# Important Information regarding remote participation

Given the latest development due to COVID-19, all the ITU-T statutory meetings have been converted into virtual meetings. Due to these changes, we need your full collaboration and it is of high importance that you are well prepared from your side to make this work.

IMPORTANT:

The new ITU-T remote participation tool is completely web based. Please note that the following requirements must be strictly met for this new tool to work:

* Good and stable internet connection (min required 2Mbits/sec)
* Use a headset (USB recommended)
* Use only one of the following up-to-date browsers to join remote sessions:
  + Chrome [(https://www.google.com/chrome/)](https://www.google.com/chrome/)
  + Firefox [(https://www.mozilla.org/en-US/firefox/new/)](https://www.mozilla.org/en-US/firefox/new/)
  + New Microsoft Edge [(https://www.microsoft.com/en-us/edge)](https://www.microsoft.com/en-us/edge)
  + Brave [(https://brave.com)](https://brave.com/)

Failing to comply with the requirements above will lead to poor audio quality, disconnection, no screen share etc.

To be able to join sessions remotely please use the following link: [https://remote.itu.int](https://remote.itu.int/) and log in using your ITU/TIES account.

On the same link, you will also find a test session that you can join anytime to ensure that everything works well for you. We invite you to connect to this session and test your connection prior to the actual meeting.

Please contact the TSB E-meetings team (tsbemeetings@itu.int) if you run into any issues or would like to arrange a test call.

IMPORTANT: Please note that only registered participants can join remotely, so make sure you register online via the relevant Study Group homepage as soon as possible before the meeting. Note that registration requires your organization’s focal point approval, which may add delays.

# Issues/Troubleshooting

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

1. Refresh browser (F5)
2. Log out from the session and log back in.
3. Switch between different browsers mentioned above (recommended)
4. Use a different network/location
5. Try another device
6. Contact tsbemeetings@itu.int

# Remote participation tips

This remote conferencing tool is simple and intuitive to use, but there are some things you can do in order 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 neighbor dial in to the same call). The best way to avoid an echo is to use a headset.

* 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 intervention" or "Thank you Chairman".