

Expert Group Meeting: Sustainable and clean energy in North and Central Asia

9-10 June 2021

KUDO TECHNICAL GUIDE FOR PARTICIPANTS

1. REQUIREMENTS

Web Browser



DOWNLOAD
CHROME



DOWNLOAD
FIREFOX



DOWNLOAD
EDGE

Internet Connection

- 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)

Headset with built-in mic



- 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.

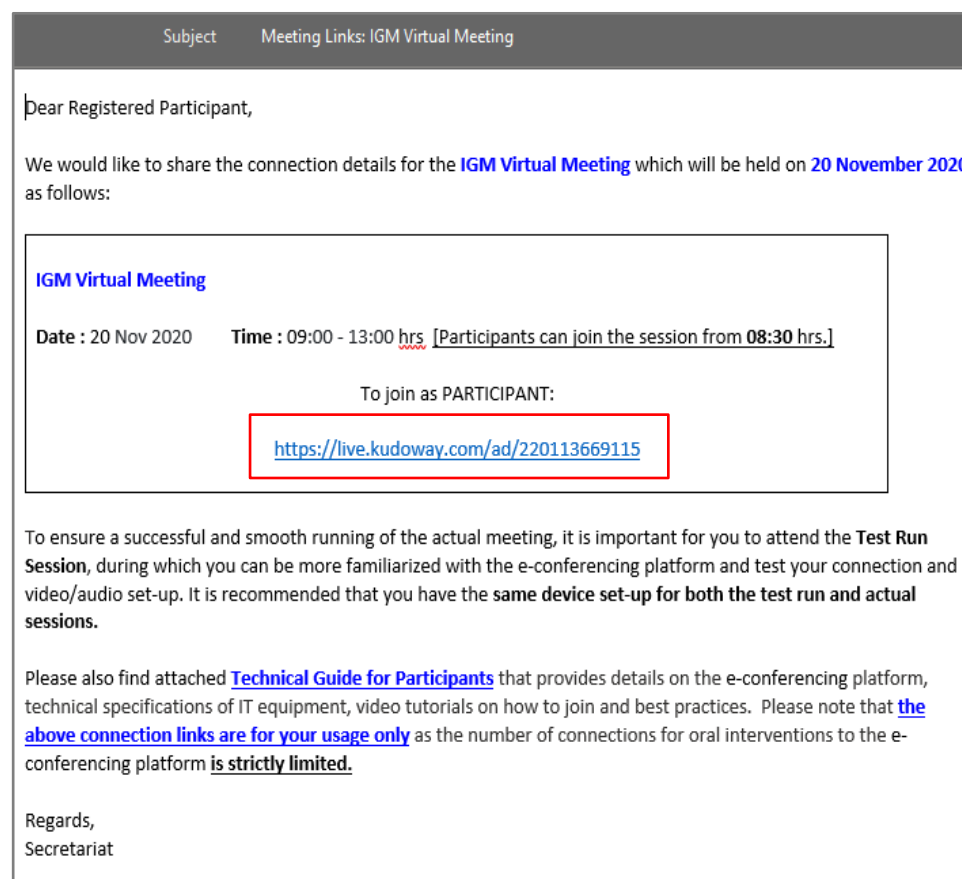
2. KUDO INTERFACE | PARTICIPANT

3. HOW TO JOIN | FROM COMPUTER

JOIN WITH MEETING LINK

In your email inbox, look for meeting invitation with [Meeting URL hyperlink](#) sent by the organizer.

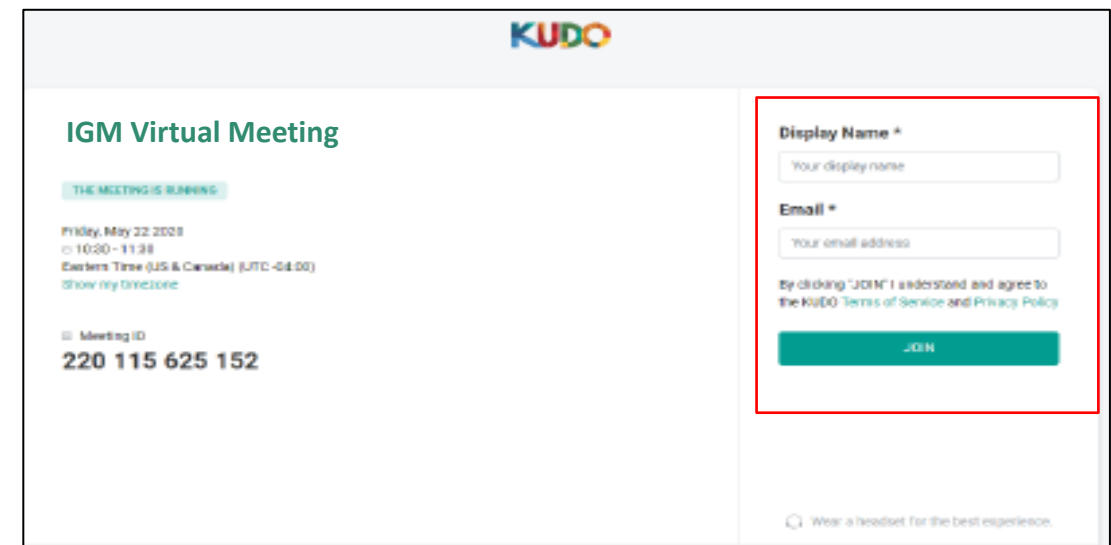
- 1 Click the [URL hyperlink](#) provided in the email to join the session.



- 2 Enter your [Display Name](#) and [Email address](#) and click [Join](#) button.

For easy identification of the speakers and/or participants, it is recommended to follow the agreed naming protocol.

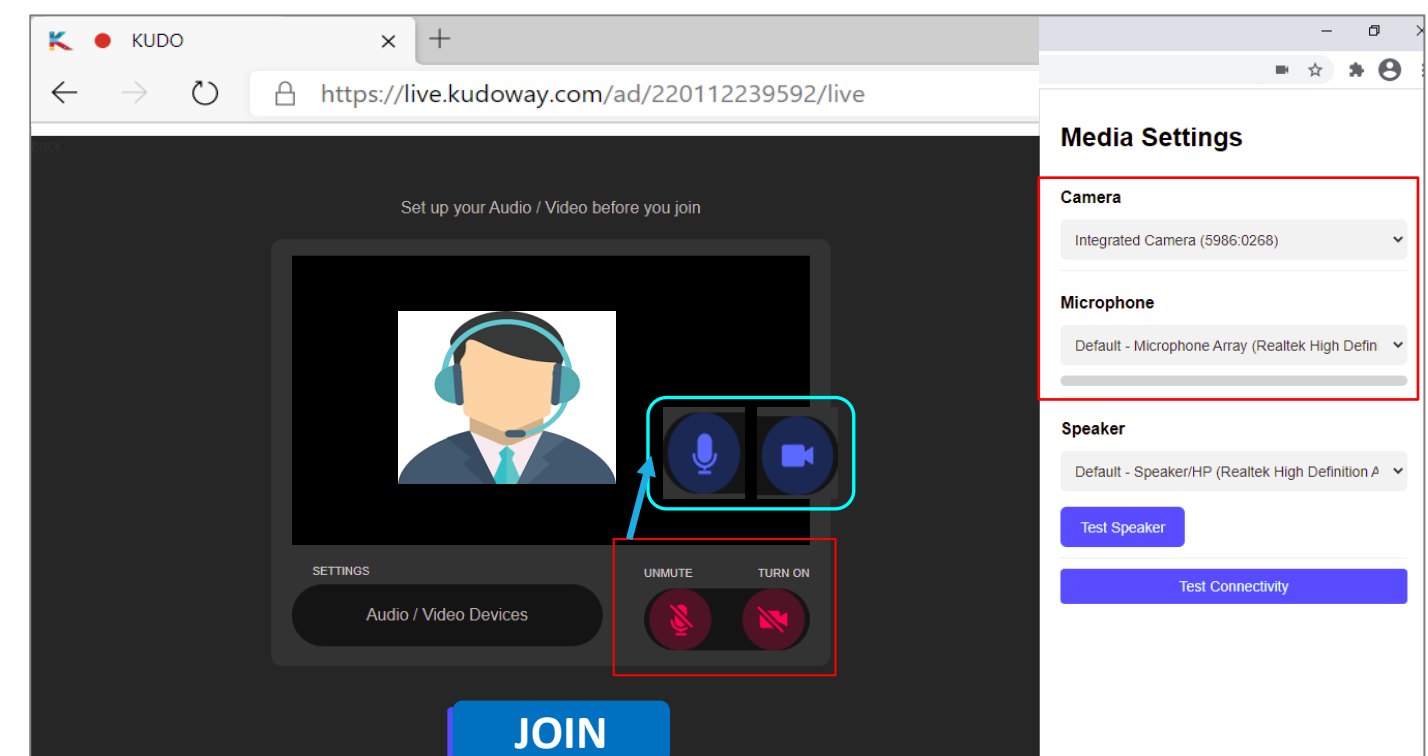
For example: [Country/Organization-First Name Last Name](#), [i.e.: ESCAP-Kanjana Sibunnan]



- 3 Once you are in the session, your computer will automatically select the camera and microphone.

Click [Unmute](#) mic and [Turn on](#) camera to test your audio and video quality.

Then, click [JOIN](#)




NOTE: [JOIN FROM CELL PHONE](#) is not recommended due to unstable connection issue. However, should you need to do so, please download latest KUDO Live Mobile / Tablet for both iOS and Android from <https://kudoway.com/downloads/> and follow the instructions.

4. REQUEST TO SPEAK

To request for the floor

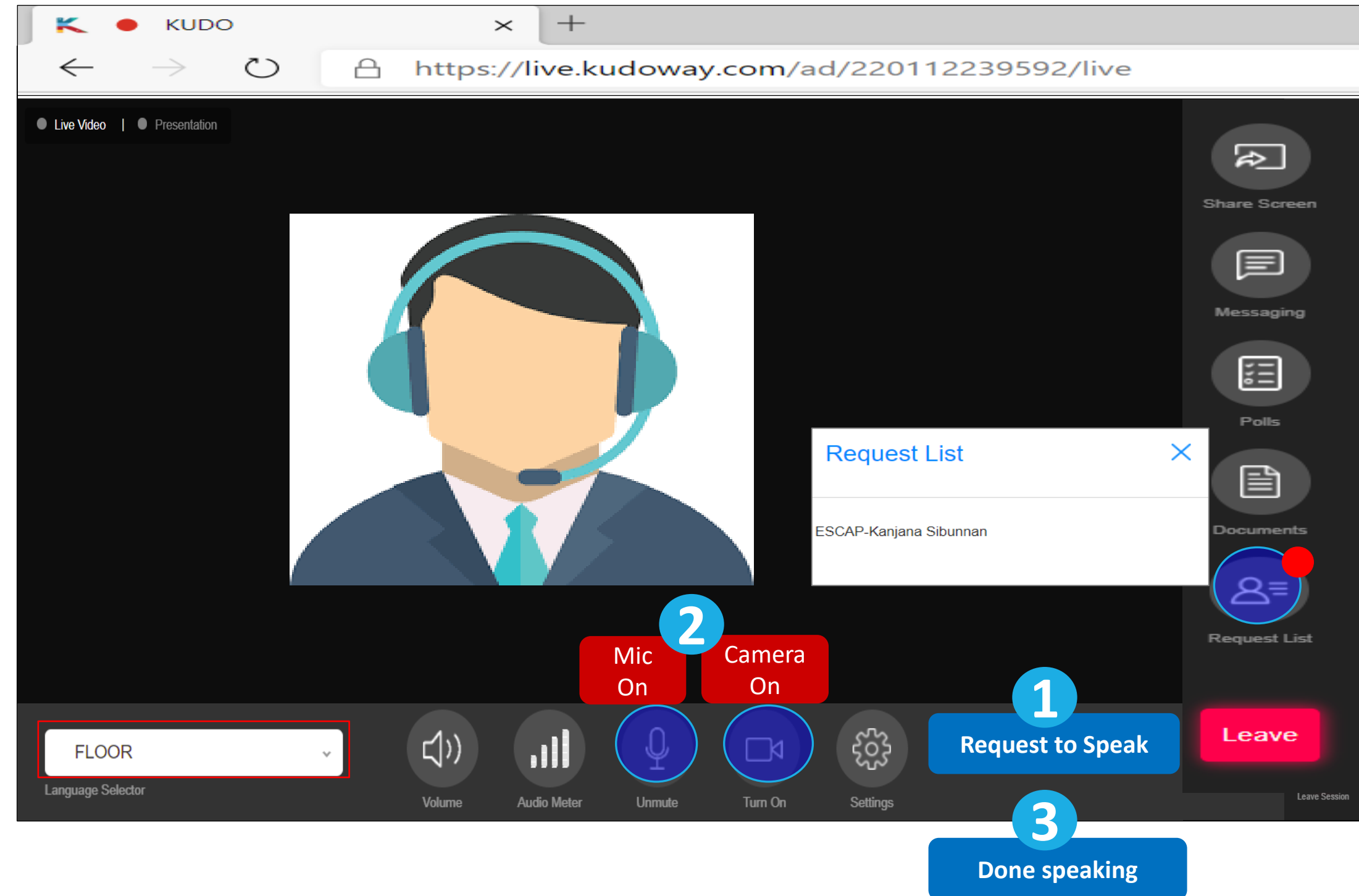
- 1 Click **Request to Speak**
Your name will appear in the **Request List**.

When you are given the floor

- 2 Click **Mic On** and **Camera On**

When you speak, stay on **Floor** language to avoid echo issue.

When you are done speaking

- 3 Click **Done speaking**



5. TROUBLESHOOTING


**My Microphone/Camera is not working.
Others can't hear/see me.**

✓ Check if you have allowed KUDO to use your
Microphone/Camera on your device.

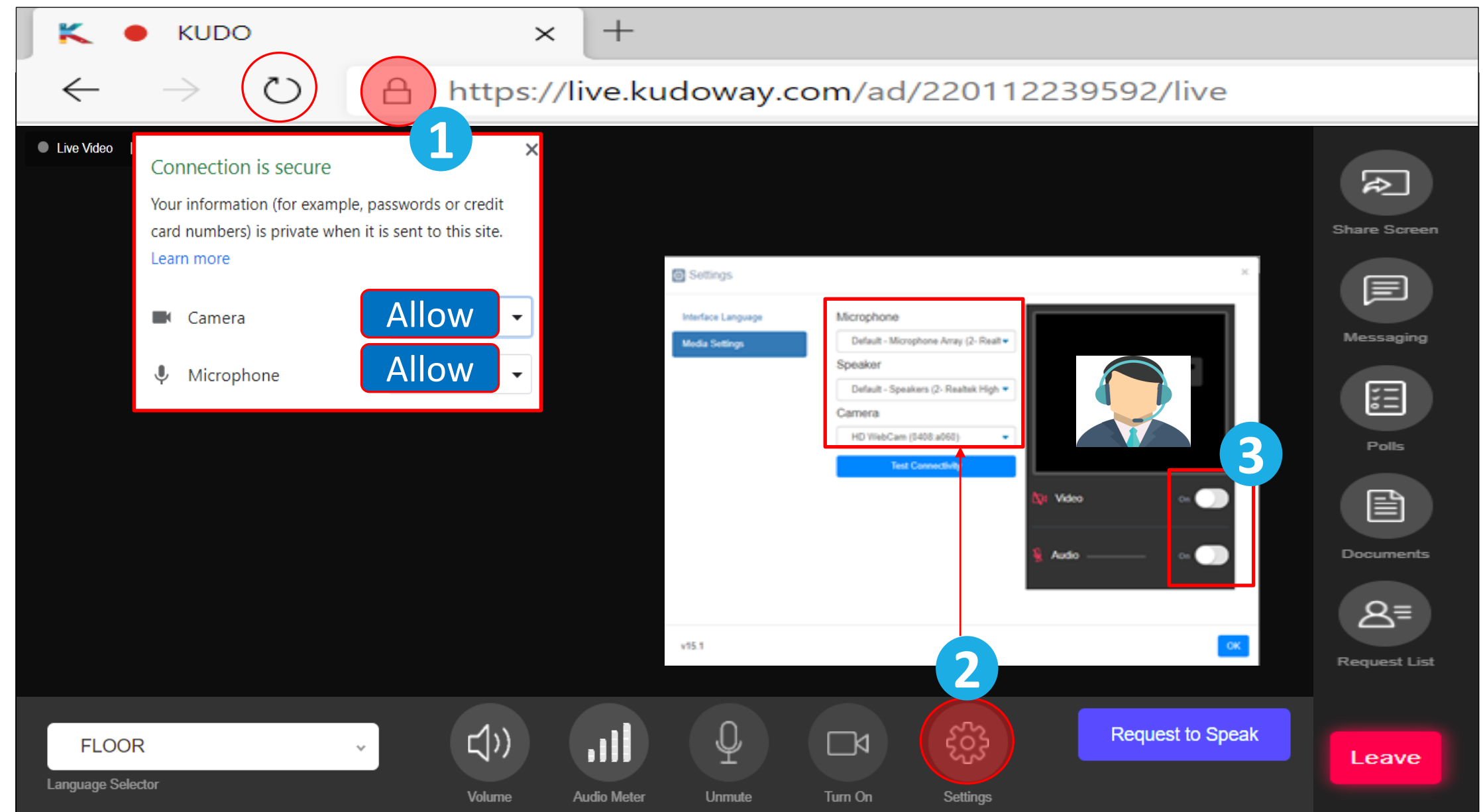
1 Click **Padlock icon** and select **Allow** Kudo to use your Microphone/Camera, **or**

2 Click **Setting** icon and check your selected microphone/camera.

3 Turn on **Audio/Video** to test your Microphone/Camera.

Once you have done so, click OK.
Then, click **Refresh**  icon to update the settings.

Click **Request to Speak** to request the floor once again.

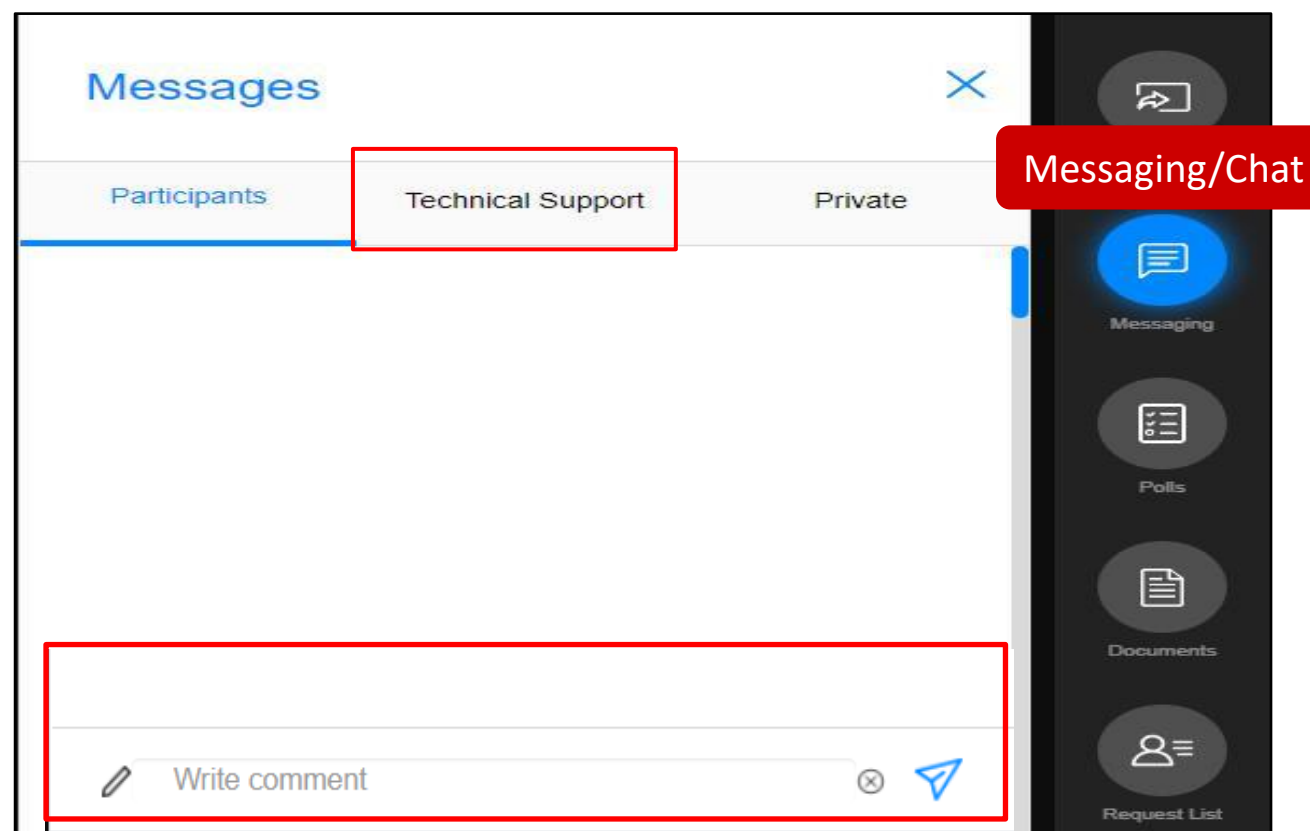


6. RAISE TECHNICAL ISSUES

Raise your technical issue through Messaging > Technical Support

- ❑ Go to **Messaging** icon, click **Technical Support** tab.
- ❑ **Type the issue** you are facing in the box below, for example, **I can't hear**.

Our technician will assist you shortly.



7. KUDO VIDEO TUTORIALS

Please watch two VDO Tutorials (Right click to open links below)

❑ [KUDO 101 Connecting to a meeting](#)

❑ [KUDO KUDO 101 Test Page](#)



Subtitles are available in **Chinese, French and Russian**. (On the Youtube toolbar, Go to Settings > Subtitles > Choose subtitle language)

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>

