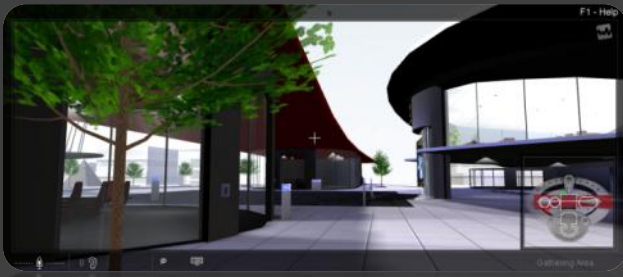


# a guide to using web.alive



## overview

This guide focuses on tips and best practices rather than on control details. Please see the online help and quick start guide for information on web.alive controls.

## communicating

Communicating is at the core of web.alive and like communicating face to face, spoken communication is very important.



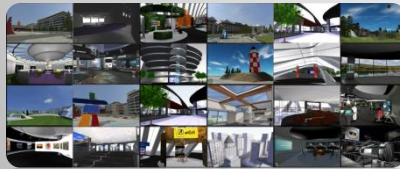
Unfortunately, the audio hardware (microphones in particular) supplied with PCs today are generally very low quality. As a result, the investment into a quality USB stereo headset will make a huge difference to how clearly others will hear you.



Of course, communication is about a lot more than voice. With web.alive people can see each other's avatars and so, just like in real life try to make eye contact while speaking and use gestures to augment your spoken words.

## context

People communicate best when they are working with a shared context. This context could be a document to be discussed, a video, web pages, an environment, 3D object or some combination of these things.



Leverage web.alive's contextual abilities by selecting a virtual venue that re-enforces your objectives. For example, if you are teaching French, selecting a café in Paris will help re-enforce and add context to the lesson. If you are selling a product or service, select a venue reinforcing your corporate competences. Take a few seconds to put up images and documents that you may want to refer to during your session.



Beyond environments, web.alive's unique ability to be embedded in your web content allows you to leverage your existing web assets in new ways. For example, you can talk to users as they work their way through the

shopping cart process or surround the virtual environment with your brand imaging. You can invite users to collaborate by sending a URL and users can remember to how to get back with their browser's book marking facility.

## displaying and sharing

You can quickly display or share materials in web.alive. Display materials when it is important for users to see the same thing at the same time – such as during a presentation. Share materials when you want users to be able to keep the materials to view at their leisure.

Use the built in image, document, video, web, and desktop sharing surfaces to display synchronized content. Share your files or URLs using web.alive's file sharing and text chat facilities.

Tips:

- Hit Alt-PrintScreen to capture the current window to the clipboard and then right click on a display area to quickly upload an image of the window from your clipboard for all to see.
- Install a pdf writer (CutePDF is free) and then you can generate a PDF from anything you can print. Once you have a PDF you can drag and drop it onto any presentation screen to display it.
- You can drag and drop a file onto another user's avatar to share that file with them (of course you can also use the right click menu)

## presentations

Presentation in web.alive is straight forward: the presenter enters web.alive via their web browser, walks up to the presentation area, and presents with the aid of PowerPoint slides, pictures, web pages, and desktop sharing.

Each presenter should assemble their materials for the presentation in advance – the following formats are supported: PowerPoint (ppt/pptx) and pdf for slides, jpeg and png for images. You can also use web based video such as youtube as part of your presentation.



Once the materials are assembled, presenters should do a dry run of the presentation in web.alive. This will include uploading the presentation materials into the appropriate places, ensuring good audio configuration and familiarizing oneself with the controls.

Organizers of large scale presentations with multiple presenters will likely also want to familiarize presenters with the order of presentation, when/how to take audience questions, etc.

## Collecting your audience

Rather than telling users how to find the correct room, use the “invite a friend” function to create a URL that has users arrive in the right place. If you need to reach a wide spread group of people you can use web.alives ability

to “shout” or leverage global text messaging.

## maintaining audience interest

Whether you are presenting to 100 or teaching a class of 5, capturing and holding the attention of your audience is critical. In web.alive, most of the same techniques that you would use face-to-face work very well:

- encourage audience participation – ask the audience questions, tell jokes, etc.
- move about the stage/room, make eye contact, gesture, point with the laser pointer
- mix up your media – use text, pictures, sound and video



There are some other techniques that may be new to you, which work very well in web.alive:

- take the audience on a tour of your materials – spread your presentation materials around the environment and have the audience walk with you as you talk
- allow the audience to display their own content on peripheral screens in response to your presentation
- use a web based survey, quiz, or game as part of your presentation
- have the audience participate in a role playing exercise which may including “dressing” for the part

You can easily judge audience attention

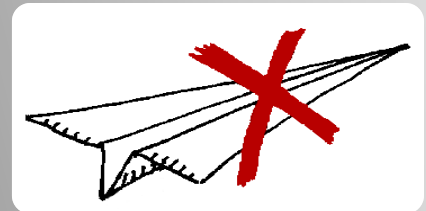
and interest in web.alive by observing what people are looking at, which avatars are moving about and who is talking. Of course, avatars fading away represent users who are off doing something else entirely.

## dealing with troublemakers

It is an unfortunate reality that some people will not take your event seriously and instead distract or (very rarely) actively attempt to disrupt the proceedings.

If you are participating in a conversation and you do not want to be disturbed, just like in the real world, moving the discussion into an access controlled or locked room will prevent unwanted users from barging in.

If you are presenting and an audience member is disrupting the presentation, you can leverage the additional capabilities granted to presenters to mute the user or even kick them from the room.



Finally, you can request that an administrator deal with the problem – administrators have the capability to kick users off the server (even permanently) as well as to reset user names, badges, etc.