INTERNATIONAL TROPICAL TIMBER COUNCIL

FIFTY-SEVENTH SESSION
29 November - 3 December 2021
VIRTUAL SESSION

INSTRUCTIONS ON THE USE OF THE *KUDO* WEB CONFERENCING SYSTEM AND *SIMPLYVOTING -* VOTING SYSTEM

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KUDO SYSTEM REQUIREMENTS

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

A Good Headset
- Ideally use a wired USB Headset with an (integrated) boom microphone
- Avoid using earbuds type (unless you are following from your phone)
- Place the microphone close to your mouth, but avoid breathing into it
- ***Note***: *The combination of speakers and microphone built into a laptop often cause echo/feedback disrupting the entire system*

Internet Connectivity
- Use **Chrome** or **Firefox** browser to connect. *Allow access to camera and microphone. Avoid using ad-blockers*
- Use a wired connection *(preferred)*
- If wired connection is not available, use high-speed Wi-Fi instead. *Ideally 20 and 5 Mbps, for download and upload respectively.* **5Ghz / 802.11ac is highly recommended**

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

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)*

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
- Permission: allow browser to have access to camera and microphone
- *Avoid using ad-blockers*

Mobile Phones
- 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

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.

In Preparation for the Session / KUDO Introduction

- All members will be invited to participate in one or more test session before the Council Session. All participants are encouraged to participate as well as read the information in this document beforehand.

- Make sure you have the latest version of your browser and/or the KUDO app before joining the meeting.

- A short video explaining how you can test whether your equipment meets the KUDO requirements https://www.youtube.com/watch?v=iPE0toOx2Gs&feature=youtu.be. We strongly recommend that you test your equipment well ahead of the session.

  The site for testing your connection to the KUDO mentioned in the video is as follows:

  https://live.kudoway.com/test/

  On this page, launch the test to make sure your internet connection is good or excellent, then record yourself and play it back to ensure your audio and video is of good quality. Make sure you are connected to the three KUDO servers at the bottom of the page.

- A short video introducing the KUDO system, including how to join a meeting, how to set the language for the Kudo interface, how to select your preferred language channel or how to request the floor can be found at:
https://www.youtube.com/watch?v=c-b_cvhQrfE	English
https://www.youtube.com/watch?v=9WlJfLzQT5g	French (subtitle)
https://www.youtube.com/watch?v=15HnmPvPCDw	Spanish

- Choose a private and quiet room to speak from

- Login to the system ahead of time. The meetings will be open 1 hour before the starting time to allow participants to test their connection and their audio and video equipment.

How to join a meeting using KUDO for the 57th International Tropical Timber Council

1. After submitting the Attendance Form and completing registration, an email will be sent from KUDO Support (support@kudoway.com) to the registered email address.

KUDO

Hi

You have been invited **as a PARTICIPANT** in the following meeting on KUDO:

1st Council Session (Monday, 29 November 2021) - ITTC57

Monday, November 29, 2021, 17:00

Virtual Session, Osaka (UTC +09:00)

Time: Please confirm your start time with your meeting organizer

Before you can join your first meeting, you will need to set your password.

Email:

Set your password

You can join your meeting directly clicking below:

Join the session

2. If you do not have a KUDO account, click on "Set your password" in the email to create the password for your KUDO account

3. Go to www.kudoway.com. Click on "Join a Meeting" to log in.
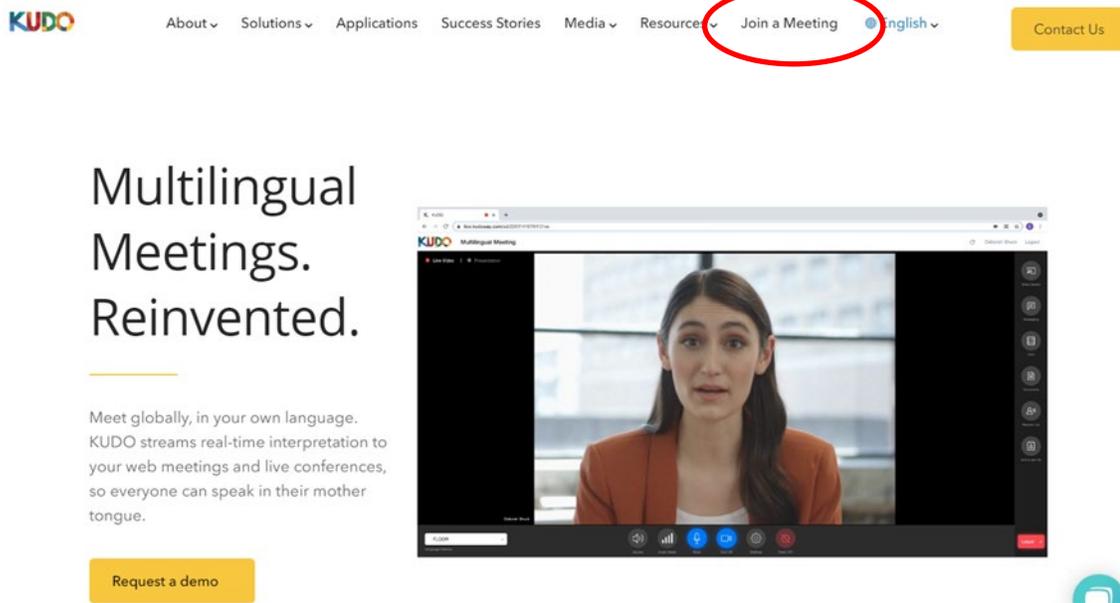
4. Sign in to KUDO using your registered email address and the password that was created in step2

5. When asked to select a role choose "Participant". There will be no meetings registered
    under "Operator".
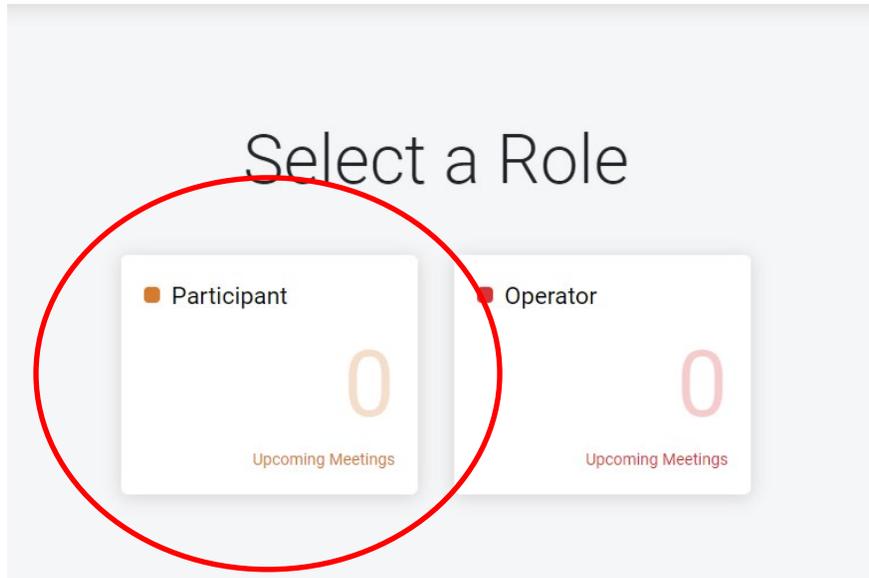
6. "57th International Tropical Timber Council" should come up as an Event. Click on the
    Event name.

7. Once you are on the ITTC57 event page, you will see the list of the individual meetings scheduled during the Council Session. Click on the meeting you would like to join.

8. The Meeting Details will come up. If the meeting is open, the "Join the Session" button will appear and you can join the session by clicking it.
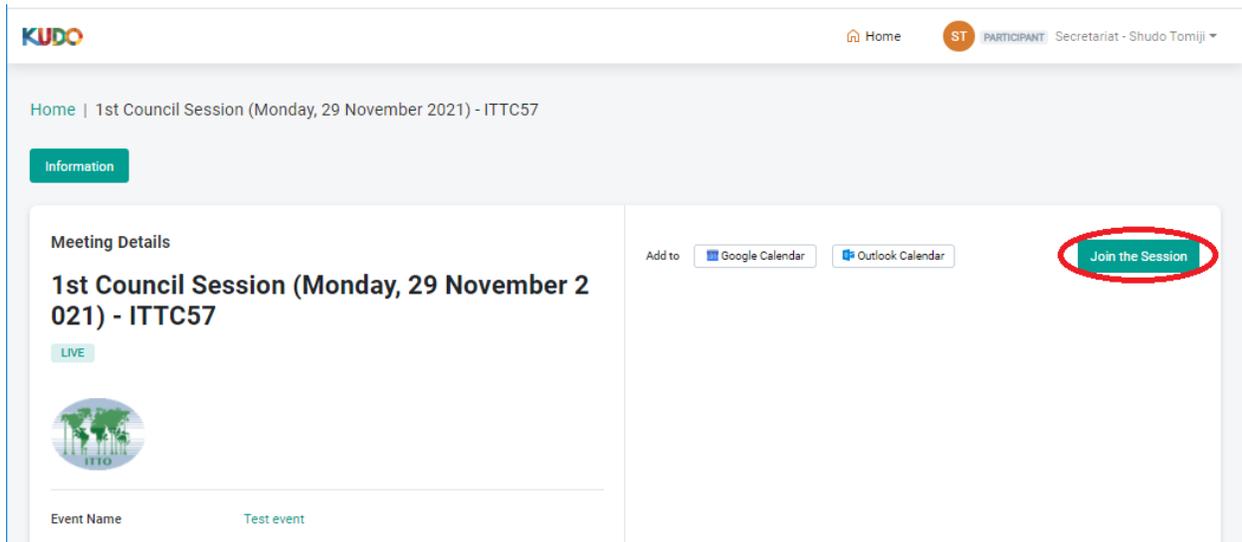
9. A screen will appear to test your camera and microphone settings and connectivity. Once you are ready press the "join" button to join the meeting. (Please remember to test your connection/ microphone/video at the test site https://live.kudoway.com/test/ before joining)
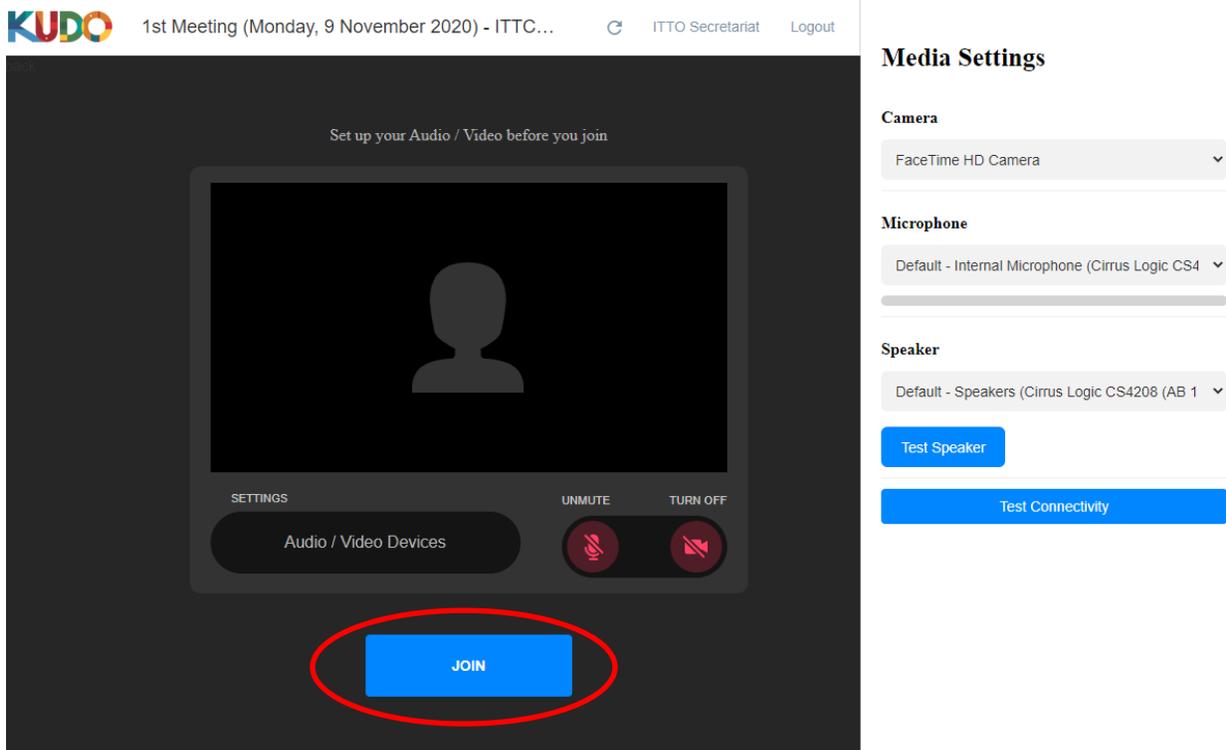
10. You will be taken into the meeting and have various controls available to you for the meeting.

Bottom horizontal tool bar: (descriptions of each button, left to right)

Language Selector	Clicking on this will display a pulldown menu of the 3 official languages, and allow you to listen to the meeting in the selected language
Volume	Controls the level of the sound you hear for the meeting
Audio Meter	Indicates whether your microphone is transmitting sound to the meeting
Unmute/Turn on	These buttons need to be pushed in order to unmute your microphone and turn on your video when you are given the floor
Settings	The language displayed on the interface can be changed here, as well as settings for your microphone and audio device
Request to Speak	Clicking on this button will list your name on the Request List and enable the Chairperson to grant you the floor

Right side vertical tool bar: (descriptions of each button, top to bottom)

Share Screen	Will allow you to share documents on your screen with participants (e.g. powerpoint)
Messaging	Messages to everyone or individual participants can be sent here
Polls	Polls can be accessed here if activated by the Chairperson/Secretariat
Documents	Documents relevant to the meeting will appear and be downloadable if clicked
Request List	The list of participants who have asked for the floor will appear here
User list	The list of participants of the meeting will appear here
Leave Session	Clicking this button will take you out of the meeting

11. <u>In order to request the floor</u>, the following procedure must be adhered to.
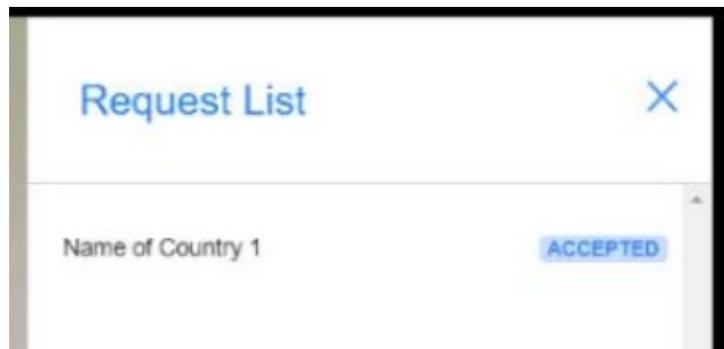
   a. Click on the "Request to Speak" button in the bottom right.
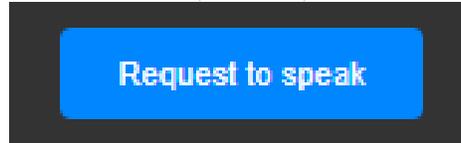
   b. This will put you in the request list visible as displayed in the image below.
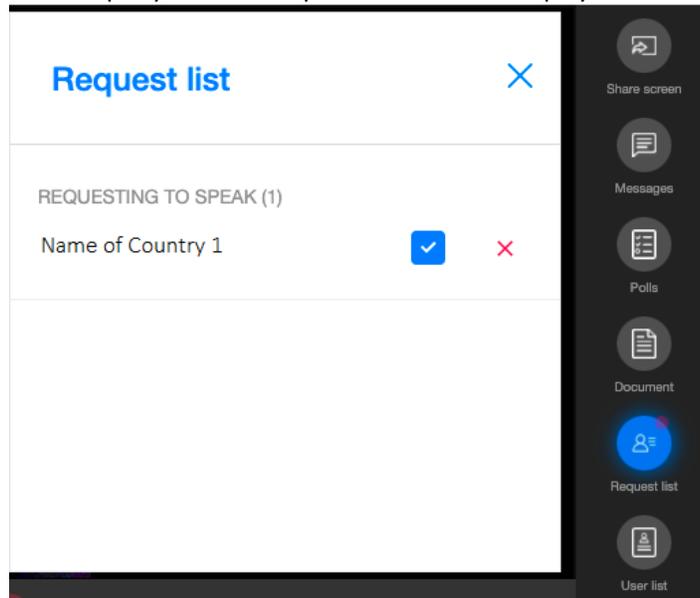
   c. Once the Chairperson announces that you have the floor, please refrain from starting your intervention until you see yourself displayed in the main screen and your request is indicated as "accepted" in the Request List

d. Only when you are visible in the main screen and you see the "Mic" icon as well as the "Camera" icon are blue, will you be heard and seen by other participants and the interpreters. If you start to speak prior to this, your intervention cannot be heard or interpreted.
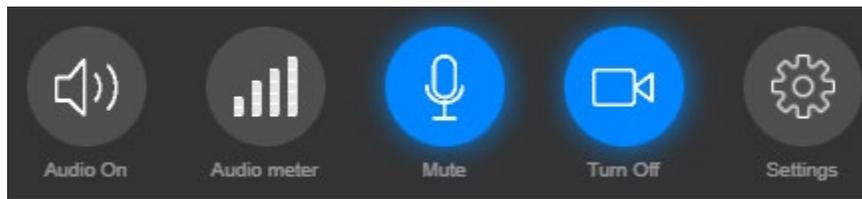
e. Once you have completed your intervention, please click the "Done speaking" button to deactivate your microphone and camera.
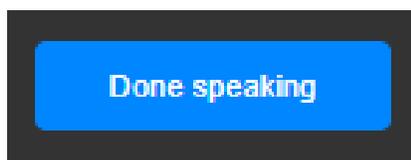
Please view the following videos online for more information on how the system works:

https://youtu.be/c-b_cvhQrfE (ENG)

https://youtu.be/9WlJfLzQT5g (FRE)

https://youtu.be/15HnmPvPCDw (SPA)

About the display name of participants in KUDO

1. In order to be able to identify participants and their delegation during the meeting, the name of the country should be included at the beginning of each participant's name.

2. If it is the first time you are using KUDO, the secretariat will register your name automatically so that it follows this format. If you have used KUDO previously and have registered your name using a different format, we request that you change this before the meeting starts.

3. In order to change your name, please log in to your account and click on your name on the top right corner of your screen. A sub-menu called "My Account" will appear. If you click "Edit Profile" you will be able to change your name. Please follow the format "Country name – First Name"(e.g. Japan – John) for your First Name. Your Last Name does not need to be changed.

KUDO Troubleshooting Tips

Troubleshooting Participants

Major Issues - *"I can't see or hear anything, I can't connect, am I being disconnected"*

Possible causes :(	Solutions :)
Very poor internet connection	-
Firewalls/VPNs	Deactivate VPNs Open firewall ports (advanced)

Proprietary & Confidential.

KUDO

Troubleshooting Participants

Minor Issues - *"I can't share my screen."*

Possible causes :(	Solutions :)
Wrong browser	Ensure Google Chrome is the selected web browser
When trying to share an application, the application is minimized or closed	Ensure the application is not minimized before sharing your screen
Mac computer might not have permissions enabled	Click 'System Preferences' > click 'Security & Privacy' > click 'Privacy' > click 'Screen Recording' > Add Chrome > restart browser

KUDO

Procedures for voting using Simplyvoting.com

In the event that any issue on the ITTC57 agenda requires a vote by Council members, an online voting service called Simply Voting will be used. **ONLY ONE REGISTERED EMAIL PER DELEGATION WILL BE ALLOWED TO CAST VOTES**; the Secretariat will liaise with all members eligible to vote prior to the session to ascertain the email address to be used for any voting that takes place.

When voting starts, an email will be sent to the designated registered email for each eligible delegation. Click on the link in the email to access the ballot.
(Clicking on the link, included in the French and Spanish messages will take you to the page in the respective language).

Click the option you want and click Continue.
(To abstain, click on the Abstain option and click Continue)

Click Confirm. If you would like to change your vote, click Change.
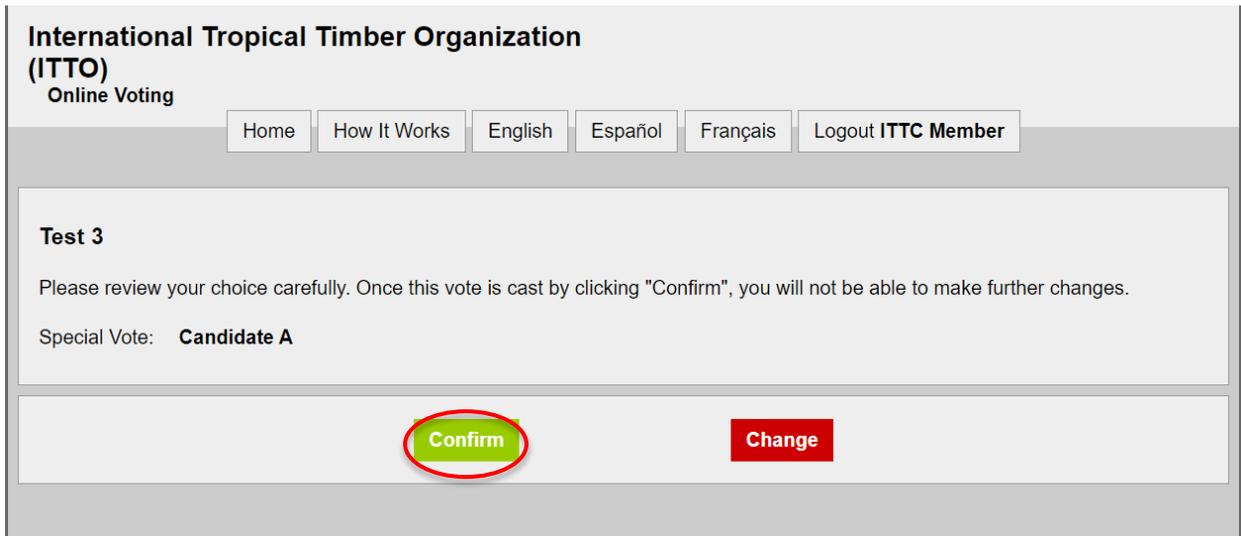
Voting is complete when the following screen is displayed.
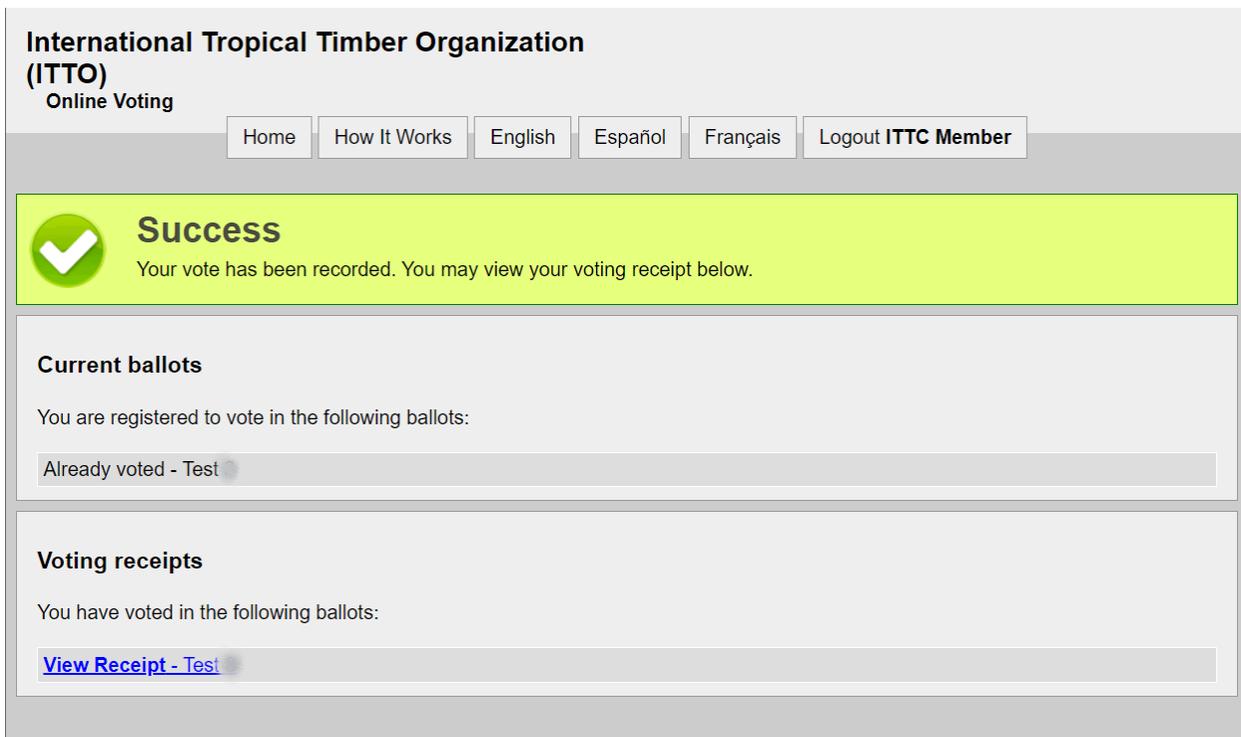
Once the voting is completed and the results have been processed, the results will be shown on the screen by the Secretariat.