

Dear Remote Participants,

Warm greetings and we hope this email finds you well.

We are contacting you regarding your remote participation in the **Digital Financial Services and Financial Inclusion Workshop & Focus Group Digital Financial Services Meeting** that will take place on **4 and 5 December, 2014 respectively**. Check your time zone [here](#)

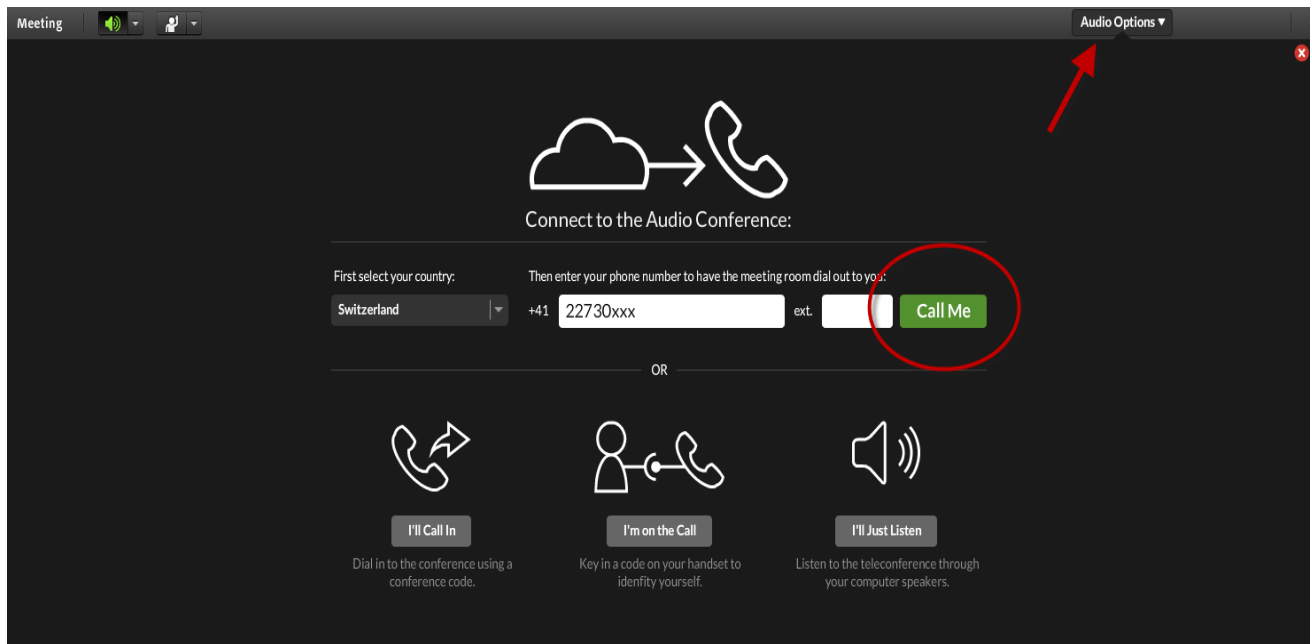
Please click here: <https://connect.itu.int/itu-t-multilingual2/>

1. Select the **"Guest"** option and enter your name in the format **First Name + Last Name + (Country/organization)**. For example; **John Smith (UK)**
2. Make sure you are in a quiet place with enough lighting
3. Make sure you have a **landline** phone and good quality **webcam**
4. On the day of the event, join at least 30 minutes before the meeting starts to ensure you are successfully connected and be able to smoothly intervene.

Once you are in the virtual meeting room, you will be able see the video feed from the room, see the presentations and documents projected on the screens, chat with the moderator, and listen to the meeting in **English** using your computer speakers. However, in order to contribute orally or listen to any of the interpreted languages, please join the teleconference using one of the two options:

### **Option #1**

**Using your landline phone to join**, Click on Audio Options button (on the top right of the virtual meeting room). Select your **country**, enter your **landline** phone number and click on **Call me**



## Option # 2

### Using the ITU Soft Phone

To ensure optimal sound quality for interpretation, it is highly recommended that you download the ITU software meeting phone and contribute from your computer. The minimum requirements to use the Soft Phone are listed below:

1. Windows 7 or 8 installed on your computer.
2. Wired LAN internet connection with no firewall and at least 1Mbit bandwidth.
3. Good quality headset with microphone.

If your set up corresponds to the criteria mentioned above, proceed by downloading the ITU meeting phone from the following link:

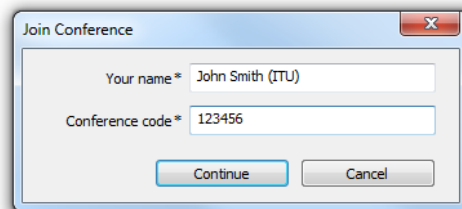
<https://www.dropbox.com/sh/tjmz5pg58k79wrb/1rFM8KYlfk?m>

#### Instructions to use the Soft Phone:

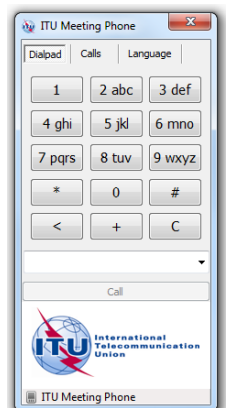
1. Plug in your headset with microphone.
2. Setup your headset properly by clicking on the Start menu --> Control Panel --> Speech recognition.
3. Activate Setup microphone option and follow the onscreen instructions.
4. Mute the sound from within Adobe connect by clicking on the loudspeaker icon on the top left of the Adobe Connect screen.



5. Double click on the ITU Meeting Phone icon.
6. Enter your name and the organization you represent. Proceed by entering the conference code. (use the chat pod to ask the remote participation moderator for this information)



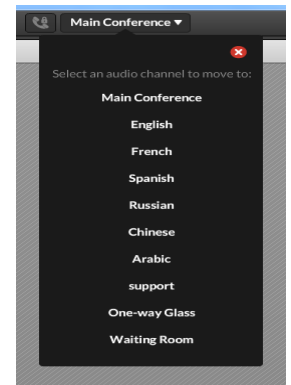
7. You will then be able to listen to the Conference's floor channel. You can also choose to listen to in one of the other languages provided for that meeting. To do so, please click on the language button and select your language of preference.



## Listening to your preferred language

You can do so by selecting it from the drop-down menu that will appear on the top of the screen.

The pictures on the right side might be helpful.



## Requesting the Floor

You will be placed on the Floor Channel by default and you will remain muted until you request the floor.

1. You can do so by clicking on the "Raise Hand" button (located on the top bar in the online meeting room). The meeting host will then give you the floor and you will hear a short audio message on your phone saying "You have been called on by the host, please begin speaking".
2. When you make your intervention, please start by stating your name and the entity you are representing.
3. Once you are finished with your intervention, click on the **Lower Hand** option (located on the same dropdown menu as "Raise Hand").



You also can watch this [Training for Remote Presenters](#) video that may help you.

For support, please contact: [remote.participation@itu.int](mailto:remote.participation@itu.int)