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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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.

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](http://live.kudoway.com/test)
- **EUROPE:** [http://live.kudoway.eu/test](http://live.kudoway.eu/test)
- **CHINA:** [https://china.kudoway.com/test](https://china.kudoway.com/test)
# 2. Check Your Readiness

## Before Joining | Preparing for a Meeting

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:

![KUDO App Store Download](image)
![Chrome Download](image)
![Download Edge](image)

If you need help contact support@kudoaway.com

## IT Readiness | Participants Requirements

### Computer
- OS: Windows 7+ or MacOS 10.11+
- Browser: Google Chrome v68+
- Mozilla Firefox v77+
- Memory: 8GB+ (16GB recommended)
- CPU: Intel i5+ (7 recommended)
- Webcam
- Headset with microphone
  - Vox Passport Koss C6300, 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)
- U/C Antennas: 3x3 MU-MIMO (recommended for multiple devices)
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](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**.

- **NEW USER**
  ![New User Image]

- **HAVE KUDO ACCOUNT**
  ![Have Kudo Account Image]

  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 your KUDO account
   - Open the KUDO app and tap on the Sign In button.
   - If this is your first time on KUDO, you need to install the app on your device.

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.

![Image 1](image1.png)

2. **Turn on** your **microphone** and **camera** to **test** audio and video quality.

   If needed, click **Test connectivity** button to test your connectivity.

![Image 2](image2.png)

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

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

![Image 3](image3.png)

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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.