

Technical Guide on How to Join the

Committee on Energy, Third Session

24-26 February 2021 via KUDO

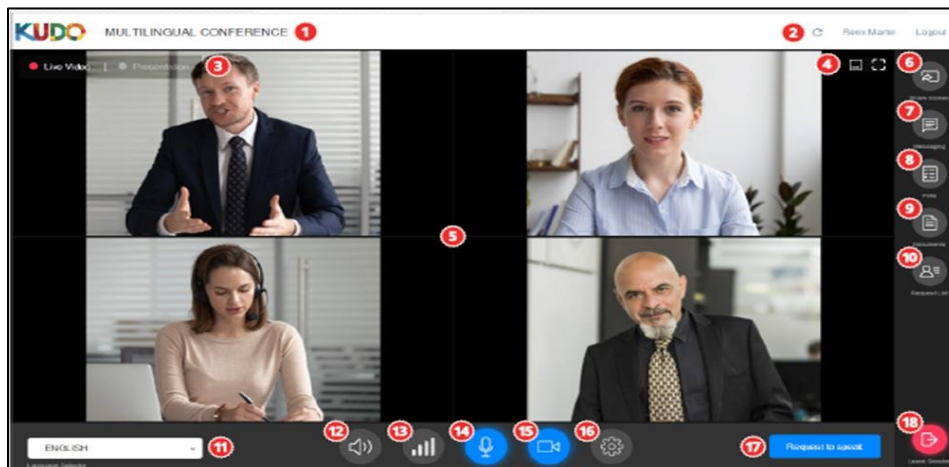
This Guide is designed to provide a general understanding of KUDO and its basic functionalities that participants need to be familiar with to attend the *Committee on Energy, Third Session*.

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1. KUDO'S INTERFACE | PARTICIPANT

KUDO is an e-conferencing platform with remote simultaneous interpretation that will be used to organize the ***Committee on Energy, Third Session***.

Remote Simultaneous Interpretation of **UNESCAP's four official languages (English, French, Russian and Chinese)** will be offered for the meeting.



The screenshot shows the KUDO Multilingual Conference interface. At the top, it says "KUDO MULTILINGUAL CONFERENCE 1". Below this is a video grid with four participants. The control bar at the bottom has various icons and buttons, some of which are numbered 1 through 18. Below the control bar is a list of numbered callouts explaining the functions of these icons.

- 1 Meeting Name**
Indicates the name of the session.
- 2 Refresh / Logout**
Click the buttons to refresh the session or exit it and log out from your KUDO account.
- 3 Video Input Selection Tabs**
Alternate between Live Video or Presentation Mode to be displayed in the video window.
- 4 View Layout Toggles**
Switch between gallery or single view (left btn). Expand the video window to full screen (right btn).
- 5 Video Window**
Embedded video or presentation window.
- 6 Share Screen**
Share a specific window or your entire screen.
- 7 Messaging Tab**
Select the chat channels to communicate with interpreters, operators and participants.
- 8 Polls Tab**
Start/Stop polls, publish and view results.
- 9 Documents Tab**
Access to upload and view documents shared on the session.
- 10 Request List Tab**
Access the speakers who have requested the Floor, accept or decline their request.
- 11 Language Selector**
Select an interpreted language to follow from the list.
- 12 Incoming Volume Mute**
Mute all incoming sound. When active, the button will turn red and crossed.
- 13 Incoming Audio Meter**
Visual meter of the level of outgoing sound.
- 14 Mute / Unmute**
Activate or deactivate your microphone to start speaking.
- 15 Turn On / Off**
Activate or deactivate your camera to share your video.
- 16 Interface and Media Settings**
Select the language for the interface, and the mic/speaker/camera to use on the meeting.
- 17 Request to speak / Release mic**
Send a request to the Operator / VIP to be allowed in the meeting floor to participate in the meeting.
- 18 Leave Session**
Leave the session without logging out from your KUDO account.

VIDEO TUTORIAL | GET STARTED

Please watch two VDO Tutorials below by clicking the links below:

- [KUDO 101 Connecting to a meeting](#)
Subtitles are available in **Chinese, French and Russian**. (On the Youtube toolbar, Go to Settings > Subtitles > choose subtitle languages)
- [KUDO KUDO 101 Test Page](#)

Please test your connectivity in advance by selecting your location-based test servers:

- **NORTH AMERICA:** <http://live.kudoway.com/test>
- **EUROPE:** <http://live.kudoway.eu/test>
- **CHINA:** <https://china.kudoway.com/test>

2. CHECK YOUR READINESS

Before Joining | Preparing for a Meeting KUDO

We are excited to have you taking part of a meeting on KUDO. Please refer to the items below to help you prepare and make the most of the presentation.

A Good Headset

- Ideally, a USB Headset. *(Professional-grade is highly recommended)*
- Avoid using earbuds unless you are following from your phone.
- Place the microphone close to your mouth but avoid breathing into it.

A Webcam

- An HD webcam is preferred for high-quality video.
- Point the camera directly at yourself, preferably at eye level.
- Leave enough distance between you and the camera, so your entire face is visible.

Internet Connectivity

- Use Google Chrome as your browser.
- Use a wired connection. *(Preferred)*
- If a wired connection is not available, use high-speed Wi-Fi instead. *(Ideally, 20 Mbps download and 5 Mbps upload. 5Ghz / 802.11ac is highly recommended)*

Professional Environment

- Choose a private and quiet room to speak from.
- Make sure the lighting in the room is adequate.
- Be aware of what is behind you. Choose a place where your background is free of distractions.

Stay Updated

Make sure you have the latest version of the KUDO app and your browser before joining a meeting. Click on the links below to download them:






*Preferred








 Not sure you meet the requirements? 

 If you need help contact support@kudoway.com

IT Readiness | Participants Requirements KUDO

Computer

- OS: Windows 7+ or MacOS 10.11+
- Browser: Google Chrome v68+
Mozilla Firefox v77+
- Memory: 8GB+ *(16GB recommended)*
- CPU: Intel i5+ *(i7 recommended)*
- Webcam
- Headset with microphone
[Vxi Passport](#), [KOSS CS300](#), [Logi H540](#)
- Permission: allow browser to have access to camera and microphone
- Avoid using ad-blockers

Mobile

- Android 6, 7, 8, 9
- iPhone 6s, 7, 8, X with iOS 12+
- iPad, iPad Pro with iOS 12+
- KUDO App installed
- Allow access to camera and microphone when prompted






Internet Bandwidth

- Audio: minimum of 64 kbps *(recommended 128 kbps)*
- Video: minimum of 320 kbps *(recommended 1.2 mbps)*
- On mobile: 4G and LTE work well for up to 6 concurrent streams
- Low latency bandwidth is required for uninterrupted video

Security

- Open TCP port **443** for SSL
- Open UDP Port **3478** for A/V stream
- Firewall or Endpoint Security software to allow above ports
- Only transparent proxy is supported. Forwarding proxy with Kerberos and proxy requiring authentication are not supported.

Network & WiFi

- Wired internet connection *(highly recommended)*
- WiFi: 5Ghz 802.11ac/ax *(if wired connection is not available)*
- In crowded environments, 5Ghz and 802.11ac/ax routers are required
- With 2.4Ghz, intermittent and choppy video/audio will be experienced

Router / AP

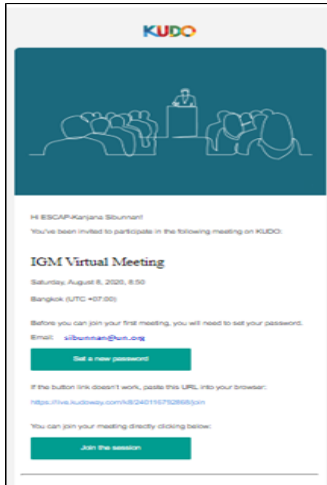
- Must have isolated 5Ghz capability *(isolated / separate bands)*
- Wireless speed: AC1750 to AC3200 *(highly recommended)*
- I/O Antennas: 3x3 MU-MIMO *(recommended for multiple devices)*

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3. HOW TO JOIN | COMPUTER

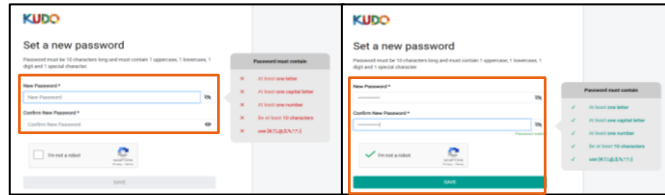
1. CHECK YOUR EMAIL INBOX

You will receive a 'KUDO Meeting Invite' by email from support@kudoway.com.



FIRST-TIME USER | Set a new password

Click **Set a new password** to set and confirm your password.

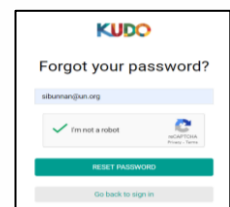
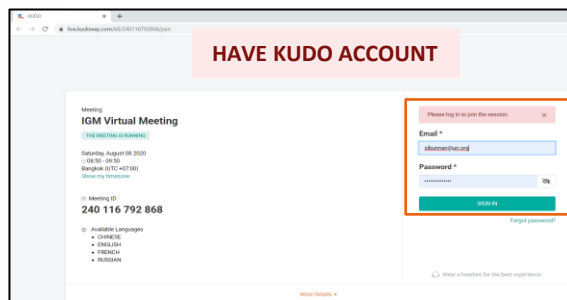


HAVE KUDO ACCOUNT | Sign in your account

Click **Join the session** to sign in your account or go directly to sign in page: https://live.kudoway.com/users/sign_in.

2. SIGN IN KUDO ACCOUNT

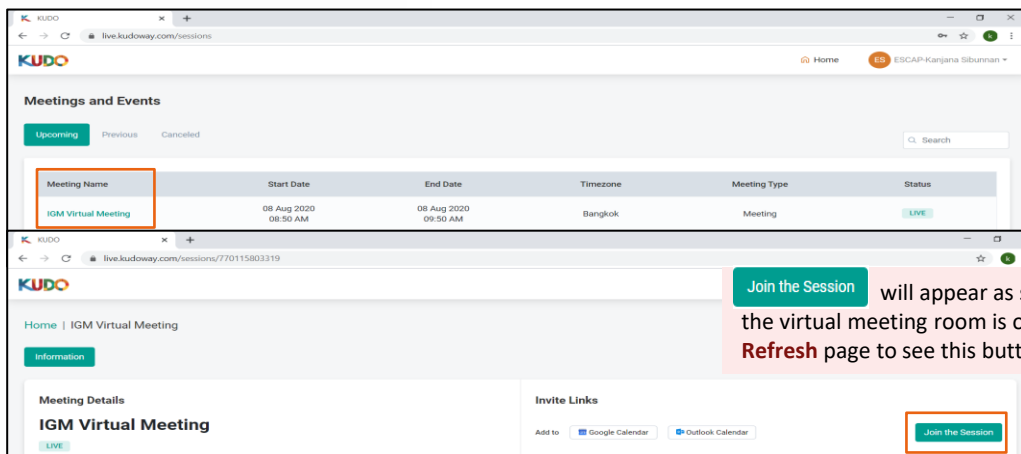
Sign in with your email address and password which you have registered, click **Sign In**.



If you forgot your password, click **Forgot Password** to reset your password.


3. SELECT EVENT AND JOIN THE SESSION

Click **Meeting Name** and Click **Join the Session**.




Join the Session will appear as soon as the virtual meeting room is opened. **Refresh** page to see this button.



How to Join | Mobile (Kudo account)




- ### 1. Log into you KUDO account



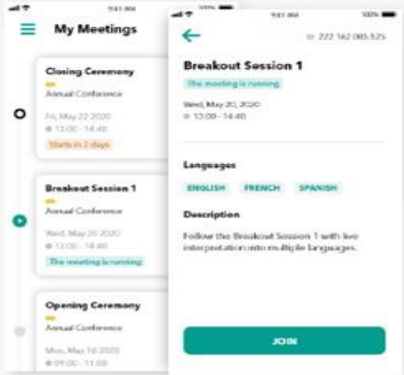
If this is your first time on KUDO, you need to install the app on your device.

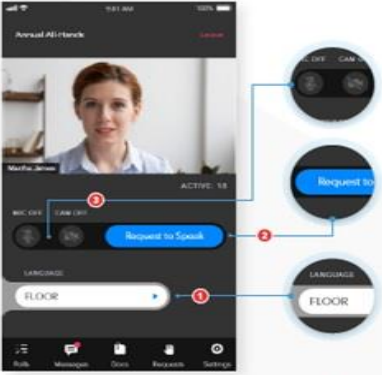
Open the KUDO app and tap on the Sign In button
- ### 2. Enter your details



Sign in with your e-mail address and password.
- ### 3. Select your session




Select the session from the "My Meetings" list. Review the meeting information and tap JOIN.
- ### 4. Enjoy your meeting!

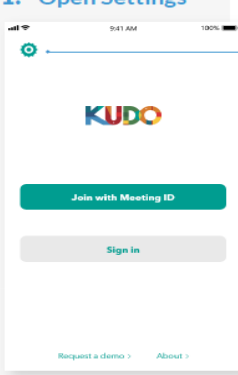


Tap Floor and select your preferred language.
To speak tap Request to Speak (if required).
Activate your Camera and Microphone once cleared.

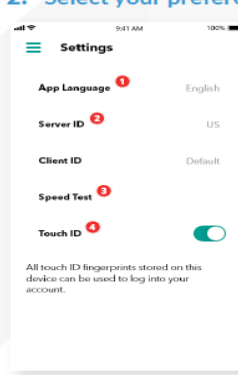
How to Join | Settings Mobile



- ### 1. Open Settings



Open KUDO and select the gear icon to access the Settings screen.
- ### 2. Select your preferences

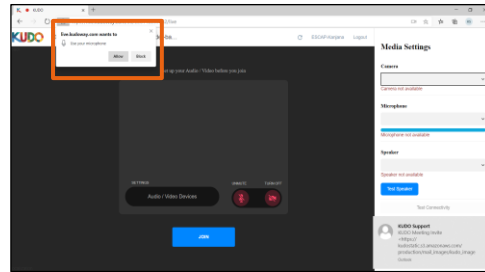
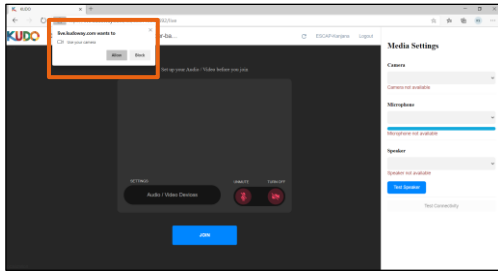


Select **App Language** and choose your preferred interface language.
Depending on where your meeting is hosted, select the corresponding server.
Test your **internet connectivity**.
Enable/disable **Touch ID** to log into your account.

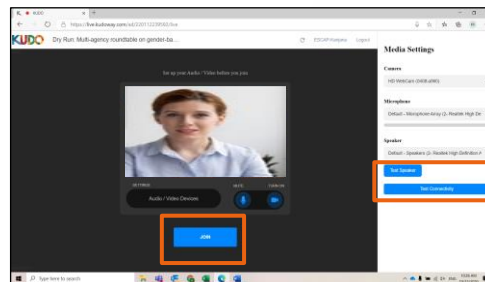
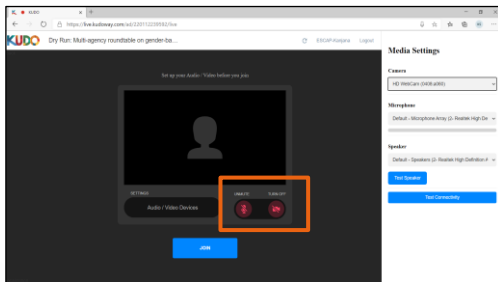
5. CHECK YOUR SETTINGS

Once you have signed in and joined the session, please follow below steps.

1. Click **Allow** KUDO to use your **microphone** and **camera** separately.

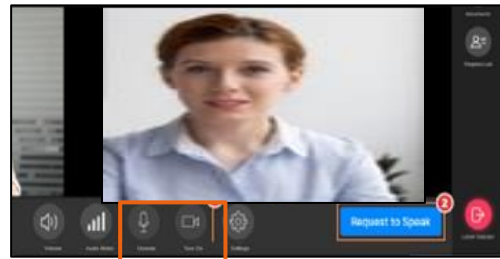


2. **Turn on** your **microphone** and **camera** to **test** audio and video quality.
If needed, click **Test connectivity** button to test your connectivity.





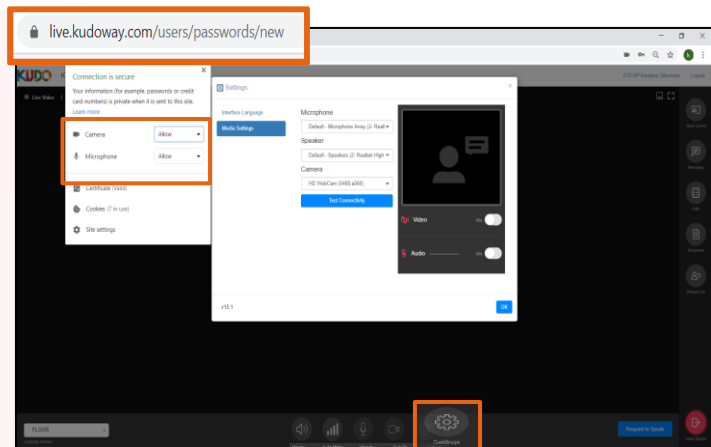
3. Click **JOIN** button to join the session.

NOTE: When you are given the floor, click both **Unmute** and **Turn On camera**.



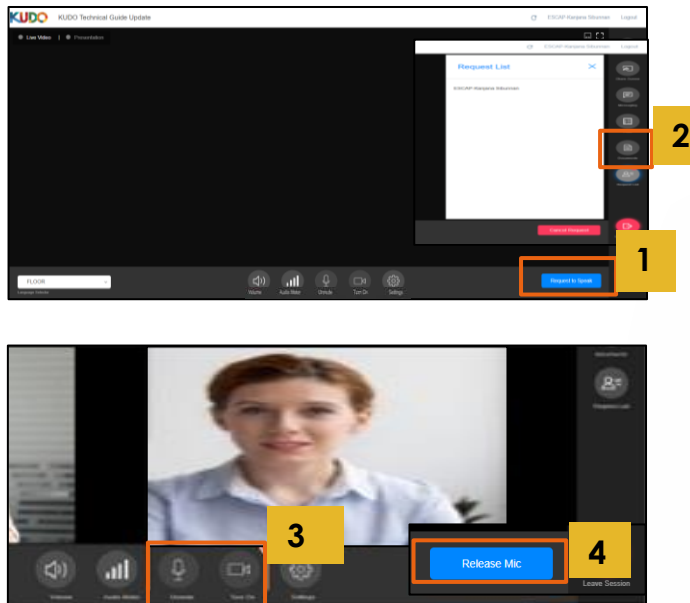
If you experience audio and/or camera issues:

1. Click **Padlock**  at the address bar to check if your computer is set to **allow** KUDO to use your camera and microphone **OR**
2. Click **Settings**  icon on the bottom toolbar to **allow** KUDO to use your camera and microphone.



6. REQUEST TO SPEAK

1. If you would like to make an intervention, press **Request to Speak** button to notify the organizer.
2. Click **Request List** icon. Your name will show in the **Request List**. Once your request to speak is accepted by the Chair/Moderator, you will see **'Accepted'** next to your name. Please wait until you are called upon.
3. When you are given the floor, click both **Unmute** and **Turn On** camera.
4. Once you are done, click **Release Mic**.



7. MESSAGING/CHAT BOX

RAISE TECHNICAL ISSUES:

Click **Messages** icon and Click **Operators** tab. **Type the issue you are facing in the box**, for example, **I can't hear**. Our technician will assist you to resolve the issues.

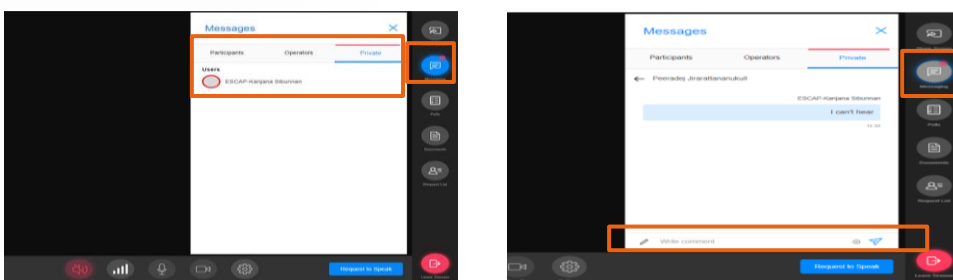
Sending message to all participants:

Click **Messages** icon and Click **Participants** tab to send message to all participants.

Sending individual message:

Click **Messages** icon and Click **Private** tab to send individual message.

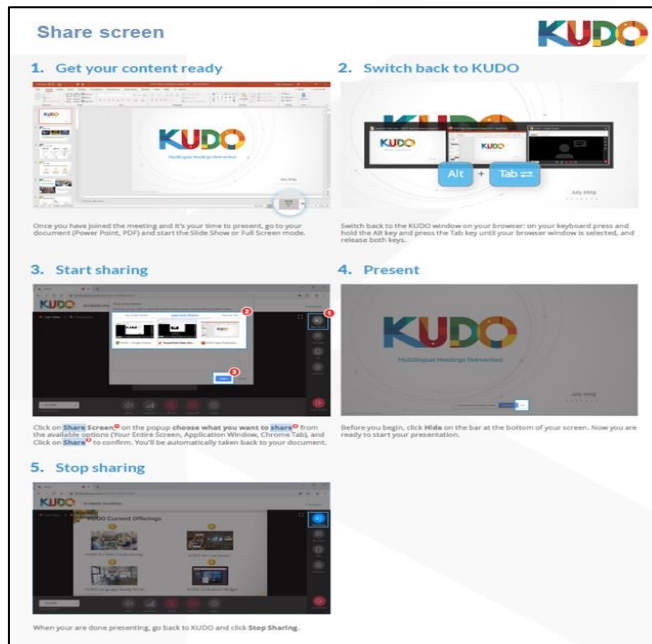
Red dot will pop up at the message icon if there are new messages.



8. SHARE SCREEN

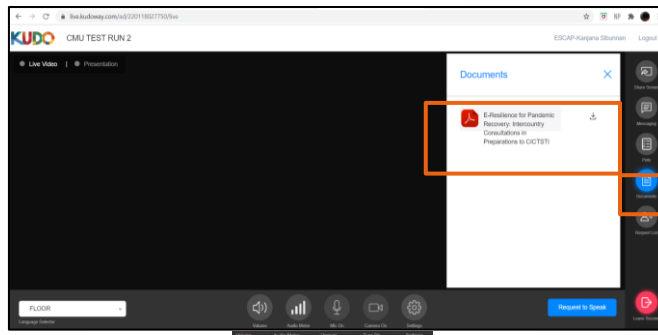
It is recommended that **all presentation and video files shall be sent to ESCAP Secretariat in advance** for testing and sharing from the ESCAP Conference Room.

This will help ensure smooth operation and optimum quality of the presentation and video on display.



9. DOWNLOAD DOCUMENTS

1. Click **Documents** tab on the sidebar to see list of meeting documents posted by the organizer.
2. Click **download icon** to download documents



10. BEST PRACTICES AND TIPS

BEFORE THE MEETING

- Try to be seated somewhere quiet and where the acoustics are such that there will not be an echo.
- Make sure no other application is running in the background or in the system tray in your computer and please deactivate any notifications that could distract you or create noise during the meeting.
- Be sure to always use [Google Chrome](#), [Mozilla Firefox](#) or [Microsoft Edge](#) as the browser for KUDO. Also, please ensure that you have the latest version installed and regularly updated

DURING THE MEETING

- Be sure to **allow access to your microphone and camera** in your browser when prompted.
- **Check Media Settings** to adjust the setting of your computer as needed (see more details on [page 6](#)). Keep a spare headset handy, just in case.
- Speak slowly, one person at a time, and allow brief pauses from time to time and when handing the floor to another participant.
- Please mute your mic when not in use.
- If faced with any technical issues, please **contact the Operators using Operators Chat Box**. Communicate your issues clearly and follow their guidance.