SECOND LIFE
TECHNICAL REQUIREMENTS & TROUBLESHOOTING

TECHNICAL REQUIREMENTS

HARDWARE - YOU WILL NEED:

1. Mic and Speakers
   - a. If you have a computer with a built in mic then all you will need are headphones.
   - b. If you do not have a built in mic then you will need a headset.
2. Computer
   - a. Operating System: Windows 7, 8, or 10; macOS 10.9+
   - b. Computer Memory: 1 GB or more
3. Internet: (Cable or DSL)

TROUBLE SHOOTING

HAVING PROBLEMS WITH SOUND

You want to make sure to plug in your headset before you log into Second Life. If you are having problems hearing or speaking:

1. Make sure your headset is plugged in properly
   - a. Log out and back in
2. If that doesn't work, check the device settings.
   - a. On top menu, select **Me**
   - b. Then select **Preferences**, a window appears
   - c. Select **Sound & Media**
   - d. Select **Input/Output Devices**
   - e. Make sure the appropriate device is selected for **Input** and **Output** by clicking on the dropdown menu for each.
   - f. Select **OK**, once you have made changes to device.

MY SCREEN SHOWS UP PINK OR ALL I SEE IS WATER OR I MOVE VERY SLOWLY

This may be due to the graphics settings within the viewer. To change the settings:

1. On top menu, select **Me**
2. Then select **Preferences**, a window appears
3. Select **Graphics**
4. On top of the window look at the settings for **Quality and Speed bar**
5. Lower the settings to Mid or between Low and Mid (You may just need to play with the settings here to see which works best for you)
6. Then select **Apply** and close the window