please unplug your Oculus device

The question I have is not here, how can I get additional help?

Please contact us with your specific questions and or concerns at [support@reification.io](mailto:support@reification.io)