CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES
OF WILD FAUNA AND FLORA
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CITES

Seventy-third meeting of the Standing Committee
Online, 5-7 May 2021

PARTICIPATING IN CITES ONLINE MEETINGS:
A KUDO USER GUIDE

This document has been submitted by the Secretariat in relation to the running of the online meeting.

Participating in CITES online meetings:
A KUDO user guide

Contents

1.   Basic requirements

Browser

- Use Google Chrome, Firefox or Edge.

Google Chrome   Mozilla Firefox   Microsoft Edge

- The KUDO platform does <u>not</u> work on Internet Explorer and Safari.
- The KUDO platform does not work from mobile web browsers, if you are trying to use your mobile device, use the KUDO app.

Internet connection

- Use a good internet connection through an ethernet cable to ensure good sound quality for both participants and interpreters.
- If wired connection is not available, use high-speed Wi-Fi. (Ideally, 20 and 5Mbps for download and upload respectively. 5Ghz/802.11ac highly recommended.)

Headsets

- Use preferably a headset with an integrated microphone with USB connection
- Avoid using earbuds type unless you are connecting from a phone.
- Place the microphone close to your mouth, but avoid breathing into it.
- Mute the microphone when not speaking.

Webcam

- An HD webcam is preferred for a high-quality video.
- Make sure the lighting is sufficient in the room. Point the camera directly at yourself. Leave enough distance between you and the camera so you take up 1/3 of the screen space and your face is visible.

Connection to KUDO

- Test your connection to KUDO, by choosing the following test servers based on your location. 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.

http://live.kudoway.eu/test

<u>Stay updated</u>: Download the latest version of the Internet browser required for KUDO.

2. How to connect to KUDO

- If you are registered as a participant with speaking rights at a CITES meeting, you should have received the KUDO online meeting link and its PIN from registration@cites.org (if not, please write to this address).
- Connect to the online session at least half an hour prior to the communicated start time of the meeting.
- Do not share the meeting link: only participants invited by the CITES Secretariat will be authorized to participate in the virtual meeting. All excess or uninvited participants will be disconnected from the meeting by the operator.
- Open the KUDO invite link on Google Chrome, Microsoft Edge or Mozilla Firefox.
- Close others applications on your computer, other than the browser used to connect to KUDO, in particular applications such as Skype, Zoom, Go-to meetings, WebEx, MS Teams, Outlook which may block access to your computer's microphone and webcam and interrupt you joining the CITES meeting.
- Connect the headset to your computer. Avoid using the computer's speakers and microphone: incoming and outgoing sound must be clearly separated to ensure optimal sound quality.
- When joining the KUDO platform, you need to enter the PIN of the meeting, the name of your Party or organization and your name as well as the official e-mail address used to receive your meeting invitation. This is important as it will allow the Chair to identify you.


For example, CONGO – Jean Bosco Nganongo or UNEP-WCMC – Kelly Malsch. Once both fields have been completed, you may click on the green "Join" button.
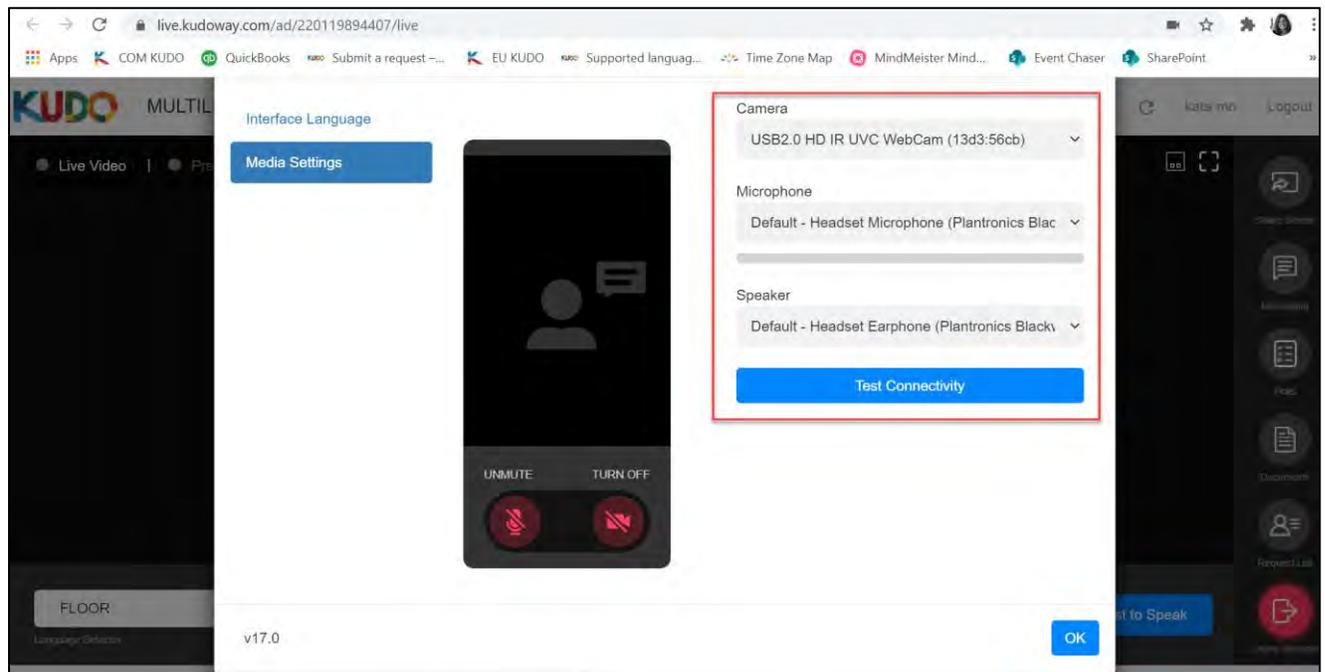
3. How to connect your microphone and camera

- To ensure your video and audio input are working correctly for the meeting, click on the "Settings" icon at the bottom.

- A popup window, as displayed below, will request access to your camera and microphone. Click "Allow".
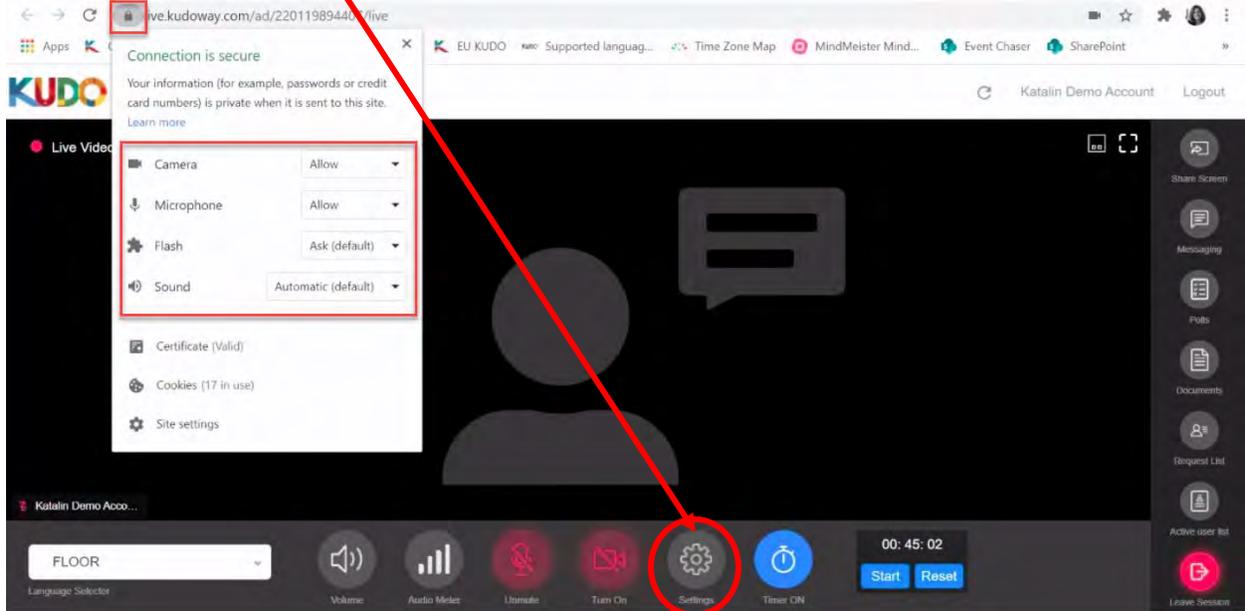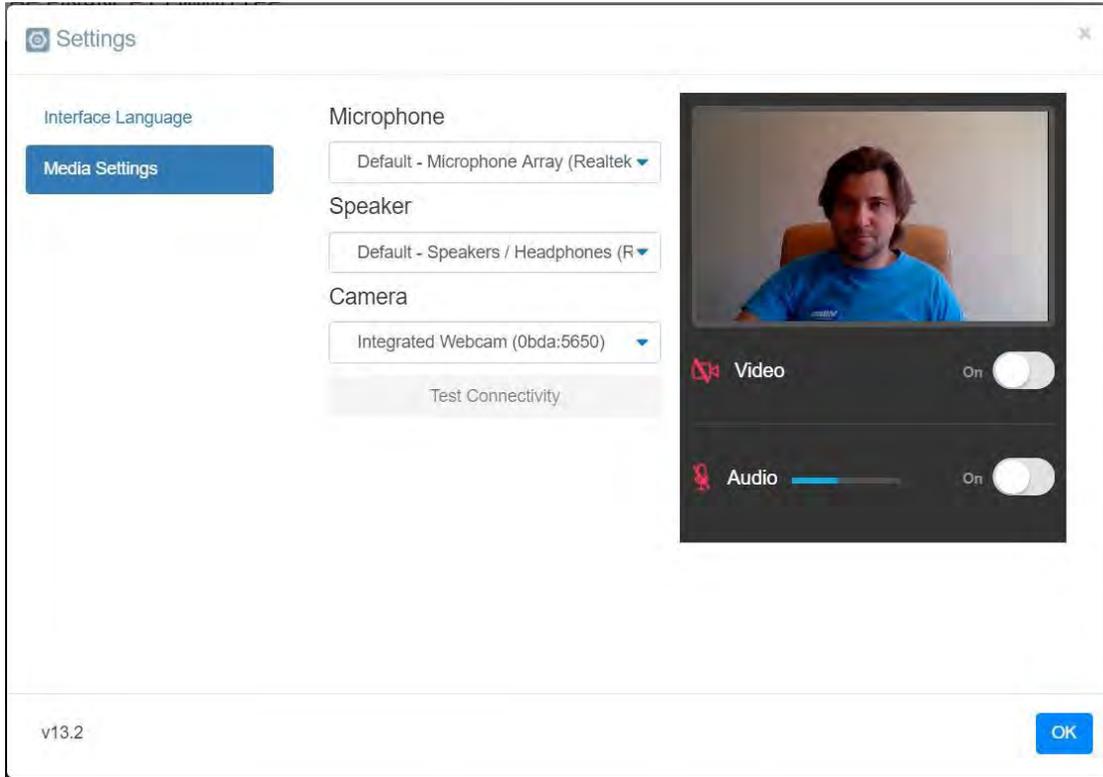

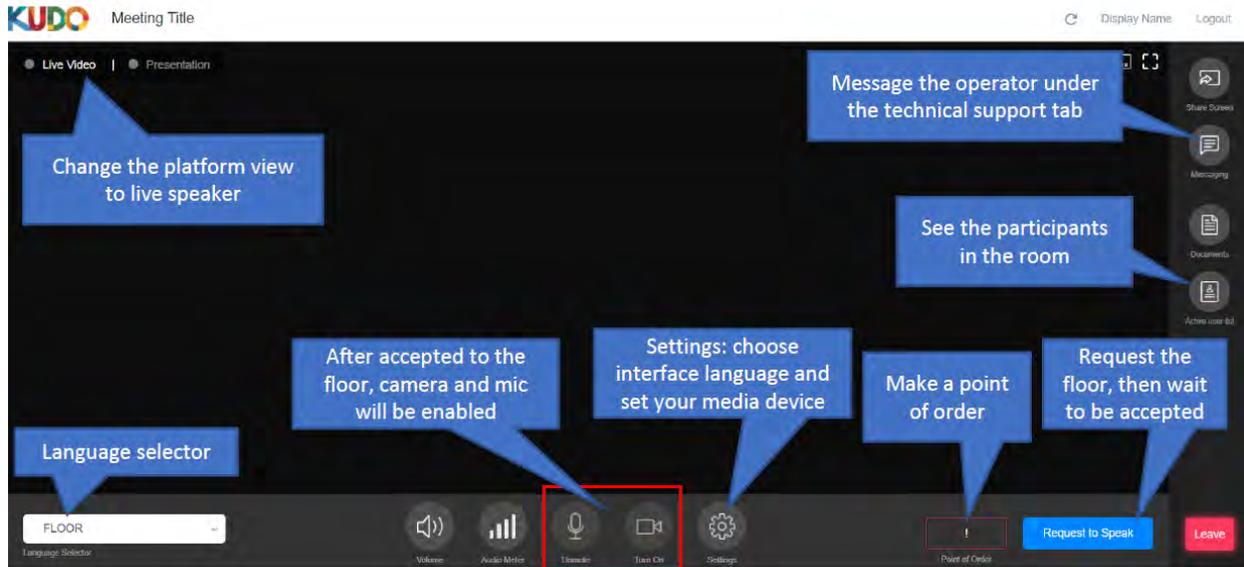- Then to choose the right device under **Media Setting**

- If everything is working correctly you will see yourself in the window and the audio meter will show a blue bar as the system detects sound, as below.
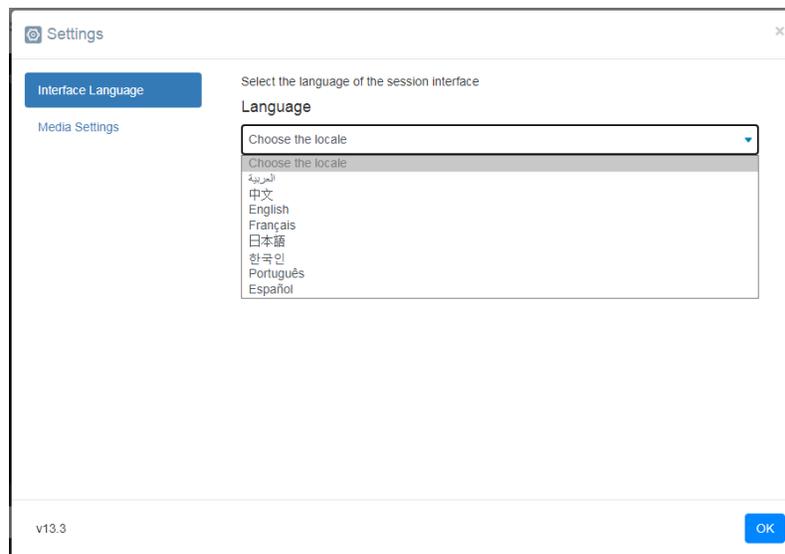
4. Participant interface

This is the participant interface you should see once you have successfully logged in to the online meeting.

In order to change the platform display language, click on the "Settings" icon. Choose your preferred language (English, French or Spanish) from the dropdown menu and then click "OK".

At the bottom you will see the following audio and video buttons as well as the general settings button:
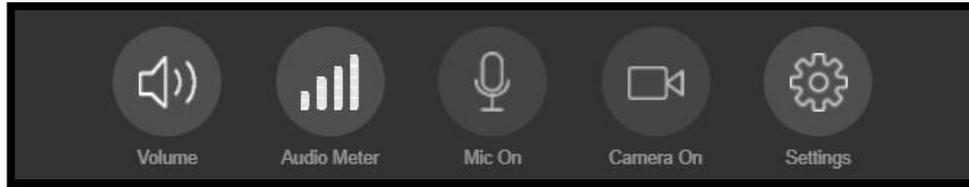
- On the left is a speaker icon to mute/unmute the sound from the platform.
- The second is the "Audio Meter" showing the volume the platform is receiving from your microphone.
- The middle icon is to activate and deactivate your microphone when you have been invited to take the floor. It will turn blue when activated.
- The second icon from the right is to activate and deactivate your webcam. This button will also turn blue when activated.
- The icon on the right is to access your video and audio settings to select which device the platform will use as your Audio and Video source in case these need to be changed.

The column on the right has many features:

- The "Share screen" function allows participants to share their screen. This, in principle, will not be used.
- The "Messaging" function allows participants to chat with each other and to request technical support. There are 3 tabs: participants for general conversation, tech support to get help from the KUDO operator, and the private message tab to contact directly a specific participant. The chat may be used by the Chair to get "yes" or "no" answers from the Members of the Committee.
- "Documents" will, in principle, not be used. Should the urgent need arise, the Secretariat may upload any relevant documents as required. If so, you will be notified and instructed to download them.
- "Active User List" allows participants to see who has joined the online meeting.

In the bottom right corner, you will find:
- "Leave Session" to be used at the end of the online meeting to leave the platform.
- "Request to speak" is the button to click on if you wish to appear on the "Request list" where the Chair can see who would like to take the floor.
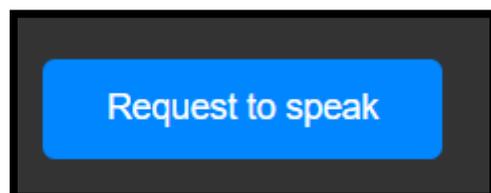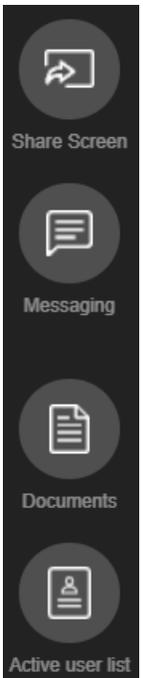
In the bottom left, the language selector gives you a choice of the audio channels/language you would like to listen to via your headset.
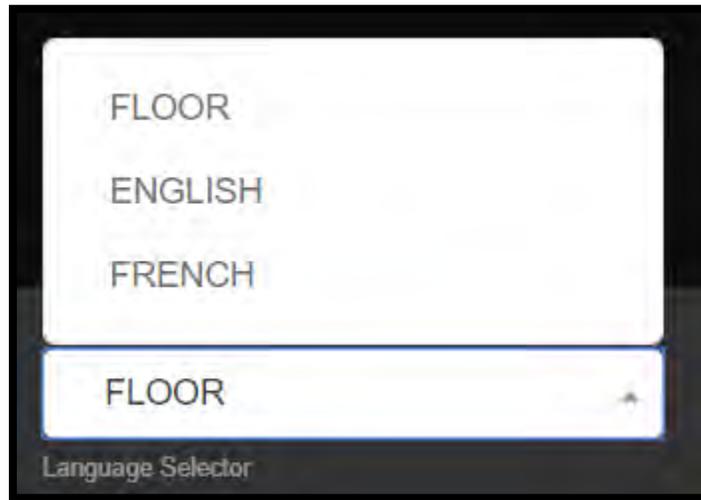

On the top left corner, you can change the platform view. You can either see the presentation or the live video. The platform automatically switches to Presentation mode when a presenter shares their screen (but you have the option to then switch back to live video, or toggle as desired between the two views). There will only be a presentation at the very beginning of the meeting to explain the platform.
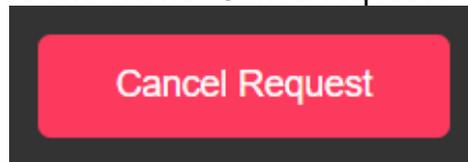
5. How to request the floor

To request the floor, the following procedure must be strictly adhered to.
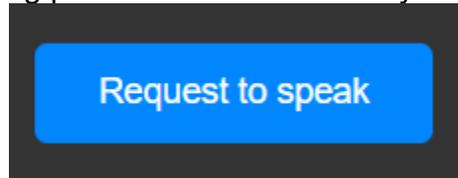
- Click on the "Request to Speak" button in the bottom right **once**. Your request to speak button turns red and shows "Cancel request".


- This will put you in the request list in the order of the requests This list is only visible by the Committee Chair and the CITES Secretariat.

NB: You will not be able to activate mic or camera UNTIL you have requested to speak AND have been accepted to the floor.

- Once the Chair announces that you have the floor, you should turn on your microphone and your camera. Please refrain from starting your intervention until you see yourself in the main screen as displayed in the image below.
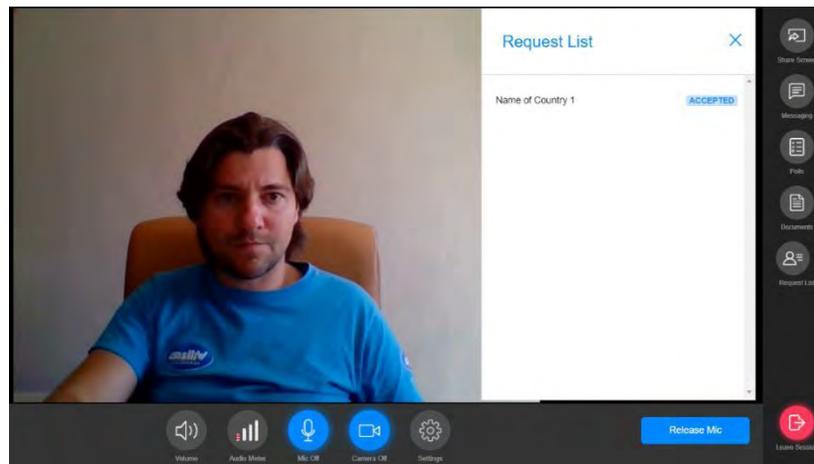
- Only when you are visible in the main window and you see that the "Mic" icon as well as the "Camera" icon are **blue**, will you be heard and seen by other participants.
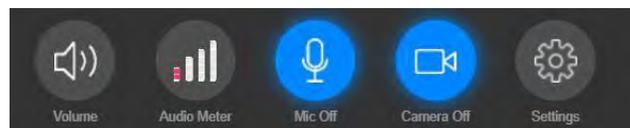

NB: If you have started to speak prior to this, your intervention will not be interpreted!

- When taking the floor, talk directly into the microphone, without turning your head away and avoid touching/moving the microphone.

- Speak clearly with a normal voice when you take the floor and at a moderate pace.

N.b. Please note that if the audio quality of a speaker is insufficient, or if speakers read out written interventions too quickly, their interventions may go uninterpreted.

- Once you have completed your intervention, please click the "Release Mic" button to deactivate your microphone and camera.
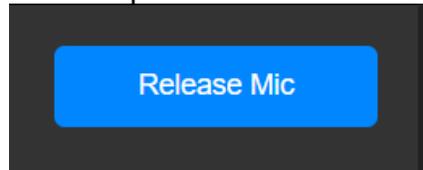
- DO NOT FORGET to release the microphone. 'Release mic' will return you to the audience. You will need to request to speak again if you wish to take the floor again.

6. How to make a point of order (for Parties)

- According to Rule 14 of the Rules of Procedure of the Standing Committee, "A speaker shall not be interrupted except on a point of order, which can be made only by Members or non-member Parties. […] Only Members shall have the right to make a point of order to call for a vote."

- If you want to make a point of order, go to the right side of your screen's bottom bar and click the "Point of Order" button.
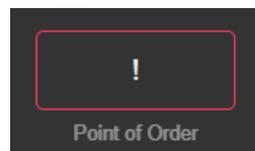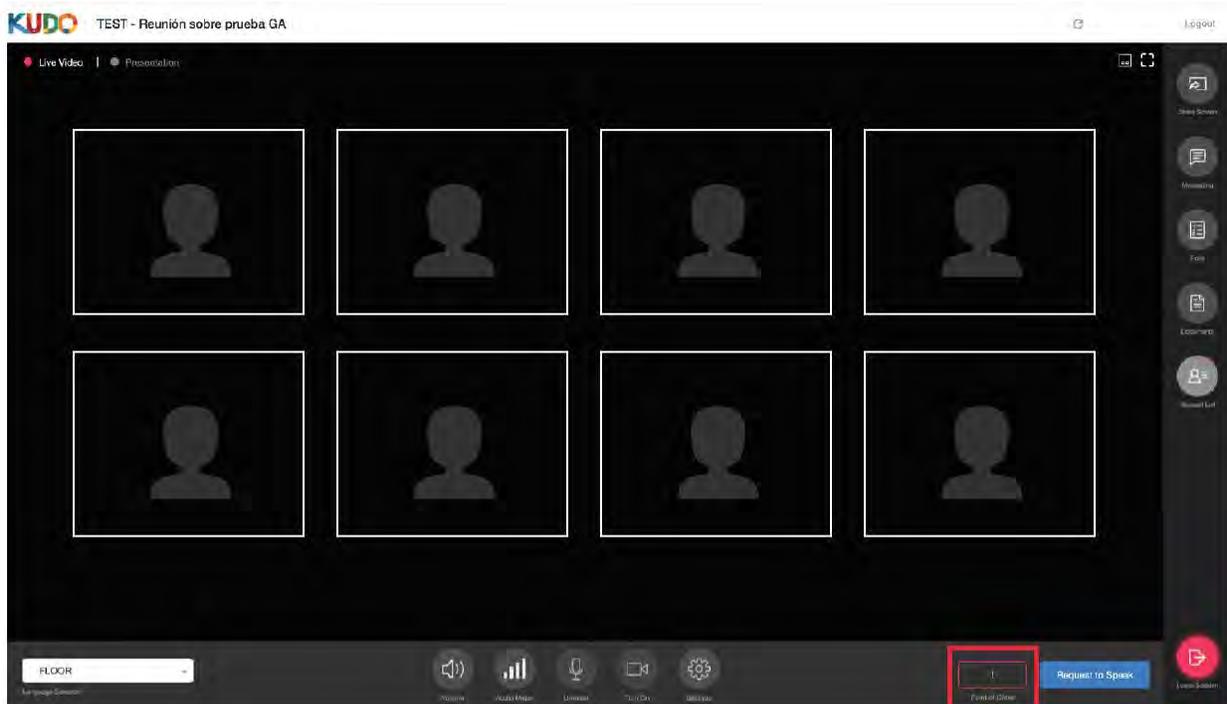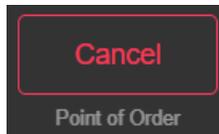

CLICK **POINT OF ORDER**

- Kudo will ask you to confirm that you want to make a point of order. To continue, click the red "Yes, I have a Point of Order" button.
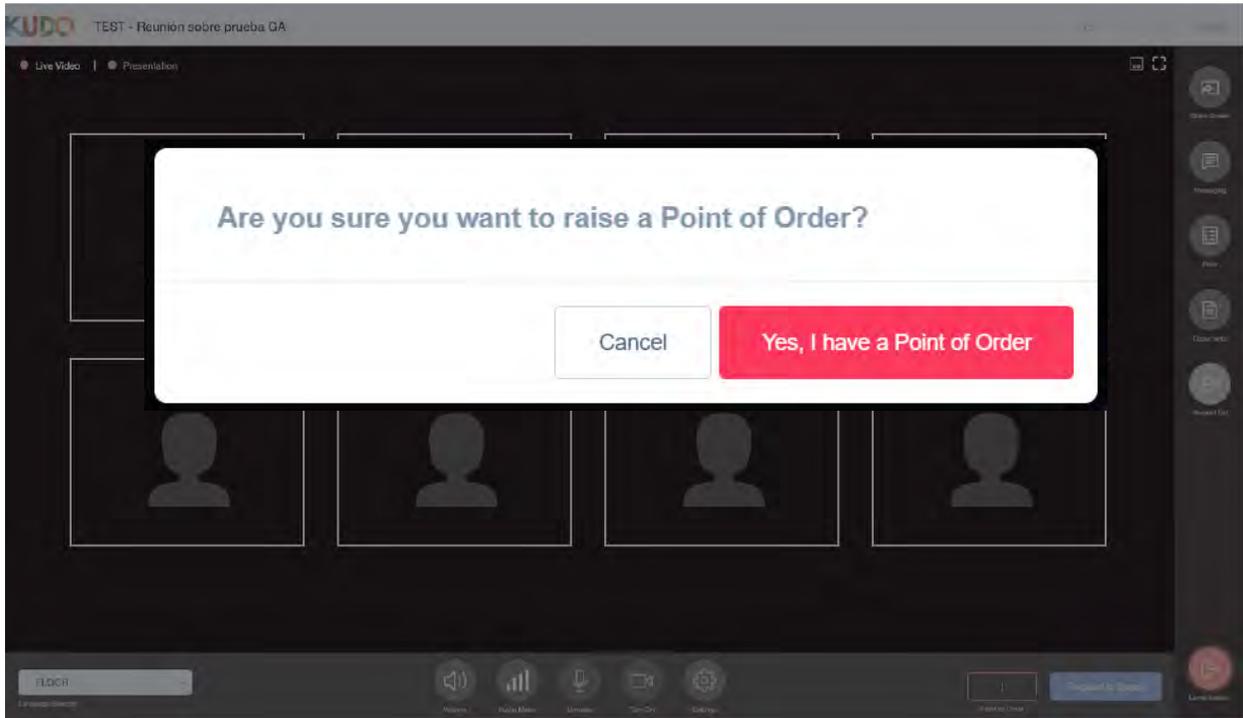

- After confirmation, you will be placed at the top of the request-to-speak list.

- If you no longer want to make a point of order, you can click on "Cancel point of order".
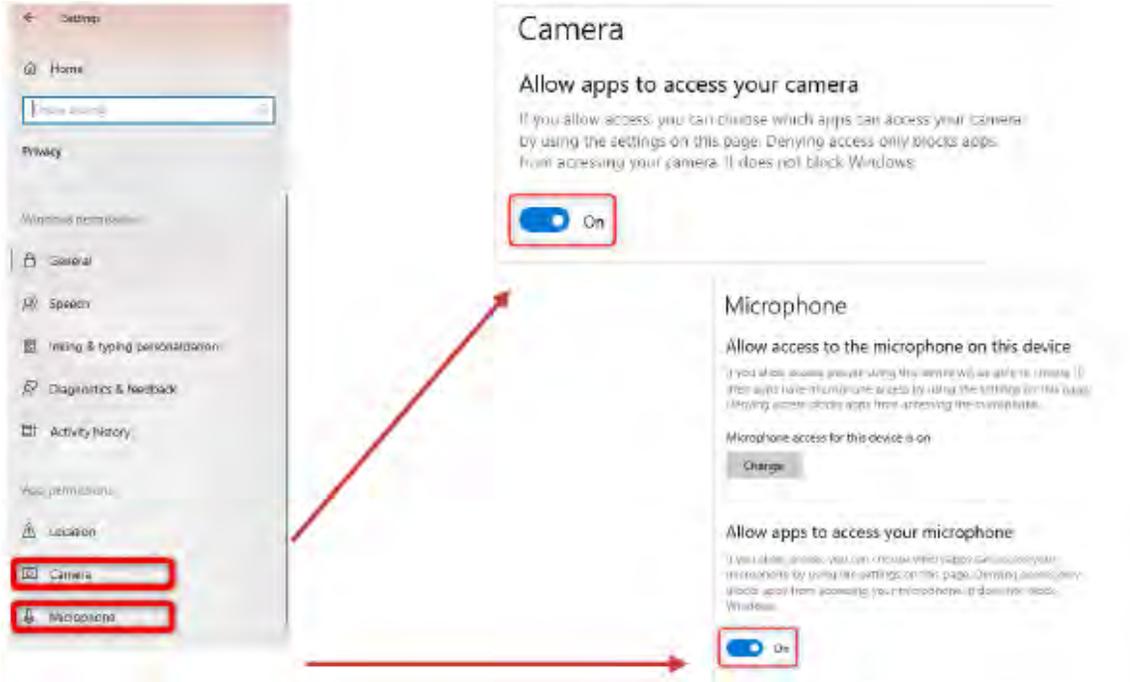
7.   Troubleshooting

- Bad sound quality when <u>listening</u>
  - o Refresh your connection
  - o Sound issues may be coming from the speaker's system, not from your system
  - o Check your internet connection
  - o If using a headset:
    - ▪ Check it is a cable headset, not Bluetooth
    - ▪ Try to unplug the headset and reload your internet page
  - o If not using a headset, try to use a cable headset

- Bad sound quality when <u>speaking</u>
  - o Refresh your connection
  - o Speak closer to your microphone
  - o Turn off your camera
  - o Check your internet connection
  - o If using a headset:
    - ▪ Check it is a cable headset, not Bluetooth
    - ▪ Try to unplug the headset and reload your internet page
  - o If not using a headset, try to use a cable headset

- Failure to take the floor / microphone and camera authorizations
  - o Close all other applications
  - o Check restrictions from your browser
    - ▪ Click on the padlock on the left of the browser bar
    - ▪ Camera and microphone should be "Allowed"
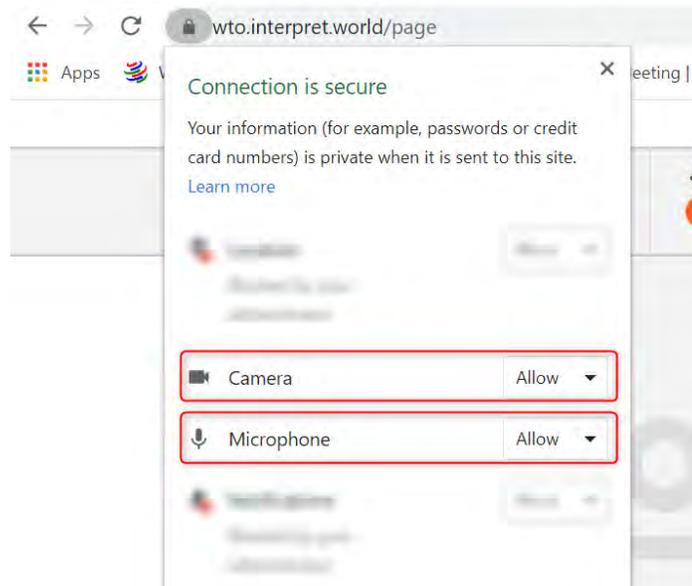
- o   Check the computer settings from your desktop
    - ▪   From your desktop click on "Settings" and then select "Privacy"
    - ▪   Check that camera and microphone are "On" as shown below

8. Video tutorials

https://youtu.be/WcC5HQ09xAI

https://youtu.be/iPE0toOx2Gs

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

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

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

Annex: Detailed technical requirements

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

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

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

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

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.

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)