

# MyMeetings

## User Guide for ITU Kaleidoscope 2020: "Industry-driven digital transformation"

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## 1 Introduction

The new ITU-T MyMeetings tool has been developed by the Telecommunication Standardization Bureau (TSB) to provide a consistent, efficient e-Meetings service to participants in their work. Among the benefits are:

- Hosted on ITU servers, which are accessible from all countries and regions.
- Completely web-based; no OS limitation and no application installation.
- User authentication (users must register before joining).
- Low bandwidth requirements for video and audio.

## 2 Access rights

To join the Kaleidoscope Academic conference access will be restricted to registered users only (please ensure to create a free [ITU account](#) and [register](#) before the event, see [guidelines](#)).

### 3 Connection Requirements

- Wired connection over WiFi is recommended.
- An internet connection – broadband wired or wireless (3G or 4G/LTE). Minimum bandwidth is 1Mbps (up/down) and recommended is 2 Mbps or above (up/down).
- **Microphone/Headset:** A USB headset with microphone is recommended if presenting.

### 4 Supported up-to-date browsers

MyMeetings tool is completely web-based and uses WebRTC technology, which allows audio and video communication to work inside web pages and eliminates the need to install plugins or download native apps.

#### Full Browser support:

The browsers below fully support WebRTC and will deliver the best user experience:

##### Recommended:

- **Chrome (min version: 59)** (<https://www.google.com/chrome/>)
- **Firefox (min version: 52)** (<https://www.mozilla.org/en-US/firefox/new/>)
  - > v67: supports full screen sharing and application sharing.
  - < v67: supports share of specific applications but does not support full-screen sharing.

##### Other:

- **New Microsoft Edge (Chromium based)** (<https://www.microsoft.com/en-us/edge>)
- **Brave** (<https://brave.com>)
- **Opera** (<https://www.opera.com/>)

#### Mobile Browser support:

- **Android:** *Chrome, Firefox, New Edge, Brave*
- **iOS:** *Safari*

#### Partial Browser support:

- **Safari** does not support screen share. A proper functioning cannot be guaranteed using this browser.

#### No Browser support (*no HTML5/WebRTC support*):

- Internet Explorer
- Microsoft Edge

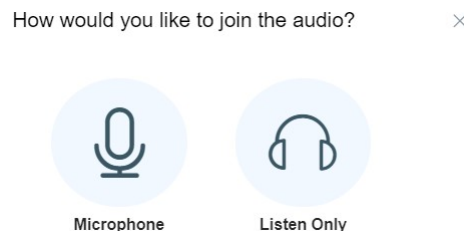
## 5 To join a session

Go directly to the session via: <https://remote.itu.int> and connect using the credentials of your [ITU User Account](#) or via the [MyEvents](#) page where additional resources can be found. Click on the “Join” button of the session of your interest (e.g. ITU Kaleidoscope 2020 – Industry-driven digital transformation).

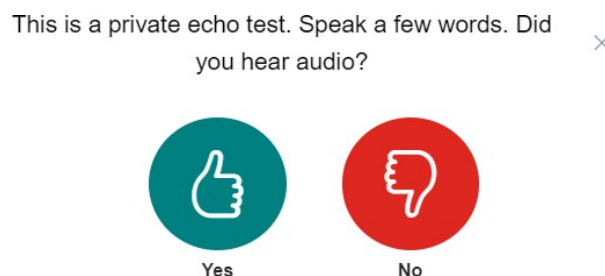


## 6 Configure audio

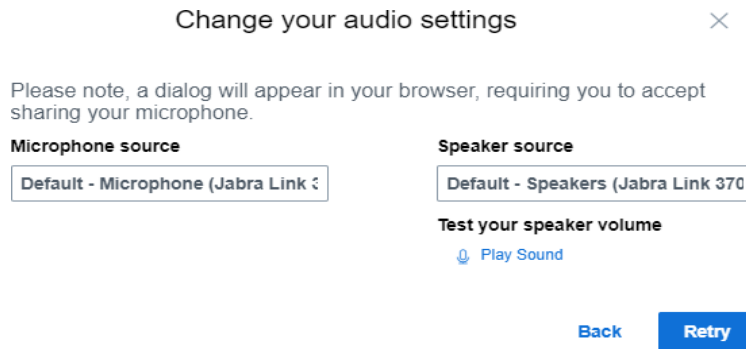
The audio will be automatically connected when joining the session. You will see the window below that gives you two options to join the audio: **Microphone** or **Listen Only**



- 1) The **Microphone** icon allows you to speak to others on the call. When you select this icon, your browser will prompt you for permission to access your microphone, be sure to select **Allow**. You will then enter a private sound/echo test to ensure that your microphone is working:
  - a. If you hear yourself during the test it means the microphone is functioning properly and you should click on **Yes** button



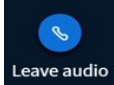
- b. If you do not hear yourself, click on **No** button. This will show you the following window allowing you to make sure that the correct microphone and speaker source are selected.



2) The **Listen only** icon allows you to listen to others but will not allow you to be heard. You may communicate with others using the in-application Chat option (see below).

**NOTE 1** - All participants involved in the Kaleidoscope programme (session chairs, keynote speakers, panellists, paper presenters and co-authors) must join their own session with microphone. They will be muted automatically and unmuted by the Kaleidoscope secretariat when required to chair/present and respond to questions.

**NOTE 2** - If you are not involved in a session either as a session chair or one of the authors of the paper being presented that day select **Listen only**.

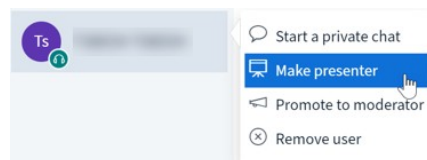
**NOTE:** If you want to switch from one mode to another click on the  and then

click on the 

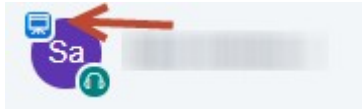
This will redisplay the audio selection window, allowing you to select the desired audio mode.

## 7 To present

To present your slides, the Kaleidoscope secretariat will make you a presenter.



You will know that you are the presenter when you see the screen icon appearing on your name.



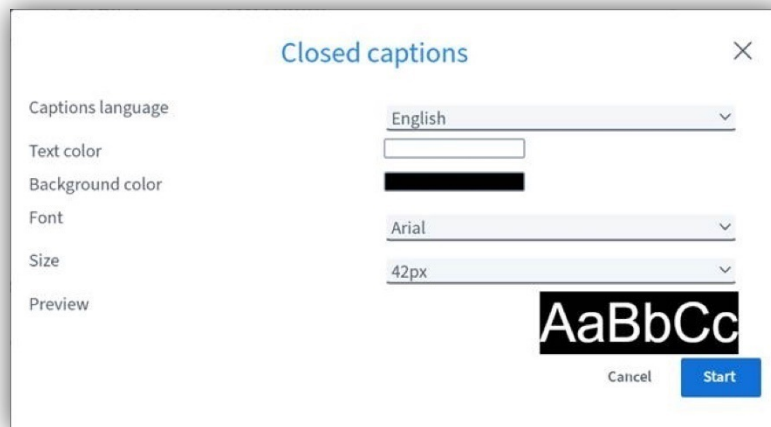
As presenter you will be able to manoeuvre your slides by clicking on the next page (arrow).

## 8 Captioning

During this conference, captioning will be provided. You can activate the captioning, by clicking on the "Captioning" button at the bottom of the screen.



Select your preferred text and background colour, font and size, then click "Start" (note that only English is being provided at this conference):



The most recent three lines of captioning will be displayed; a small scroll icon will appear on the right-hand side of the captioning area in case you wish to look back through the captioning record.

If captioning stops unexpectedly, click on "End captioning" and then "Start captioning". This may happen when a new captioner takes over during the session.

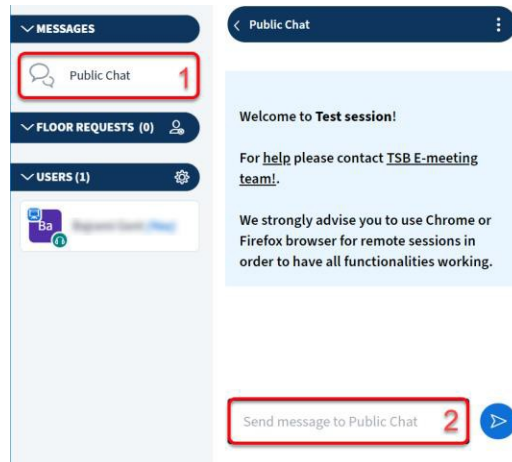
Note that captioning is also provided in a stand-alone "StreamText" window accessible with this hyperlink: <https://streamtext.net/player?event=K2020>.

## 9 Chat (Public and Private)

You can interact with other participants by using the **Public Chat** or **Private Chat**.

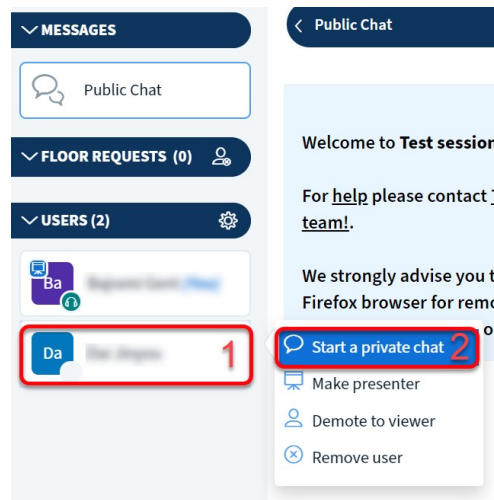
### Public Chat:

Click on the **Public** chat option and then start typing on the text box:



### Private chat:

Click on any user you wish to interact with and then click on “Start a Private Chat” option:



## 10 Minimum network speed requirements

For bandwidth, you must have at least **1 Mbit/sec** upstream and **2 Mbit/sec** downstream.

## 11 Issues/Troubleshooting

In case you have problems connecting, network interruption, screenshare loss please do the following:

- Refresh browser (**CTRL+F5**)
- Log out from the session and log back in
- Enable pop-ups for server [ads.tsb.itu.int](https://ads.tsb.itu.int)
- Disable VPN or any Proxy service you might have configured
- Switch between different browsers mentioned above (recommended)
- Try opening <https://remote.itu.int> with an anonymous browsing window (e.g. Chrome Incognito Mode, **CTRL+SHIFT+N**, or Firefox Private Window, **CTRL+SHIFT+P**)
- Use a different network/location
- Try another device

## 12 Tips for presenters

This remote conferencing tool is simple and intuitive to use, but there are some things you can do to optimize your experience:

- **Use a USB headset:**  
To ensure the best audio quality always use a headset (preferably USB).
- **Check audio ahead and connect before time:**  
Take some time to make sure your microphone is working correctly. Please connect at least five minutes before the start of a meeting to avoid disturbance. This will also allow you to check sound levels and be ready when the meeting starts.
- **Keep your microphone muted when not speaking:**  
Please mute your microphone when it is not your turn to speak. If not, others might hear you cough, swallow, whisper, breathe, or beat your hands on the desktop.
- **Speak directly into the microphone**
- **Watch out for echo:**  
If you are joining from a location that is near another meeting participant, you may hear an echo or feedback (for example, if both you and your cube neighbour dial in to the same call). The best way to avoid an echo is to use a headset.
- **Connect from a quiet environment:**  
Remote participants should speak from a quiet place without background noise. They should speak slowly and clearly to allow the other participants to compensate for any audio problem. They are encouraged to end their remarks with the phrase "This concludes my presentation" or "Thank you session chair".

## 13 Connection security

MyMeetings tool encrypts both signal and media content. It uses HTTPS (SSL/TLS) to encrypt data in transactions between a user client and servers.

Contact:

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