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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](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.

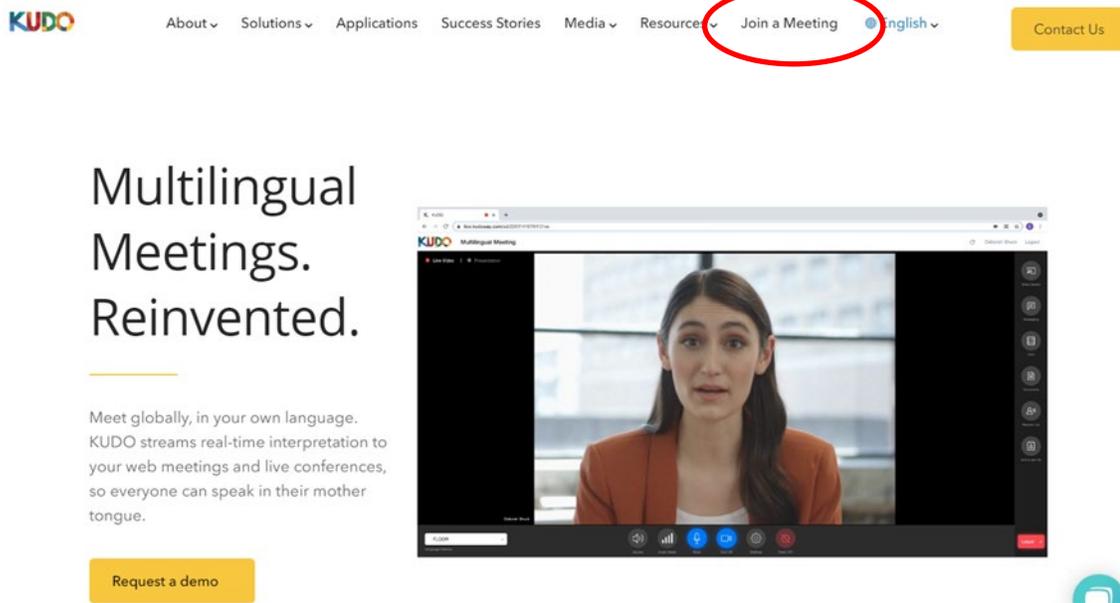
## How to join a meeting using KUDO for the 57<sup>th</sup> International Tropical Timber Council

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



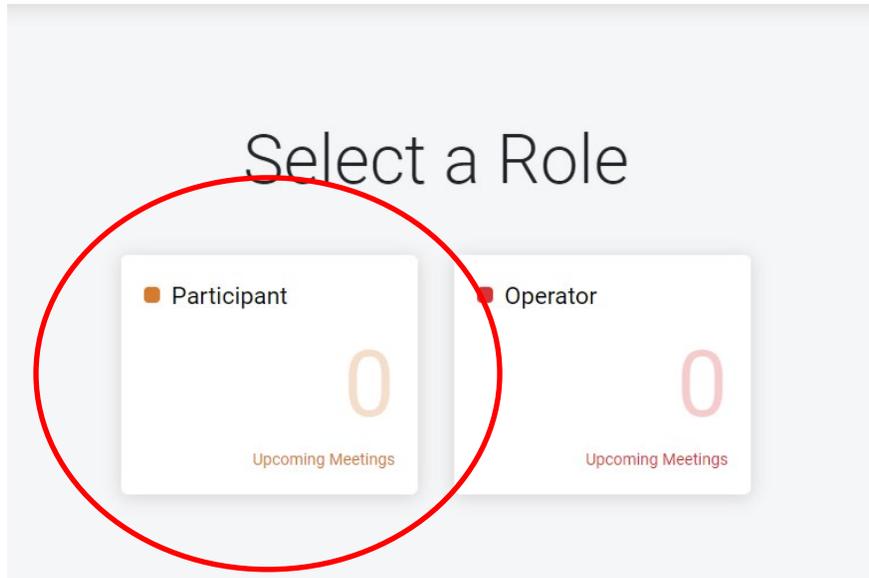
2. If you do not have a KUDO account, click on “Set your password” in the email to create the password for your KUDO account

3. Go to [www.kudoway.com](http://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

- When asked to select a role choose "Participant". There will be no meetings registered under "Operator".



- "57<sup>th</sup> International Tropical Timber Council" should come up as an Event. Click on the Event name.

### Meetings and Events

Upcoming Previous Canceled

Meeting Name	Start Date	End Date	Timezone	Meeting Type	Status
57th International Tropical Timber Council (ITTC57)	Mon, 29 Nov 2021 12:00 AM	Fri, 03 Dec 2021 11:59 PM	Osaka	Event	SCHEDULED

Showing 1 to 1 of 1 entries

« < 1 > »

- 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.

### Event Details



**Location** Virtual  
**Start Date** Mon, 29 Nov 2021  
**End Date** Fri, 03 Dec 2021  
**KUDO Access** Yes  
**Description**

[Edit Event](#) [Duplicate Event](#)

### Event Sessions

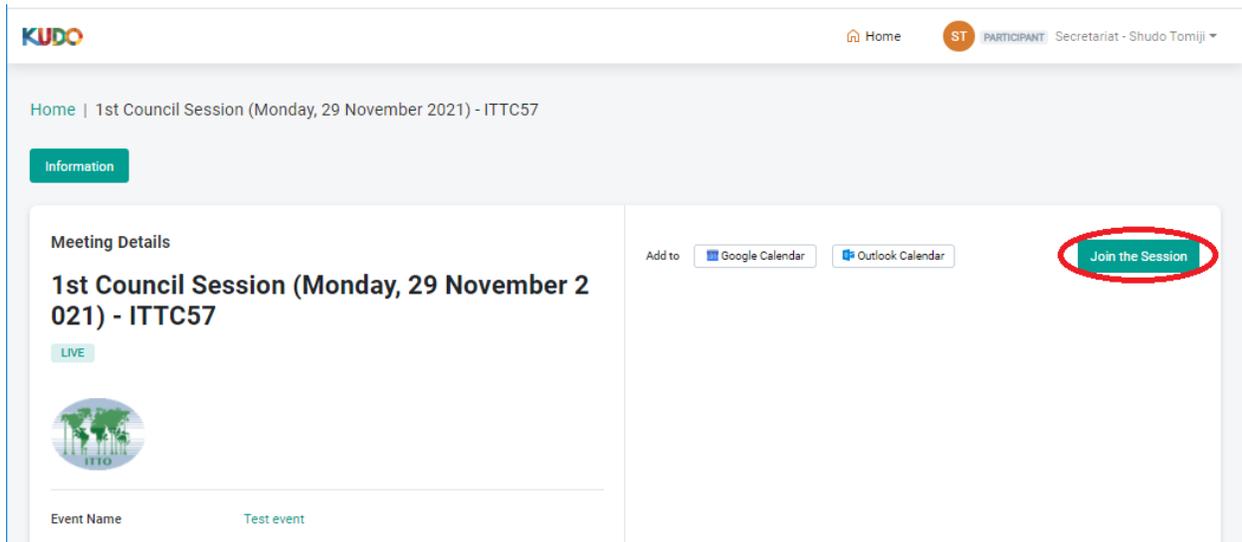
[+ Add Session](#)

Session Name	Start Date	End Date	Timezone	Location	Status	Actions
1st Council Session (Monday, 29 November 2021) - ITTC57	Mon, 29 Nov 2021 05:00 PM	Mon, 29 Nov 2021 11:00 PM	Osaka	Virtual Session	SCHEDULED	Duplicate
2nd Council Session (Tuesday, 30 November 2021) - ITTC57	Tue, 30 Nov 2021 05:00 PM	Tue, 30 Nov 2021 11:00 PM	Osaka	Virtual Session	SCHEDULED	Duplicate
3rd Council Session (Wednesday, 01 December 2021) - ITTC57	Wed, 01 Dec 2021 05:00 PM	Wed, 01 Dec 2021 11:00 PM	Osaka	Virtual Session	SCHEDULED	Duplicate
4th Council Session (Thursday, 02 December 2021) - ITTC57	Thu, 02 Dec 2021 05:00 PM	Thu, 02 Dec 2021 11:00 PM	Osaka	Virtual Session	SCHEDULED	Duplicate
5th Council Session (Friday, 03 December 2021) - ITTC57	Fri, 03 Dec 2021 05:00 PM	Fri, 03 Dec 2021 11:00 PM	Osaka	Virtual Session	SCHEDULED	Duplicate

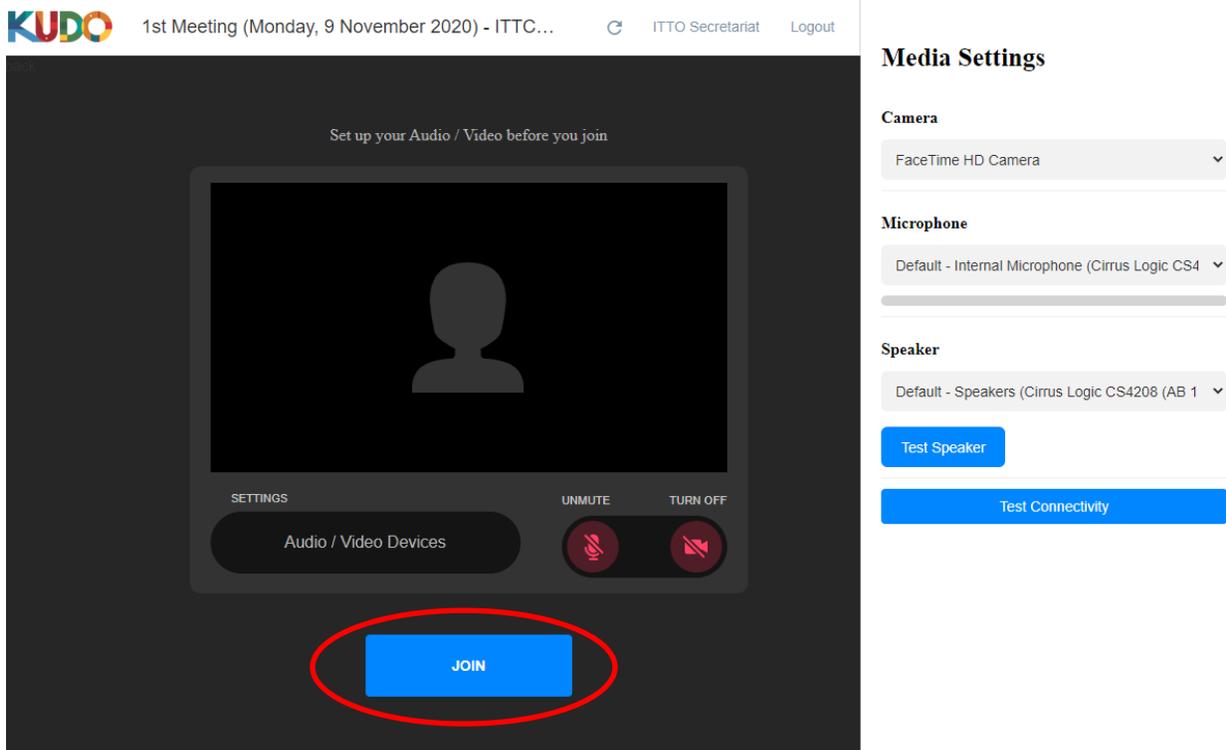
Showing 1 to 5 of 5 items

<< < 1 > >>

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)**

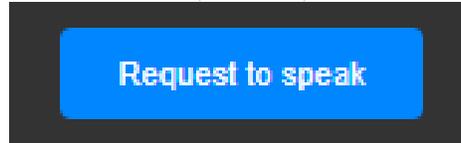
- |                   |  |
|-------------------|--|
| Language Selector | Clicking on this will display a pulldown menu of the 3 official languages, and allow you to listen to the meeting in the selected language |
| Volume            | Controls the level of the sound you hear for the meeting   |
| Audio 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)**

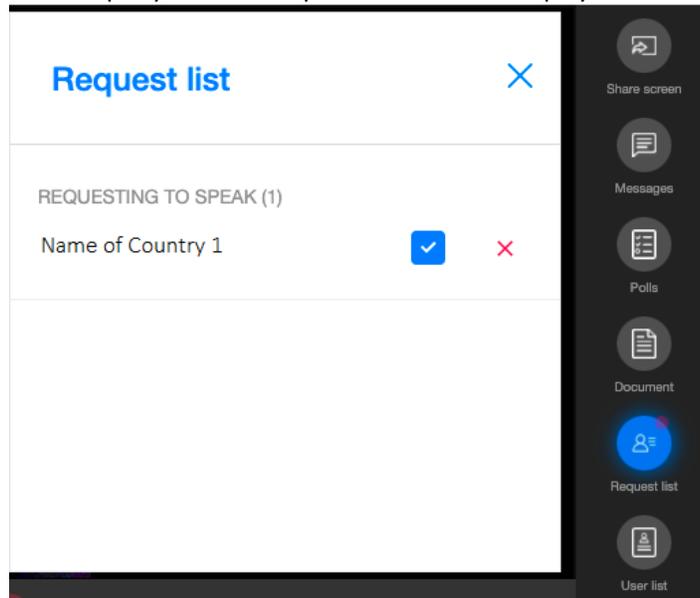
- |               |  |
|---------------|--|
| Share Screen  | Will allow you to share documents on your screen with participants (e.g. powerpoint) |
| Messaging     | Messages to everyone or individual participants can be sent here                     |
| Polls         | Polls can be accessed here if 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. In order to request the floor, the following procedure must be adhered to.

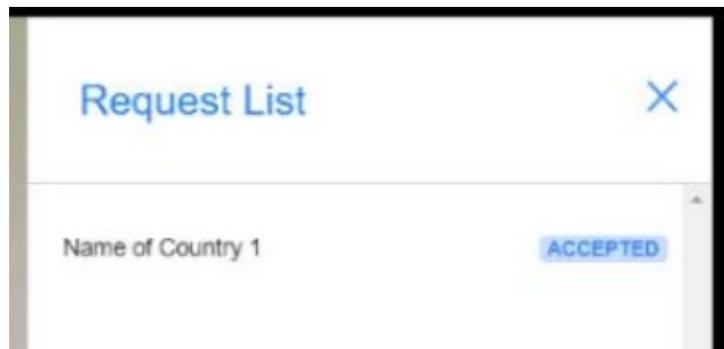
- a. Click on the “Request to Speak” button in the bottom right.



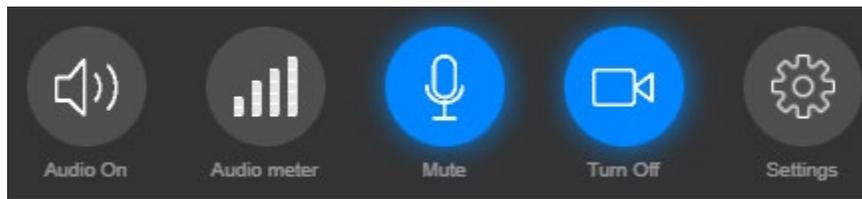
- b. This will put you in the request list visible as displayed in the image below.



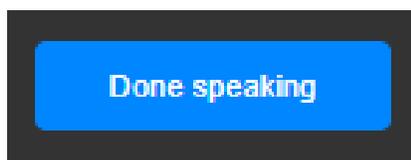
- c. Once the Chairperson announces that you have the floor, please refrain from starting your intervention until you see yourself displayed in the main screen and your request is indicated as “accepted” in the Request List



- 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](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.

The image shows two screenshots from the KUDO application. The top screenshot displays the user's profile menu, with the 'My Account' option circled in red. The bottom screenshot shows the 'Edit Profile' form, with the 'First Name' input field circled in red and containing the placeholder text 'Country - First Name|'. The form includes fields for Name, Email, Password, Gender, Company, and Title.

Home IS PARTICIPANT ITTO Secretariat

My Account  
Switch Role  
Log Out

My Profile [Edit Profile](#)

Name ITTO Secretariat  
Email [redacted]  
Password [Change Password](#)  
Gender -  
Company -  
Title -

**Edit Profile**

First Name\*   
Last Name\*   
Email   
Company   
Title

**KUDO Troubleshooting Tips**

## Troubleshooting Participants

Minor Issues - *"I can't access the floor."*

Possible causes :(	Solutions :)
Web browser is not supported	Use Chrome, Firefox or Edge
Web browser blocking access to cam and mic	Allow access from web page: 
Camera/mic not configured	Click 'settings' > 'Media Settings' > select correct device
Devices are used by another platform	Close all conferencing apps (Skype, Teams, Zoom...)
Using a tablet/smartphone without KUDO app	Download and join via KUDO app: App Store, Play Store
Poor internet connection	<b>Refresh screen</b>



## Troubleshooting Participants

Minor Issues - *"My mic/camera is not working."*

Possible causes :(	Solutions :)
Camera/mic not configured	Click 'settings' > 'Media Settings' > select correct device
Devices are used by other platforms	Close other conferencing other apps (Skype, Zoom, Teams...)
External/software camera not supported	Click 'settings' > 'Media Settings' > select built-in camera



## 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

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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).

vote@simplyvoting.com  
To  
Unsubscribe  
+ Get more  
Thu 11/11/2021  
Reply Reply All Forward  
Translate message to: English Never translate from: French Translation preferences

Hello ITTC Member,

You are registered to vote in the Election.  
Follow this link to access the ballot directly: <https://itto.simplyvoting.com/auth.php?e=Secretariat&mac=016f18ebd452014f47e0>

Regards,  
International Tropical Timber Organization (ITTO)

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Hola ITTC Member,

Usted está registrado para votar en the Election.  
Siga este enlace para acceder directamente a la votación: <https://itto.simplyvoting.com/es/auth.php?e=Secretariat&mac=016f18ebd452014f47e0>

Saludos,  
International Tropical Timber Organization (ITTO)

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Bonjour ITTC Member,

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

International Tropical Timber Organization (ITTO)  
Online Voting

Home How it Works English Español Français Logout Secretariat

ITTC57

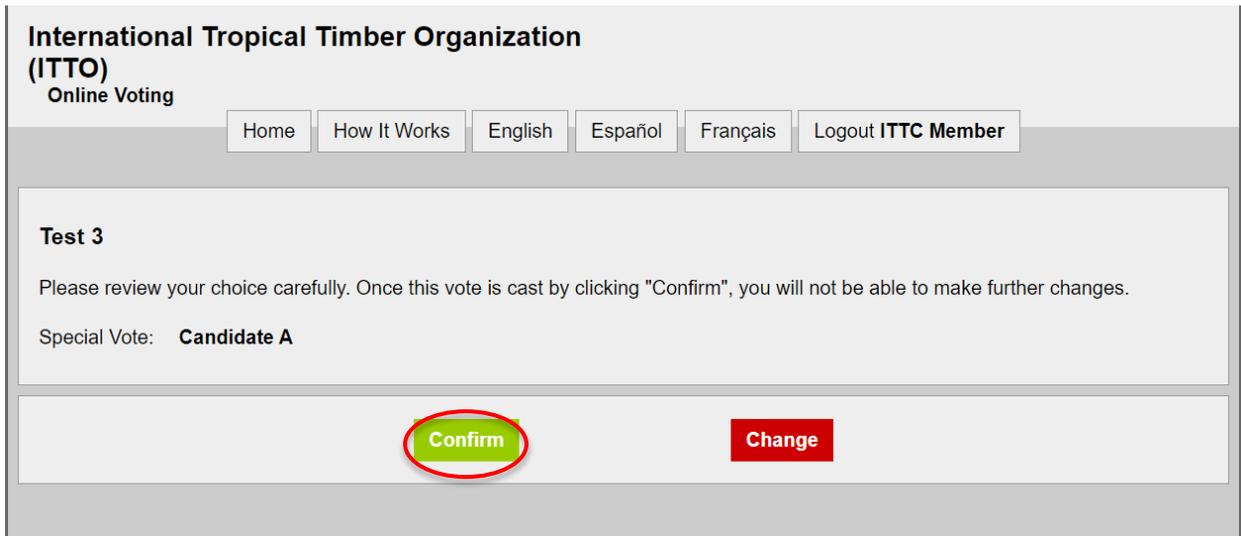
Special Vote

Please select one option from below and press Continue. You will then be prompted to confirm your selection. Once the selection is confirmed you will not be able to make further changes. If you wish to abstain from voting, click on the "Abstain" option and press Continue.

Candidate A  
 Candidate B  
 Candidate C  
 Abstain

Continue Cancel

Click Confirm. If you would like to change your vote, click Change.



**International Tropical Timber Organization (ITTO)**  
Online Voting

Home   How It Works   English   Español   Français   Logout **ITTC Member**

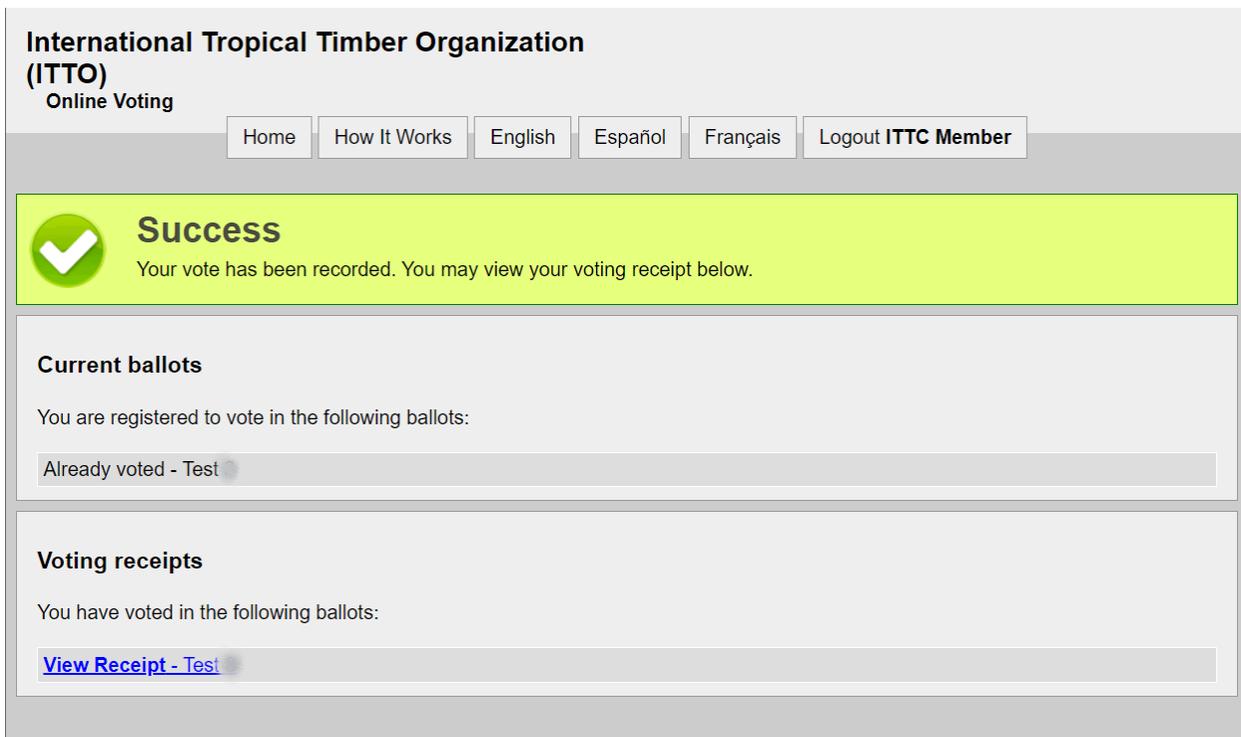
**Test 3**

Please review your choice carefully. Once this vote is cast by clicking "Confirm", you will not be able to make further changes.

Special Vote: **Candidate A**

**Confirm**   **Change**

Voting is complete when the following screen is displayed.



**International Tropical Timber Organization (ITTO)**  
Online Voting

Home   How It Works   English   Español   Français   Logout **ITTC Member**

 **Success**  
Your vote has been recorded. You may view your voting receipt below.

**Current ballots**

You are registered to vote in the following ballots:

Already voted - Test

**Voting receipts**

You have voted in the following ballots:

[View Receipt - Test](#)

Once the voting is completed and the results have been processed, the results will be shown on the screen by the Secretariat.