New ITU-T e-Meetings tool
User Guide

1. What is the ITU-T e-meetings tool?

The new ITU-T e-meetings tool has been developed by TSB to provide a consistent, efficient e-meetings service to participants in the work of ITU-T. Among the benefits are:

1. Hosted on ITU servers, which are accessible from all countries and regions.
2. Completely web-based; no OS limitation and no application installation.
3. Same e-meetings tool for fully electronic meetings and remote participation at physical meetings.
4. User authentication, including access control for statutory meetings (users must register before joining).
5. Low bandwidth requirements for video and audio.
6. Self-service and on-demand meetings (coming soon).

2. Who can join the session?

This will depend from the type of meeting you are trying to access. For statutory meetings, the access will be restricted to registered users only. For some meetings you will be able to join without registration, provided you have an ITU user account.

3. Which browsers are supported?

The new ITU-T meetings 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:

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

- New Microsoft Edge Browser (Chromium based) supports full screen sharing and application sharing (https://www.microsoft.com/en-us/edge)
- Brave supports full screen sharing and application sharing (https://brave.com)

**Partial Browser support:**

Joining the session using the following browsers is possible, however certain features like screen sharing are not yet supported. Should you be using these browsers, we cannot guarantee the session will run smoothly:

- Safari
- Opera

**No Browser support (Browsers without HTML5/WebRTC support):**

- Internet Explorer
- Microsoft Edge

**Mobile Browser support:**

- Android: Chrome
- iOS: Safari

### 4. How do I connect my 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

This is a private echo test. Speak a few words. Did you hear audio?

![Yes/No buttons](image)

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.

![Change audio settings](image)

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.

**NOTE:** If you want to switch from one mode to another click on the **Leave Audio Button** and then click on the **Join Audio Button**. This will redisplay the audio selection window, allowing you to select the desired audio mode.

5. **How do I share my screen?**

**IMPORTANT NOTE:** Please use Chrome, Firefox (version 67 and above), New Microsoft Edge or Brave browser if you want to use the screen share option.
To be able to share your screen, the moderator of the session needs to make you presenter.

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

You will see the third button appearing for you next to the audio and video buttons. Click on it and follow the steps explained below.

1. Click on Screen Share button
2. Select the screen
3. Click Share
6. How can I chat?

You can interact with users by using the **Public Chat** or **Private Chat**

**Public Chat:**

Click on the Public chat option and then start typing

**Private chat:**

Click on any user you wish to interact with and then click on Chat
7. **What are the minimum network speeds requirements?**

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

8. **Issues/Troubleshooting**

In case you have network interruption, screenshare loss (it might happen occasionally) please do the following:

1. Refresh browser (CTRL+F5)
2. Log out from the session and log back in.
3. Enable pop-ups for server adfs.tsb.itu.int
4. Switch between different browsers mentioned above (recommended)
5. Try opening [https://remote.itu.int](https://remote.itu.int) with an anonymous browsing window (e.g. Chrome Incognito Mode, CTRL+SHIFT+N, or Firefox Private Window, CTRL+SHIFT+P)
6. Use a different network/location
7. Try another device
8. Contact tsbemeetings@itu.int

9. **How secure is my connection?**

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

Contact: tsbemeetings@itu.int