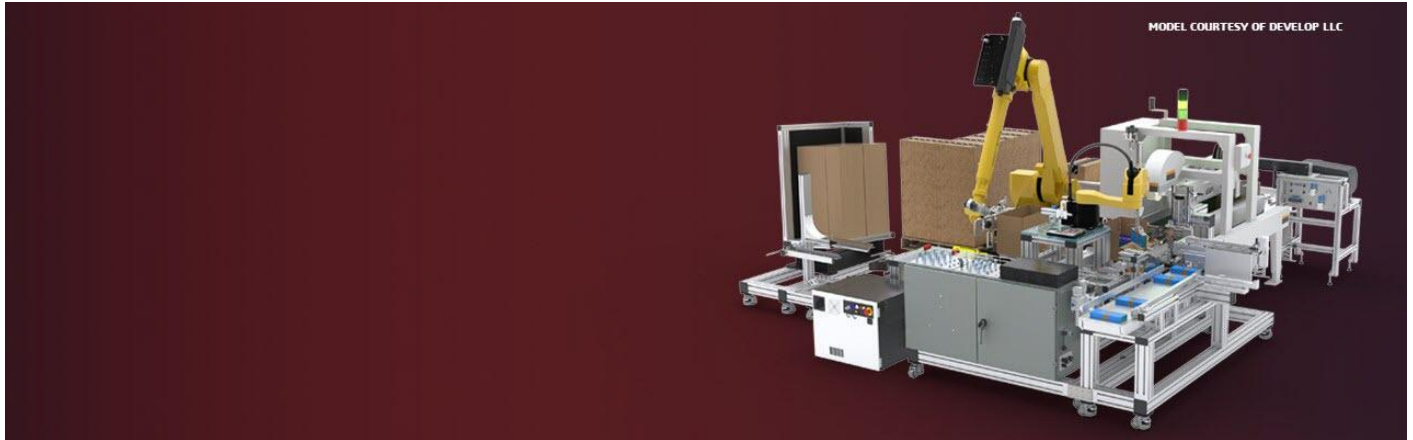


FREQUENTLY ASKED QUESTIONS ABOUT SOLIDWORKS 2027 PREVIEW ONLINE



WHAT PRODUCTS ARE AVAILABLE TO TEST WITH SOLIDWORKS 2027 PREVIEW ONLINE?

SOLIDWORKS® Premium

SOLIDWORKS MBD

eDrawings® Professional

SOLIDWORKS Simulation Premium

SOLIDWORKS Plastics Premium

SOLIDWORKS Visualize Professional

SOLIDWORKS CAM Professional

To switch products, click on the **Apps** icon in the upper left. **SOLIDWORKS Rx** and **Treehouse** are accessible from this icon.



HOW LONG CAN I USE SOLIDWORKS 2027 PREVIEW ONLINE?

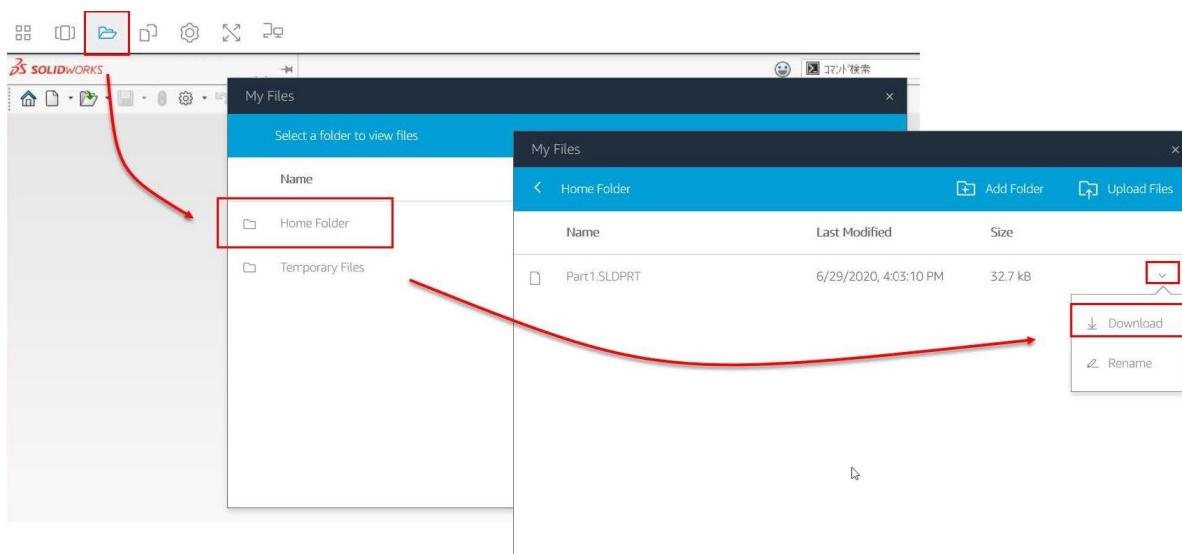
You can run a session for up to 2 hours; however, your session will end earlier if you do not interact with the Preview Online environment for 30 minutes.

HOW DO I SAVE MY WORK?

Save work to the **Home Folder**. Files saved in the **Home Folder** will persist after your session ends. New or changed files outside of the **Home Folder** are not retained after the session is closed.

HOW DO I DOWNLOAD MY FILES?

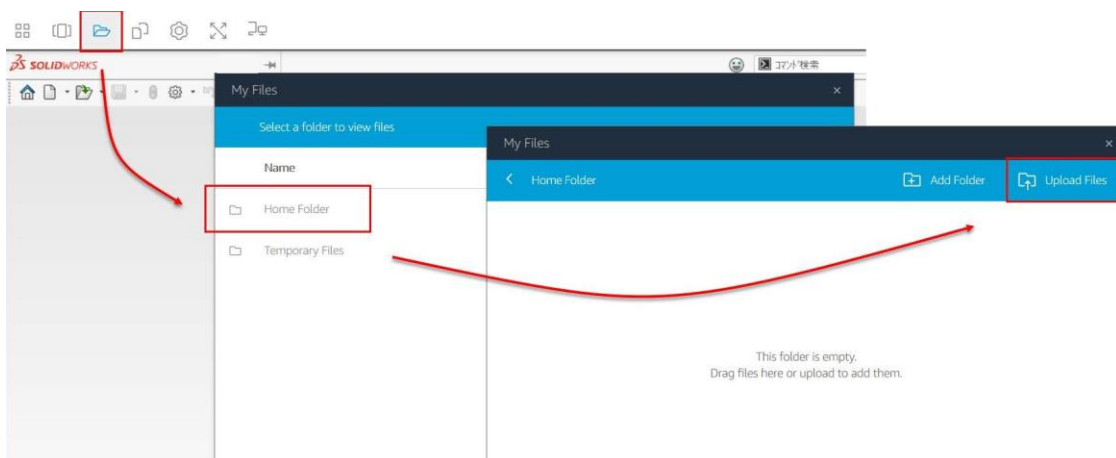
Save files or use **Pack and Go** to save a zip file to your **Home Folder**. Use **My Files** from the top menu to download any files from the **Home Folder** to your local machine.



HOW DO I UPLOAD MY FILES TO THE PREVIEW ONLINE SESSION?

You can upload files from your computer to the **Home Folder** under **My Files**.

- Click **Upload Files**. The uploaded files appear in the **Home Folder** (under **My Files**)
- You can also create your own folders using the **Add Folder** option.



WHICH WEB BROWSER SHOULD I USE?

- Chrome 149.0.7827.196
- Firefox 152.0.2
- Microsoft Edge 149.0.4022.80

If you experience trouble launching SOLIDWORKS, first try updating your browser.

For example, see <https://support.google.com/chrome/answer/95414?hl=en>

HOW FAST SHOULD MY INTERNET BE?

SOLIDWORKS is leveraging the latest technology to deliver you incredible 3D software over the internet. With that in mind, we do suggest using this with a broadband connection of at least 3000/300 Kbps (Download/Upload). For best experience, we have found 5000/500 Kbps to be ideal for 1920x1080 resolution. For an acceptable experience, a minimum of 1000/100 is as low as a user should go.

THE BUTTONS AND MENUS ARE TOO SMALL IN SOLIDWORKS.

HOW DO I MAKE THEM BIGGER?

Increase the zoom level in your browser's settings to 100%. This setting is available in all supported browsers, but its location varies. In Google Chrome, for example, the zoom level is in the Zoom section of the Chrome menu on the browser toolbar.

WHAT IF I HAVE PERFORMANCE TROUBLE OR ERRORS?

- Check your internet connection quality using www.speedtest.net.
- Switch to an ethernet-wired connection instead of wireless connection.