



■ Technical Instructions for Participants

(Status quo: April 2007)

If this is your first time in an OpenSpace-Online® conference, we recommend that you take a little time to read through these instructions, and then to test the procedure, 1 or 2 days before the event, to verify that everything is correctly installed.

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Hint to Language Code:

The CURRENT Software Version supports 16 different language-codes. Participants from around the world are able to participate, IF they make sure their computer system allows text inputs in one of the following language codes: **Albanian, Danish, German, English, French, Finnish, Galicia, Erse, Icelandic, Italian, Catalan, Dutch, Norwegian, Portuguese, Swedish, Spanish.**

This means, that **BEFORE** you start the OpenSpace-Online® software, in order to log-in, you have to make sure that your computer system has the right language setting/configuration. Otherwise our conference system would not accept your password log-in.

▶ 1.) Downloading OpenSpace-Online® Conference-Software

Via the website www.OpenSpace-Online.com/Download-Center/ you can download the OpenSpace-Online® Conference-Software free of charge. We offer versions for Windows, Macintosh OS X and Linux operating systems.

Note: If you have previously used the OpenSpace-Online® Conference-Software, it is important to go to our website www.OpenSpace-Online.com, enter the "Download-Center" and check whether there is an updated version of the Conference-Software. If yes, please first uninstall the old version, then download and install the newest version of the OpenSpace-Online® Conference-Software. If there is no updated version, you do not need to change anything.

▶ 2. Installing OpenSpace-Online® Conference-Software

After you have downloaded the OpenSpace-Online® conference software onto your computer, start the installation program by double-clicking the installation icon. You will be guided through all additional steps.

▶ 3.) Downloading Java™ 1.3 Runtime Environment (JRE)

Windows-User

Either via www.OpenSpace-Online.com/Download-Center/ or via the Sun Microsystems website, you can download the Java™ Runtime Environment 1.3. software free of charge.

Macintosh-User

The operating system OSX 10.2 has the required software Java™ Runtime Environment 1.3. installed.

Linux-User

Because there are so many different Linux-versions, we suggest going to the website of Sun Microsystems and download the correct version of JRE free of charge. >> [Sun Microsystems](#)

Important hint for Microsoft Windows® and Linux Users:

Please note that higher Java™ versions (1.4. und 5.x) are **NOT** back-compatible with version 1.3. Therefore, Java™ Runtime Environment (JRE) 1.3. has to be installed in order to use the OpenSpace-Online® software. In case you have already installed higher Java™ versions, you do **NOT** need to **un-install** the other Java™ versions. JRE 1.3 and higher versions work at the same time at the same computer without problems.



▶ 4.) Installing Java™ 1.3 Runtime Environment (JRE)

After you have downloaded the Java™ Runtime Environment software onto your computer, start the installation program by double-clicking the installation icon. You will be guided through all additional steps.

▶ 5.) Starting the Conference-Software

In order to participate in an OpenSpace-Online® conference, you should verify that the conference software works on your computer properly.

Windows-User start the OpenSpace-Online® software by going to the <Start> button, <Programs>, <OpenSpace-Online®>, and <OpenSpace-Online® Conference-Software> OR simply double-click the OpenSpace-Online® icon on your desktop.

Macintosh-User To open, double click the "OpenSpaceOnline" folder. With a further double click on the file "Konferenz-Software.command", you will start the Conference.

Linux-User open the "terminal", switch with "cd directory name" to the "OpenSpaceOnline" directory, and start the Conference-Software by entering "./Konferenz-Software".

Note

The Conference-Software is optimized for 1024 x 768 pixels. Start the conference software. If you do NOT see the "Log-in Window", you probably need to install or to finish the installation procedure of JRE (see item 3 and 4). If you reach the "Log-in Window", please continue with item 6.

▶ 6.) Testing the server connection

Connection test shortly before conference

48 hours before conference start the conference server of the OpenSpace-Online GmbH starts your conference. From this time on until the beginning of the log-in and registration phase (3 hours before start) you are able to check the connection between your computer and the server. Start the conference software. Please log-in with your access data. Do you reach the "Too-Early-Level" of your conference? Very good! Here you see information regarding your upcoming event. After this test log-on, close the software, and if you want, shut the internet connection too. Then wait until the announced registration time and log-in again in the same way.

Getting no connection

If you do NOT get a connection to the conference server of the OpenSpace-Online GmbH, there may be different reasons. Please check the following possibilities:

- a. Is your internet connection established? That is necessary, otherwise no connection to the conference server can be established.
- b. Was the User-ID correctly entered without additional spaces? (It is case sensitive)
- c. If you (or your organization) have taken additional security measures or have a router or proxy server installed for example, you must ensure that communication with the conference server is possible. Accordingly, the following components have to be available for the duration of the online conference:
 - IP addresses of the conference server: 194.29.226.34 to 158
 - Communication port: 4500
- d. Please read [Hint to Language Code](#) on top of this document.

▶ 7.) Log-in and register before conference start

In order to ensure a mutual start with all participants it is important that each person log-in in good time before conference start. From 3 hours before start on the log-in and registration area is open. Once you have registered you are able to log-off and log-in during the entire real-time conference.

- a. In order to log-in, please establish your internet connection, which you need during the entire online event
- b. then start the conference software (after checking your computer language setting)
- c. and enter your individual USER-ID and the conference Secret-Code and click on "send".

Important note regarding the Secret-Code

Take care when you enter the Secret-Code! In case you write the Secret-Code incorrectly nobody will see your name and your comments during the entire conference!!! You also will not be able to read the comments and names of the other participants.



- d. After log-in you will reach the "Registration-Area". Please TAKE CARE, that you enter your personal data correctly. After sending the data into the data base, it is not possible to make corrections!
- e. After registering, you see your name on the right side in the "List of Participants". If you see the other names in an encoded mode, you can be sure, that YOU entered the Secret-Code NOT correctly! If so, please close the conference software and log-in again with the correct Secret-Code. After this action, your future comments are visible and you can also read all other comments. But your first entered contact data are unfortunately saved in the encoded way.
- f. Until the mutual start you can have a look behind the OpenSpace-Online® Logo. Click on the Logo and read the Conference Etiquette.

▶ 8.) Working in an OpenSpace-Online® real-time conference

In order to participate in an OpenSpace-Online® real-time conference you need no special knowledge about the method before the event. A virtual facilitator and the structure of the software guides all participants through the simple process of the conference. The participants themselves are the experts. They bring their shared interest in the theme of the meeting and work together to develop new ideas and solutions through their questions and suggestions.

Conveners of workshops need only to welcome their workshop guests, and then to let the discussion happen. Participants do not need to make notes during the conference process. With the end of every OpenSpace-Online® conference, each participant receives extensive documentation from the meeting in convenient HTML-format. The report provides the ideal foundation for further work, as it contains all of the contents (except the "one-to-one-talks" of the cafe), results, and arrangements made during the meeting.

If you are working in an OpenSpace-Online® SPECIAL variant, the software program will take the group through an additional process; prioritizing the hot topics of the day, and an action planning phase.

If you have questions during any conference phase, please click on the question mark "?", which you can find during each phase in the lower blue bar.

▶ 9.) Further Information and Support

In case you have further questions regarding conference preparation or participation, please visit www.OpenSpace-Online.com and go to the [Download-Center](#) or click on [FAQ](#). If you do not find the answer you need, please send an eMail to support@OpenSpace-Online.com.

In order to provide you with fast and good support, please provide the following information in your eMail:

- Name of the Conference Organizer
- The operating system of your computer (e.g. Win XP, Mac OSX 10.2.1, Linux RedHat 9.0)
- Please describe your problem as briefly and exactly as possible

Thank you very much!