

DIGITAL ONLINE PLATFORM  
PERFORMING  
ARTS MARKET  
IN SEOUL 2020

ver. 20201011

# Virtual PAMS 2020 MANUAL(FAQ)

**Contact us**

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## Overview of the Virtual PAMS

### 1. Virtual PAMS

It is Korea's first virtual platform for the performing arts which is based on the Massive Multiplayer Online Role Playing Game (MMORPG). If you want to watch diverse performances at the PAMS Choice and PAMS Pitching, please go to the Contents Hall. If you want to find out about the booths of performing arts companies/institutions, please go to the Exhibition Halls (A to D). If you want to talk to performing arts professionals in real time, please go to the Networking Lounge.

### 2. Operating Hours of Virtual PAMS

You can access Virtual PAMS 24 hours a day. But each of its spaces has its own operating hours so please check the schedule of PAMS.

- Networking Lounge: 24 hours
- Exhibition Halls: 24 hours
- Contents Hall: Operating hours are different every day  
(mostly 10:00 to 23:00 (Korea Standard Time))

※ **Operating Hours of the Secretariat: 10:00 to 22:00 (Korea Time)**

**TIME Converter**

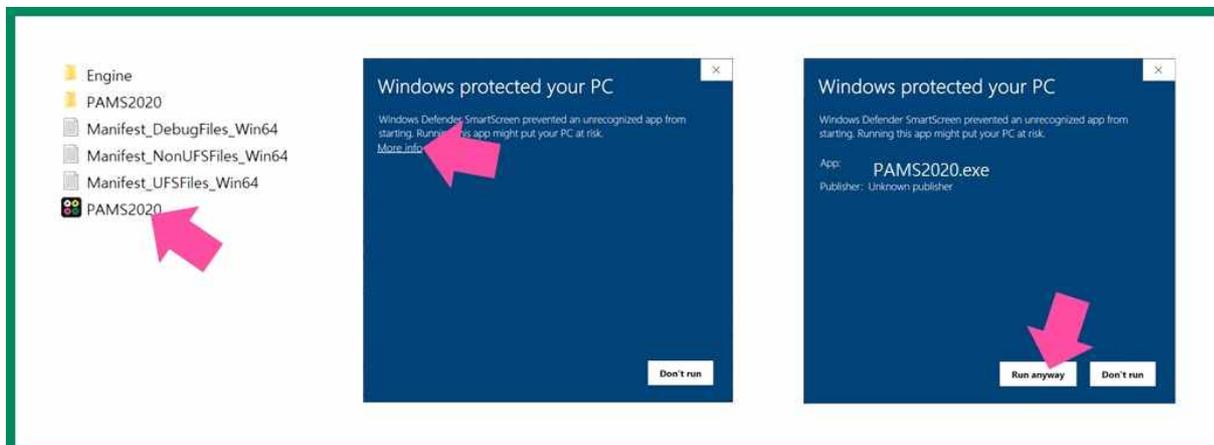
The booths will be opened 24 hours but the Secretariat will be available for your inquiries from 10:00 to 22:00 (Korea Time). If you need any help outside these operating hours, please check FAQ or email us ([pams@gokams.or.kr](mailto:pams@gokams.or.kr)). We will answer you shortly.

## Access to Virtual PAMS

### 1. Access to Virtual PAMS

First, visit the website of PAMS ([www.en.pams.or.kr](http://www.en.pams.or.kr)). Go to the digital online platform appearing at the top and find Virtual PAMS. Download and run the program 'PAMS2020' and 'dxwebsetup.exe'.

※ **Program download and server open time: Monday, October 12, 10:00 to October 16, 03:00**



\* Operating Systems: Microsoft Windows 7 & 10

\* Access from Mac and mobile devices is unavailable. But if you are a Mac user, you can install Boot Camp or Parallels to use the program.

\* Recommended Specifications for the Program

| Category | Windows  |   | Mac (with Boot Camp/Parallels)                    |   |
|----------|--|---|---|---|
|          | Minimum Specifications                           | Recommended Specifications                      | Minimum Specifications                            | Recommended Specifications                |
| OS       | Windows 10                                       | Windows 10                                      | MacOS 10.12 Sierra                                | MacOS 10.14 Catalina (MacOS11 not usable) |
| cpu      | Intel Core i5-8500 @ 3.00Ghz<br>AMDRyzen32300X   | Intel Core i7-10700 @ 2.90GHz<br>AMDRyzen53600X | intel i3(8th generation)                          | intel i7(10th generation)                 |
| VGA      | Radeon HD 6790<br>GeForceGTX550TI<br>IntelUHD630 | NVIDIA RTX 2060<br>RadeonRX5700                 | Radeon Pro 555X<br>Integrated graphics not usable | Radeon pro555XT                           |
| Device   | PC   | PC  | PC  | PC  |
| Capacity | At least 2.8GB                                   | At least 2.8GB                                  | At least 2.8GB                                    | At least 2.8GB                            |
| RAM      | At least 4GB                                     | At least 8GB                                    | At least 8GB                                      | At least 16GB                             |

## 2. User ID and Password

You can sign in with the user ID and password you received when you registered for PAMS 2020.

## 3. Access from Multiple Devices with Your ID

Using your ID, you can access Virtual PAMS only from one device(PC). If you sign in from another device, you will be logged out automatically from the first device.

## 4. Language Selection

You can select your language (English or Korean) on the bottom right of the opening page.

## 5. Adjusting Sound and Resolution

Click on the 'Setting' icon () at the top right corner to adjust the sound and graphic depending on the specifications of your computer.

※ Even if it is set to 'Low(L)' graphic, the video will be played in high definition in the contents hall.

## 6. Current Number of Participants on the Platform

You can adjust the current number of user on the 'Setting' icon() at the top right corner, from 0 to the total number of participants. If you set the number at 0, you won't see any avatar around you but you will be able to check their names and organizations which appear above their heads.

## 7. Sound Error

If you don't hear any sound, please check if your computer's sound system has been muted. You may not be hearing the sound due to the errors of the program or speaker. Sound errors may happen occasionally because of the problems of the program or speaker. If that's the case, please install the program again or use another speaker.

## 8. How to Use Pamvatar(avatar)

You can move your Pamvatar with your keyboard keys (A, S, D and W). Click on the right mouse button to change your viewpoint. (e.g. If you see only the lateral side of a booth, you can right-click to see its different side.)

### ※ About Installing the 'PAMS2020' Program

#### 1) If you get a message saying that capacity is insufficient

If you lack capacity, please secure additional capacity in your HDD or SSD and install the program again.

#### 2) If you see a pop-up window about an error in direcX runtime

Please install the file 'dxwebsetup.exe'.

#### 3) If an error occurs when running the program

If your PC's specifications are weak, the program may be colliding with another program. Please close all the other programs and run PAMS2020 only.

#### 4) In the case of lagging

If your device's specifications are below the recommended ones, there may be some lagging problems. In that case, please sign in from another device.

#### 5) How to check your PC's specifications

1. Right-click the 'This PC' icon and then select Properties to check the specifications.
2. You can also check the specifications by entering 'dxdiag' in the search bar.

#### 6) How to uninstall the PAMS2020 program

You can remove the program in [Control Panel > Add/Remove Programs].



## Move from Space to Space

### 1. Move to Another Space

Click on the 'Location Transfer' icon () at the top right corner to move to a space you want to visit.

### 2. If You Can't Move

Click on the 'Menu' icon () at the top right corner or press ESC on your keyboard. Then press the Emergency Escape button. You will move to the entrance to the space where you are staying.

## How Booths Work

### 1. How to Find out about Booth Information

Approach a booth and you will see a box on its right providing information.

- 1) Information: Click on 'Information' to check information on the company.
- 2) Message: You can leave a message or inquiry for the person in charge of the booth.
- 3) Leaflet: You can see the company's promotional leaflet (booklet).
- 4) Website: You can visit the company's website.

### 2. Absence of the Person in Charge of the Booth

If you see a green light on 'Message', it means that the person in charge is there, and if the light is off, they are not present. They can check your message once they sign in.

### 3. List of Participants of the Booth Exhibition

Click on the 'Mini map' at the top left corner to check the hall's list of booths and their location. Press the 'Move' button to move to the booth you want to visit.

## Viewing of Content

### 1. Watching Videos

You can watch videos in booths once you approach the display. Click on a video and then the 'Magnifying glass' icon (🔍) at the top to enlarge the screen size. Click on the icon again to shrink the screen size.

### 2. Downloading Business Cards and Leaflets

Click on the 'Binder' icon (📁) at the top right corner to see the business cards and leaflets you have exchanged. You can also save them in your computer.

## Chatting

### 1. Open Chatting

There is an open chat window for all participants on the screen left. The window is used for all spaces. If you have any inquiry, please leave a message there. We will answer you shortly.

### 2. Individual Chatting

You can have a one-on-one chat with a Pamvatar around you. Click on the '1:1 chat' at the top to ask them to have a chat. Once they accept your request, you can start chatting immediately. You can also have a group chat to talk to multiple Pamvatars at the same time. Chat rooms appear when you click the icon next to 'Send' at the bottom of the open chat.

### 3. In the Case of Improper Remarks

Please email us ([pams@gokams.or.kr](mailto:pams@gokams.or.kr)) screen shots of any foul language or slandering remarks. We will check and take a restricting measure for the user who made such remarks.

### 4. Saving the Chats

The chats aren't saved. Once you log out and return, you can't view the previous chats.

## Going Out of Virtual PAMS

Click on the 'Menu' icon () at the top right corner or press your keyboard's ESC button. Then press 'End Program.' You can also press Alt+F4 on your keyboard to force the program to be closed. If a program error occurs while closing, please press Alt+Ctrl+Del on your keyboard and run Task Manager in order to close the program.

## Others

### 1. Viewing Notifications

Click on the 'Bell' icon () at the top right corner to visit the notification page of PAMS website.

### 2. If you only see a black screen when running the program

We may be checking the server. Please read the notifications on our website.

### 3. If you forgot your user ID or password

You can check them on the website of PAMS.

### 4. To contact us

For general support, please email us at [pams@gokams.or.kr](mailto:pams@gokams.or.kr) For technical support (e.g. program errors), please send screenshots to [2020pams@gmail.com](mailto:2020pams@gmail.com) and we will answer you shortly.

※ Korea Arts Management Service holds the copyright of the images and videos uploaded on Virtual PAMS. Illegal downloading and video recording of the content are subject to a penalty.

\* Please note that some contents are subject to change.