



GETTING STARTED IN SECOND LIFE

Install Second Life and create your avatar.

- 1) You may want to start by watching an "Introduction to Second Life" at YouTube, Google search.
- 2) Go to <http://www.secondlife.com/> and select: Sign Up Now to install the client. (Windows Vista is not currently support; Computer Processor: 800MHz Pentium III or Athlon, or better; Computer Memory: 256MB or better)
- 3) It is recommended that you create a name for your avatar with your "real first name" and any of the choices available for your second name.
- 4) Select an initial avatar type. Don't worry too much about your initial appearance because there are free kits available at the Info Center on the MeetingSupport Island, and elsewhere.
- 5) You can adjust your appearance at any time while in-world in Second Life.

Configure your computer for voice in Second Life and test the speaker and mic. (best to use a headset).

- 1) You should see a white dot above your avatar's head if voice is enabled.
- 2) Adjust the Talk and Volume buttons at the bottom left of your screen. (test it with a colleague)

Edit Preferences settings tabs – Recommended items to check and enable for optimum use:

- 1) General – Show Online Friends Notifications
- 2) Graphics – Draw Distance = 512
- 3) Audio & Video – Adjust Volume Levels
Play Streaming Video and Play Streaming Video when available
- 4) Text Chat – Show chat bubbles
- 5) Voice Chat – Enable voice chat
Hear voice from camera position (increases volume with camera closer to others) or...
Hear voice from avatar position (increases volume with avatar closer to others).
Start Viewer in Push-to-Talk mode.
- 6) Communication – IM Options: (recommend checking all the options)
Logging Options: (recommend checking all the options)
You can choose the location on your computer where chat and IM messages are saved.

After logging in, Send an IM (instant message) to one of your contact persons in Second Life and ask to join the assigned group if you are instructed to join a group. You will need to know your contact's avatar name.

- 1) Contact TonyEMS Heying (avatar name), in Second Life if you need help joining a group.
- 2) Provide your Real Life name and ask for further instructions.

MEETINGSUPPORT ISLAND (SIM)

Search in Places for the "Alpine Executive Center" or the "MeetingSupport" island and teleport there.

Go to the Info Center – The main building near the teleport landing spot.

- 1) Select one of the free avatar sets to customize your avatar's appearance. (no cost)
- 2) Get a free Alpine Executive Center t-shirt and sweater at the Info Center.
- 3) Check the signs at the Info Center for Guest Orientation notecards, special instructions and landmarks. (click the signs with your mouse to see if information is available).

Go to the Conference Center – Main Amphitheater (take the train, teleport or walk into the mountain complex).

- 1) Go to the Registration Desk and click the registration box. You will be given a nametag and a virtual keyboard. Give your real life name if asked, (make it easier for colleagues to recognize you).
- 2) Registration authorizes access to the meeting support tools
 - Wear the Nametag – it's optional
 - Wear the Keyboard HUD (heads up display) it appears when needed with the tools
- 3) Go to the main seating area (where lectures and presentations are held in plenum).



Turn on the Sound for the Island if you want to hear the active music stream on Radio Paradise. This channel may also be used for lectures if the Shoutcast voice system is used.

Exploring the Alpine Executive Center

- 1) Click on the picture of the Island on the wall inside the Info Center.
- 2) Take the list of landmarks for the MeetingSupport island into your Inventory.
- 3) Look in your Inventory for the Notecard and the folder with the landmarks:
Folder: Meeting Facilities-Alpine Executive Center
Notecard: Getting Around Alpine Executive Center (in the Notecard folder)
- 4) Move the folder of landmarks to your Landmarks folder.
- 5) Teleport around the island and locate the ten small-group meeting locations. These are the locations where small teams meet and work on specific projects. If you will be working in a team, you will be assigned to one of these locations.

COMMUNICATING WITH COLLEAGUES

There are several ways to communicate in Second Life.

- 1) **Voice** – There is a 20 meter distance limit for your avatar or your camera to hear others speak, depending on your preference settings. The closer you are, the louder the voices.
- 2) **Text Chat** – What you type appears in the chat bubble above your avatar. Everyone within 20 meters of you can see the chat messages you type. Chat messages are automatically saved on your computer if logging is enabled in preferences.
- 3) **IM Instant Message** (one to one) – These are private messages between two avatars. You can send an IM to anyone anywhere in Second Life. If they are offline, they will see the message when they next login. In the preference settings you can have IM messages sent to your e-mail address with the complete IM message when you are offline. IM messages are automatically saved on your computer if logging is enabled in preferences.
- 4) **IM instant Message-Group** (*GROUPNAME* group IM) – In the group list, you can select the *GROUPNAME* group and send everyone in the group the same message at once. These are private messages that only the group members will see. Everyone in the *GROUPNAME* group will receive the message, so it should be used only as needed. These messages can also be automatically saved on your computer.
- 5) **IM instant Message-ad-hoc** – In your list of Friends, select any number of people to communicate with at once. Hold the Ctrl key while selecting the names with the mouse. Click the IM/Call button to start a call and open an Instant Message “Friends Conference” window for those you have selected. Begin typing for a text chat, or press the Call button to begin a voice call. These text chat conversations can also be saved to your computer if configured in Edit-Preferences.

Protocol for Presentations and Lectures in the Amphitheater (IMPORTANT!)

- 1) While seated for lectures or meetings in plenum in the amphitheater, it is recommended that you set your voice preference to use the camera position.
- 2) When seated, you can move your camera close to the speaker and also get a better view of the slide presentations, no matter where you are seated.
- 3) Call to order – There is a cow bell in the amphitheater that can only be sounded by authorized persons. When you hear the bell sound, please take a seat and stop all text chatting.
- 4) Voice conversation – Use voice sparingly or not at all during lectures unless asked by the speaker/presenter. Remember, everyone within 20 meters of you can hear what you say.
- 5) Something to say – If you want to speak please have your avatar stand up to be recognized by the speaker/presenter. Your question or comment can be typed in the chat bar, or you can speak if sound is enabled on your computer.

WORKING IN TEAMS

Setting Up Work Teams



- 1) **Friends** – When you know who your work-team members are, contact each other and invite them to be “Friends”. They will then appear in your Friends List. You are able to see when your friends are online... their names will appear the list of Friends in **Bold Type** when they are online.
- 2) **Private Groups** – You may have a private group created for your work-team. Contact TonyEMS Heying to request a private work-team group. It costs 100 Linden Dollars to create a group, so unless you have Linden Dollars in your account, you cannot create a group yourself. If you use a work-team private group, be sure to include the program leader or professors in your group so they too can be in direct contact with you and your work-team.

Work Team Small-Group Meeting Locations

- 1) Work-teams will be assigned a work location at the Alpine Executive Center.
- 2) There are ten (10) work-team sites where teams can meet together at their own agreed times.
- 3) It is the responsibility of each individual team to set their own meeting times in-world.
 - Work teams may also choose to meet in other ways outside of Second Life.
 - Presentations and lectures will be held in the Amphitheater at specific times.
 - Dates and times of lectures will be announced by the program leader and staff.
- 4) An Information box is located at work-team location – the box is labeled and numbered.
 - From time to time the staff will put messages for your work-team in the information box.
 - “Touch” the box to see if there are messages for your group.

Making Presentations

- 1) There are three types of presentation tools at the Alpine Executive Center
 - a) Self-running presentations that run continuously without user interaction.
 - b) Slide shows that require interaction by a user (avatar) who clicks the slide controls.
 - c) Privately run slideshows that are operated by authorized persons using a HUD (Heads Up Display) visible on the computer screen by the authorized persons.
- 2) Creating your own presentations
 - a) Each of the team meeting locations have their own type (c) SlideShow presentation tool that specific work-team members may operate. (Others in Second Life will be able to see the slides, but may not operate the SlideShow.
 - b) A team member can prepare a set of slides to share with colleagues in PowerPoint and save the presentation as a .JPEG file type. These files are then uploaded into Second Life using the File menu to upload a batch of files.
 - c) The uploaded files will appear in your Inventory. Organize them into a separate folder.
 - d) Only authorized persons can edit the SlideShow (right-click the slideshow), and copy the files from Inventory to the Contents tab of the SlideShow. (The slides in the Contents tab will display in the order they are listed. (There are instructions available the SlideShow tool. Contact TonyEMS Heying for further instructions.)
 - e) It cost money to upload files into Second Life- 10 Linden Dollars for each slide. If you need Linden Dollars to upload your PowerPoint slides, please contact one of the people listed above to have Linden Dollars transferred to your avatar.

Promoting Your Project

- 1) If you want to promote your project for others to see, including visitors to the Alpine Executive Center, you may use other type (a) or (b) presentation tools at your work-team meeting location.
 - a. Contact TonyEMS Heying to have a type (a) or type (b) presentation too placed at your work-team meeting location.
 - b. After uploading your slides to Second Life, send the slides to TonyEMS Heying.
 - Open the profile of the person to receive the slides
 - Copy the slides from your Inventory to the profile of the person to receive them.
 - Note: Check the Properties of the slides and make them full permissions before transferring them. (Right click the slides and select Properties.)



Meeting Support SLURL :

slurl.com/secondlife/MeetingSupport/116/53/21/?img=http%3A//farm4.static.flickr.com/3064/3064225994_1f1e1a6d60.jpg%3Fv%3D0&title=Alpine%20Executive%20Center

PREMIUM MEMBERSHIP

It is not necessary for you to be a paying Premium Member to take part in a program. Premium membership cost Real Money in US\$. If you want to be a premium member of Second Life you can pay monthly or annually. New members are given a small payment to get started. You will have to pay Linden Labs directly if you wish to be a Premium Member.

What do we need to make this program a success? (Q&A)

What information, other than avatar name, do you need from participants?

It is useful for participants to identify themselves in their Profile settings

Can we provide a slurl for them to go to?

I have provided a SLURL to the MeetingSupport SIM for those familiar with this method of navigation. Most people, new to Second Life will be better off using the Search button and the Places tab to locate the SIM. They can type in various key words: Alpine, MeetingSupport, Executive, etc. to locate and teleport to the facility.

How do they "register" and get a name tag once at the facility?

There are instructions above to get name tags and instructions are on the table in-world.

"Touch" the participant nametag

"Keep" the nametag in your inventory

"Wear" the nametag (edit to adjust)

"Enter" your Real Life name in chat (in the chat line type: /1 my name)

How early should they show up?

All participant are encouraged to sign up for a Second Life account well in advance of their first meeting. If they wait until the day of the event, they will surely fail and they will contribute to chaos. They need to know this, and allocate an hour of their time to sign up, go through the Orientation Island process. Once that is completed, they should teleport to the Alpine Executive Center, and become familiar with the facilities... get a name tag, teleport around, locate the amphitheater area, Edit Preferences, adjust their avatar, and most importantly check out their voice and sound system.

How early, if they need extra help?

For the meeting, experienced participants should login about 15 minutes early, primarily to check their voice and sound settings and make their way to the amphitheater. First-time participants to Second Life, should allow additional time to do a voice and sound check. New users to Second Life must sign in and learn how to get around and navigate to various locations days prior to attending their first event.

How can panelists upload PowerPoint (or other media) presentations?

Preparing slides is covered above, but in summary, in PowerPoint, select: File-Save As... and select the format: JPEG File Interchange Format (*.jpg). Choose to save all the slides, and they will automatically be numbered consecutively. These files are then uploaded within Second Life on the File Menu-Bulk Upload. It costs 10 Linden Dollars to upload each slide (equal to US\$ 0.037 each). The slides will import as textures which should be organized into a separate inventory folder,

Alternatively, e-mail the PowerPoint jpg files to someone with Linden Dollars in their account.

Unless otherwise instructed, transfer the slides to TonyEMS Heying (avatar name). First check the Permissions on the slides to make them full permissions.

I would like to panelists to meet at the facility ahead of time to get an orientation. When can we do this?

Go ahead and propose a time to meet. Central Time in the US is late afternoon and evening in Central Europe. In Second Life, contact TonyEMS Heying, in Real Life contact Anthony.Adams@groupVision.ch. Procedures for operating the presentation tools should be planned and prepared and rehearsed in advance.

Can we somehow record the event for later playback for those who were unable to attend?

This can be done by any participant with an avatar present. I am not fully up to speed to do this myself during an event, as other ongoing aspects require more of my attention. There are certain video and snapshot capabilities built in to Second Life... on the File menu. External programs for recording and video work much better. One of the better free recording programs is FRAPS v2.9.2 (available on www.downloads.com)

Is 50-60 participants too many? Several people have cautioned me about the capacity of SL to handle this many people. What is your opinion?

The MeetingSupport SIM is setup to handle 100 avatars. There have been meetings at the MeetingSupport SIM



with an excess of 85 participants, without any noticeable effect on SIM performance. I monitor SIM performance closely and restrict poor performance scripts. This should not be a problem, however consider that we are all adventuring into new territory in SL.

What minimum capabilities (technology, experience, etc.) should participants have to participate?

The graphics card means everything in Second Life. A good graphics card makes a world of difference.

There is not any particular experience needed to get setup in Second Life. Using the Right mouse click and the Pie Menu in Second Life is learned quickly. On the MeetingSupport SIM, it is simplified for many items that require just a one touch with the Left mouse button, (the hand or chair cursor appears).

If participants do not have audio capabilities, can they still participate? Shoutcast?

Using speakers on a PC is really quite simple and should be a minimum requirement, so all participants can at least hear the speaker. The use of a mic requires additional setup on a PC and can be a daunting task for some folks, but it should be encouraged. Instruct invitees to get a mic and test it with the Windows Sound Recorder program before setting up voice in Second Life. They should be able to make a local recording of their voice.

Skype conference is another option which works in conjunction with Second Life, but the speaker/presenter must be using it on the local PC. (If this method works for some, then the in-world voice system of Second Life should also work, and is the preferred method.

Shoutcast has a considerable delay of about 4 to 5 seconds, which is not a problem for music and some uses. It is possible to use this, however my personal Shoutcast server is not currently available.

What is the best way for participants to ask questions? audio? chat? offline?

The Voice in Second Life is terrific and works best, while not affecting the overall performance of the sim, because separate servers are used for voice in Second Life. I have a suggested protocol to follow (see above), when people want to speak or type on a large group. (Avatars stand to speak, A bell is a call to order, etc.)

If many questions are anticipated, it is best to have a designated avatar on stage receive questions silently via IM (instant message) from the audience. This person, with voice enabled, can relay the most appropriate questions to the speaker/presenter via voice and/or chat.

Anything else you can think of?

Groups: Do you need a group for the event for participants to be "authorized"...? This is not absolutely necessary, but it is helpful for very large groups where access to the MeetingSupport SIM can be restricted. Members of specific group(s) can be authorized to enter the SIM, while everyone else is forbidden access. This is not necessary for open meetings, but is desirable for private and confidential meetings. If it is anticipated that group access is to be controlled, the group must be setup and participants instructed to ask to join the group.

Anthony Adams (Second Life Avatar: TonyEMS Heying)