



MURSION EXPERIENCE

Setup Procedure



This document is intended to guide users of the Mursion software through the process of verifying their setup before connecting for a simulation session. If any of these settings are not working as expected, please refer to troubleshooting documentation or contact Technical Support to resolve.

Phone Support: 1 (855) 999-5818

Email: support@mursion.com

Verify Internet Connectivity

1. Please verify that you have a stable internet connection.
 - It is recommended to use a wired internet connection using an Ethernet Cable.
2. Check your download and upload speeds at www.speedtest.net
 - Recommended Download Speed: 10 Mbps or higher
 - Recommended Upload Speed: 2Mbps or higher
3. If you do not meet the recommended wiring and internet speeds, please be aware that Mursion cannot guarantee a stable connection throughout the session.

Verify your Speaker Source

1. Test your speakers by playing audio from an online or saved media source (such as an online video).
2. If you cannot hear the audio from the correct speaker:
 - Check your connection, volume and speaker power
 - Check your audio settings

Launch Mursion Experience

1. If you do not have a Mursion Experience link on your desktop, please download and install from:
 - www.mursion.com/download
 - Software License Clients: www.mursion.com/download/sl/experience

Communication Test

1. Click the “Begin Test” button to start the test.
2. Verify that your webcam is functioning and that it’s aimed towards where your participant(s) will be during their interaction.
 - Click the “Yes” button to continue
3. Verify your Microphone
 - The microphone check waits for audio to be heard and continues. If you speak into the microphone and nothing happens, please check your audio settings and device connections.

Enter Session

1. When ready, enter your Session ID (your email address) and click the “Launch” button.
2. When your Simulation is ready to begin, the avatars will appear on your screen.
3. If the avatars do not appear on the correct screen, you may drag it to the correct screen.
4. Press ‘F’ to toggle in and out of Fullscreen mode.