Your App. Installation
Detailed Process
→ For the optimum experience

1. Launch the virtual meeting by following the next 5-steps exactly.
2. Use your Headset
   “MUST be connected before launching the application”
3. For role plays you have to use Microsoft PCs ONLY
4. Our Support! team will be onsite to help you anytime through Help! Avatars and through support room.
5. It's advisable to clear your cache and temporarily files before your setup
6. Please don’t log in to two devices using the same user name & password as the platform will not permit it at the same time. Access should be from one device, if you need to juggle two devices then you need to log out from the first device first and then log in to the second device.
→ For the optimum experience

1. Launch the virtual meeting by following the next 5-steps exactly.
2. Use your Headset “MUST be connected before launching the application”
3. Use PC with chrome browser for better interaction.
4. If you are using your work (business) PC, an IT permission is required
5. For presenter to share camera/desktop you have to use Microsoft PCs ONLY
6. Our Support! team will be onsite to help you anytime through Help! Avatars and through support room.
7. Please disable your VPN if opened
8. It's advisable to clear your cache and temporarily files before your setup
9. Please don’t log in to two devices using the same user name & password as the platform will not permit it at the same time. Access should be from one device, if you need to juggle two devices then you need to log out from the first device first and then log in to the second device.
Please follow the steps

**Step-1**
Click on the link given to you

**Step-2**
Sign-in using the given username* & password.

*In case you haven’t receive a username; please refer back to eXtramile support team
Please follow the steps

**Step-3**
Click on Install button

**Step-4**
For PC users: Install the extension + the application
For other devices: Direct install of application
Wait! Don’t open the app

**Step-5**
Click on launch button and the app will open automatically to identify your meeting environment.

Next time you can open the app directly from the application icon to find your World ready (not the download link)
Please follow the steps

Select the Virtual World Name

ICGN

Now you can select the required meeting room

Note: Some meeting rooms may be closed according to the meeting Agenda or the link can take you directly to a certain room as a visitor.
Wait!

It's advised to wait for 10 minutes after entering any new venue for loading after that feel free to navigate.
Create your avatar
Unleash your creativity

1. Go to avatar icon before entering the venue (You will find it at the upper right corner)
2. Customize body shape
3. Face hair and accessories
4. Fit in formal or casual
5. Click save
Sound Settings
Sound settings
In case you cannot hear or talk to others

This may happen because the app didn’t recognize your headset*:
1. Choose setting
2. Change assigned mic and speakers
3. Now you are ready to talk
4. If still not working go through sound wizard button
5. Our support team can help you fixing that issue!

*You should connect your headset before launching the app
Sound Settings
The app automatically recognize your mic and speakers*

How to Talk

1. Keep pressing on talk button while talking to prevent echo.
2. For speakers they need to press once to turn the talk button to red**

*You should connect your headset before launching the app
**Managed by admins
Navigation
Avatar Movement

Through one of the below options

1. The arrows on the bottom right side of the screen
2. Your keyboard arrows
3. Using mouse/mouse pad/ touch screen
4. Using WASD letters to move.
5. Simply click with your mouse to the point you want to move to. Once you click on the floor, you will have that yellow mark
Sitting Down

→ How to sit
  ▪ To sit-down choose this icon when you are close to the required seat.

→ How to Stand
  ▪ Just simply click on the Up arrow.
Your avatar can make different gestures through those buttons available on the bottom right of your screen.

- Clap
- wave
- Raise your hand
- Thumbs up
- Sit down

You can end the gesture by clicking again on it.
Camera or Eye View

You can use Camera button to change the view of your avatar
Spawn Point

Use This icon (At the upper right corner) to move to different positions quickly.
For speakers use the Podium icon to take speaker position
How to interact with other avatars

1. **Private chat**: Select any avatar then Choose private chat.

2. **Public chat**: Select chat then write your message.

3. **You can search for other avatars** through search button at the upper right corner of your screen.

Search for any avatar
- Inside the same room
- Search for any avatar
- Search for any avatar/user in any meeting
- Room in the entire event

Interact with others

Search for name or venue
- Shawabty
- Room in the entire event
- No venue means he didn’t join any room yet
- X Training Room
- Y Training Room
- Z Training Room
Create your avatar
Unleash your creativity

1. Go to avatar icon before entering the venue (You will find at the upper right corner)
2. Customize body shape
3. Face hair and accessories
4. Fit in formal or casual
5. Click save
Presentation screens
How to interact with screens

Mainly for speakers

1. Access Only through Microsoft PC
2. Left click on the required screen
3. Select the required action
4. Microphone disabled*
5. Zoom in to see a better view**
   (Recommended over full screen option)

*For Presenters: Make sure that your talk button is red while presenting (Unmuted)
**Full screen is not recommended unless you need to capture fine details or small fonts
Questions/ Polls & Surveys
Ask Question & react to poll/survey

➔ Ask a question to speakers or answer a requested poll/survey

1. Click on the assigned screen for the Question/Polls/Surveys
2. Make the required action
   - Add a question
   - Answer the poll
   - Answer survey
Ask Question & react to poll/survey

In case question is embedded on the presenter main screen

Answering live Poll/question or survey

1. Left click on the screen (not in full screen mode)
2. Select Show content
3. A popup screen will open with the question/poll/Survey to answer
Other Interactions
Avatar Interactions

→ Interact with any object

We have limitless interactive objects like touch screens & LED screens ... etc.
→ All you need is to click & Enjoy
Technical Specs.
Important Info related to installation, hardware & usage

Usage

Use your Head set “MUST be connected before launching the application”

Use PC with chrome browser for better interaction.

If you are using your work (business) PC, an IT permission will be required

For any speaker, presentations & webcam sharing should be run from a PC / laptop supported by Microsoft

Download

For this platform, an initial installation is required. File size is 100MB file, and it takes a few minutes to complete, as it sets up several components in the system:

Hardware requirements

Minimum speed for an event without video or streaming is 1.0 Mbit. With video the minimum speed is 2.0 MB & to share screen the minimum speed is 10.0 MB for download & 1 Mbit upload.

For iOS, a 64-bit OS is required; the app is compatible with reduced sized devices (iPhone 5S or older), but a tablet-sized device is recommended (iPad or iPad mini) for an optimal visualization.

On Android platforms, the device must be OpenGL ES 3 compatible, with a minimum screen resolution of 1024x640 pixels.
Internet connection specs

There are two different concepts that are applicable.

1. **First**: the sustained bandwidth; needed to be able to listen to the presenter, and interact with other users (animations, chat, etc.). That's around 0.5KB/sec download + 0.5KB/sec upload.

2. **Second**: the first download of any given scene; that depends on how many POIs, Stands included and the specific details of each scene; but usually, a regular scene might be around 100MB (not including extra content like POIs & Stands).

3. So Depending on the user's speed, it might take longer to finish download; you can still walk around and chat/speak with other people and watch the presentation while the scene resources are loading in the background.

4. The "big" download only applies when users first get into a scene; subsequent accesses won't require any additional download (provided the scene content didn't change).

5. Minimum speed for a conference without video or streaming is 1.0 Mbit. With video the minimum is 2.0 MB & to share screen the minimum is 10.0 MB for download & 1 Mbit upload.
.... Waiting for you

Support team
Call/ WhatsApp
+971 526921639
+971 585687400

For more detailed technical specs, Click here