Estreemo system
Technical guidance for participants to WFP Executive Board virtual meetings
(Last updated on 3 September 2020)

1. Introduction

As a result of the COVID-19 pandemic, the WFP Executive Board Secretariat has put in place several tools which are going to be used over the coming months in order to hold virtual meetings with the membership. This document includes technical guidance for the participants joining on Estreemo. Please note that **only one delegate at a time can connect his/her device to Estreemo.**

2. Technical support (virtual helpdesk)

We advise all participants to read this manual in advance of any virtual meetings. However, should you require any technical assistance using this system, delegates can communicate to the EB Secretariat by sending an e-mail to wfpsecretarytotheeb@wfp.org .

In order to quickly resolve your technical issues, please share with us your:
   I.   name and country;
   II.   phone number *(should we need to call you);*
   III.   which system you are experiencing the issue with *(Estreemo);* and
   IV.   issue *(brief description),* and screenshot of your desktop or laptop of the issue *(this will help us identify a solution as quickly as possible).*

# 3. Housekeeping tips and additional guidance
Top Ten Tips

1. Where possible, use an ethernet (wired) connection, instead of a Wi-Fi.

2. If using a Wi-Fi connection, make sure it is entirely dedicated to the device that you are using for the virtual meeting and disconnect any other device (Smart TV, mobile phones, etc.).

3. Important: Turn off all applications running on your device (particularly applications such as private VPN connections, email, Skype, WhatsApp, etc.) and launch Google Chrome only while attending the virtual meeting. This also includes ensuring that the WFP webcast should not be opened at the same time of the active Estreemo participant's device.

4. Turn the volume of your speakers to 75% (you can increase or decrease during the meeting).

5. When on video, ensure that you have a solid colored background (no windows or doorways), that you are using a good lighting (no shades) and that any visual distractions are kept to a minimum.

6. Wear headsets with integrated high-quality microphones for better sound quality, but please ensure the microphone piece does not rub against a collar as the quality will be impacted. The use of directional microphones mitigates against extraneous noise.

7. Eliminate background noise and other acoustic interference (participate from indoors, in a room with closed door and windows to avoid extraneous noise), e.g., turn nearby cellphones on silent and mute notification alerts on any other nearby devices to avoid distracting interpreters and/or yourself when speaking.

8. Try to speak more slowly than usual to ensure each word can be heard.

9. Replicate eye contact by looking into the camera.

10. Please send your statements/interventions in advance to the Executive Board Secretariat to be shared with interpreters who will check interventions against delivery (statements will be held with the utmost confidentiality until delivery). Sharing in advance will help mitigate against audio problems arising from poor Wi-Fi connections.

Estreemo specific guidance

1. Connect using a laptop or desktop computer. **Do not** connect using a tablet or smartphone device.

2. **Important - Always manually type** in the Conference Room ID, Username and passwords and **do not use** the previously stored details).

3. When prompted on screen, please click on Allow to authorize the use of your camera and microphone, otherwise, you will not be heard or seen on screen when the floor is given to you.

4. To adjust the size of the video shown on screen, please go to the settings of Google Chrome and adjust accordingly using the plus and minus buttons under zoom setting or click on full-screen icon – please see below screen shot:
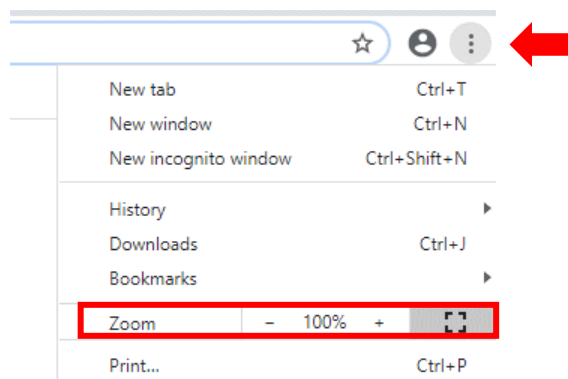
Overview - Accessing a virtual seat the Estreemo system

Purpose: this guidance is addressed to the Board Members who will participate to Board virtual sessions through Estreemo. Please note that the Estreemo system relies on a different technology compared to other applications often used for videoconferencing, such as Zoom or Microsoft Teams. That technology has been developed to provide a better sound and video quality for the final users, through a streaming approach; it however entails a slight delay in the transmission of the sound and video. Users should bear that in mind in their interactions through the system.

System requirements

- Laptop or desktop computer. **Do not connect** using a tablet or smartphone device.
- A strong reliable internet connection – broadband wired or wireless (WIFI)
- Speakers and a microphone – built-in or USB plug-in
- A standard or high-definition webcam - built-in or USB plug-in
- Required Internet browser: Google Chrome

Supported operating systems

- Mac OS X with Mac OS 10.11 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7

For Windows and MacOS users

- Download the latest version of Google Chrome, available here:
  https://www.google.com/intl/en_us/chrome/

User Manual for the Estreemo interface

Step 1 – How to connect

In Google Chrome, browse to the **unique meeting link** provided in the meeting invitation issued from WFPSecretarytotheeb@wfp.org *The unique link is only valid for the event(s) stated in the meeting invitation.*

Please refer to the meeting invitation issued to the membership for the correct unique link.

- **Important:** before entering your credentials, please make sure that you refresh your browser by following one of the methods indicated below:

    Windows
    o   Method 1: Hold down CTRL and click on the Reload button (↻) with the mouse
    o   Method 2: Hold down CTRL and press F5

    Mac OS
    o   Method 1: Hold down ⇧ Shift and click the Reload button (↻) with the mouse
   o   Method 2: Hold down ⌘ Cmd and ⇧ Shift key and then press R

- **Important**: You will be asked to authorize the use of your webcam, as per the screenshot below. Click on *Allow*

- Then in the following window, insert the **unique Conference Room ID: (please refer to the meeting invitation for this ID). When joining in, <u>please always type</u>** in the Conference Room ID and **do not use the previously stored details**);
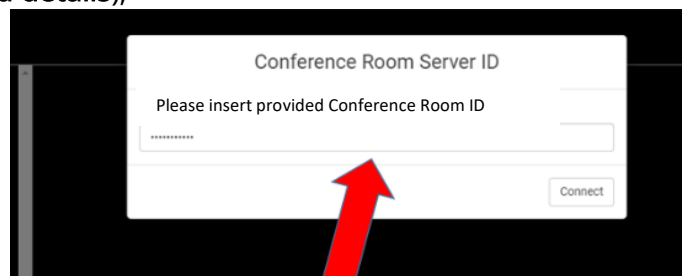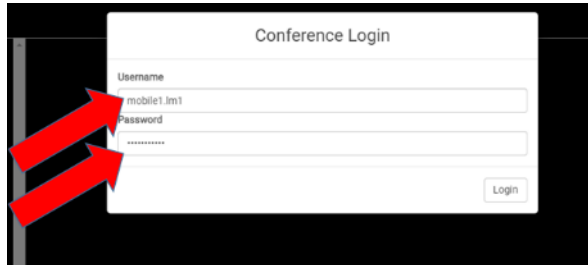

- Click on *Connect* (the server will then start connecting);
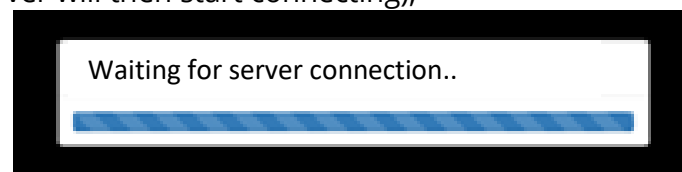
Step 2 – Username and password

- Insert your **Username** and **Password** (both will be provided by the WFP Board Secretariat), then click on *Login;* <u>please always type</u> in the Username and Password and **do not use the previously stored details;**
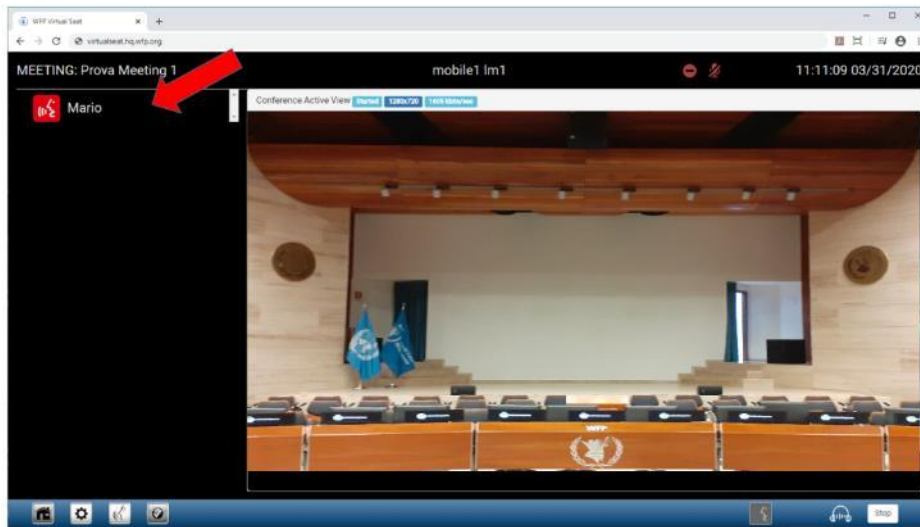

Step 3 – Language and speakers

You are now connected to the system and you will see the main room.
- Select the language you want to hear on the bottom of the screen (see the red arrow below);
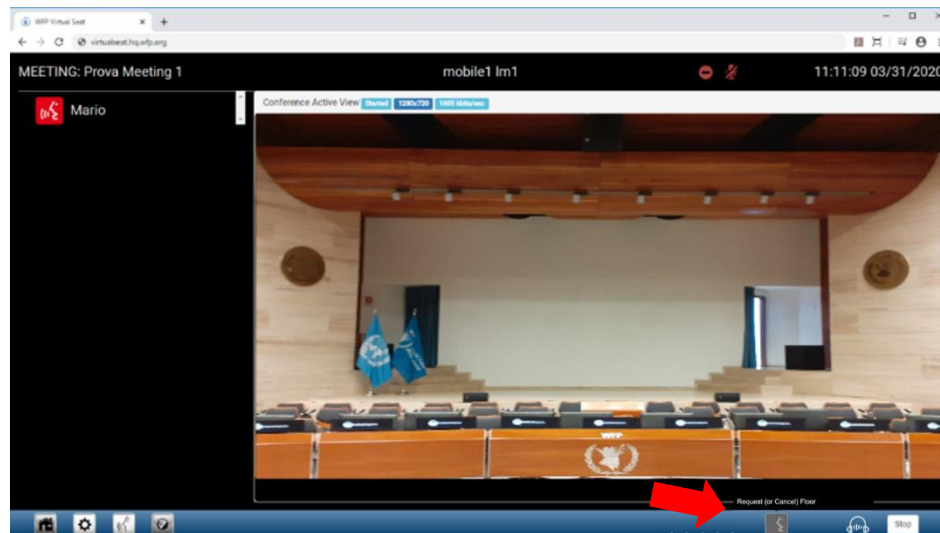 *Note: you will see all languages available.*
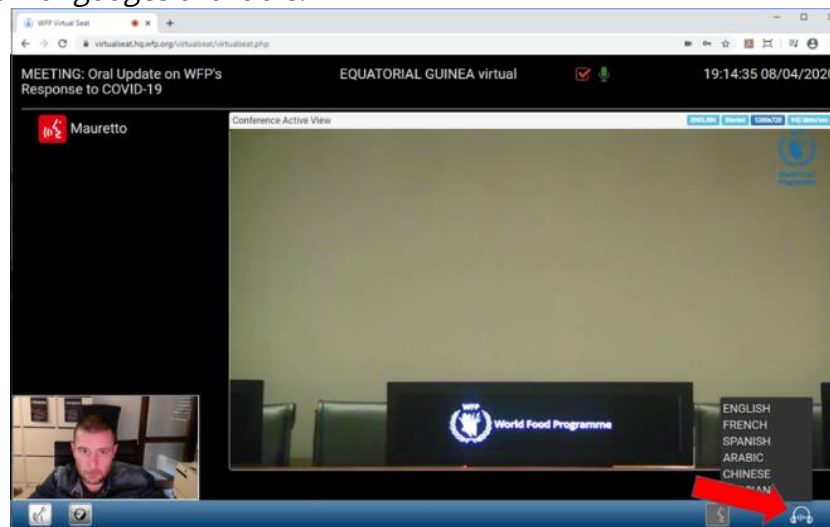
In the column on your left you will see the name of the active speakers in RED;

Step 4 – How to request the floor

- To request the floor click on the button indicated by the RED arrow;

- Text boxes will appear when passing the mouse over buttons '*"request floor"* or *"cancel floor"* which allows an easier way for the participant to book or unbook the floor and the central technician in the Auditorium to switch the microphone on and off, as per current practice in the Board.

You will then be inserted in the speakers list in GREEN;
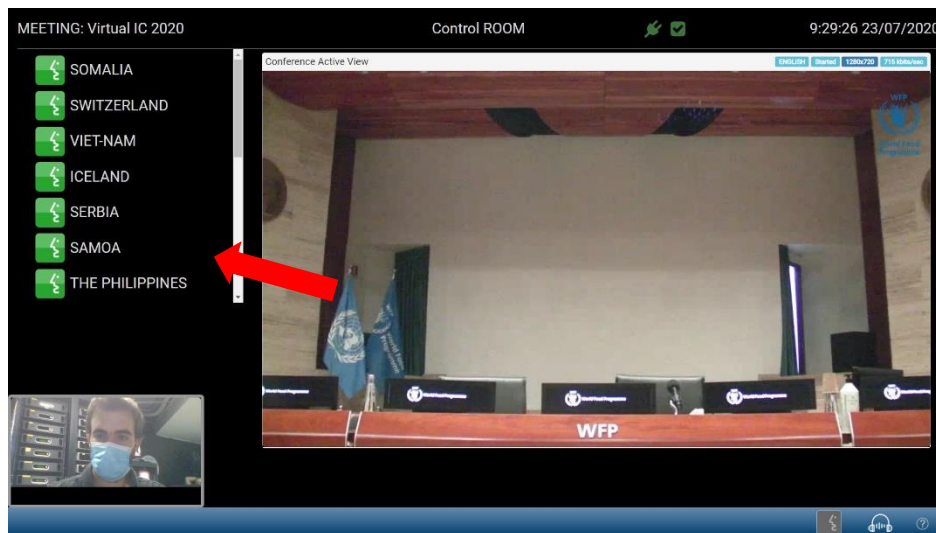
- You will also be able to see the full List of Speakers *(if activated for the meeting which will remain the default unless otherwise changed by the Chair).* Please scroll through the list to be able to see all users who have requested the floor;

Step 5 – When you are ON AIR

- When the Chairperson of the meeting gives you the floor you will be asked to authorize the use of your microphone as per the below screenshot (only the first time you speak as your microphone will be authorized henceforth):

- **Important: if you do not authorize the use of your camera and microphone you will not be able to speak when the floor is given to you. Please ensure you click on *Allow*.**
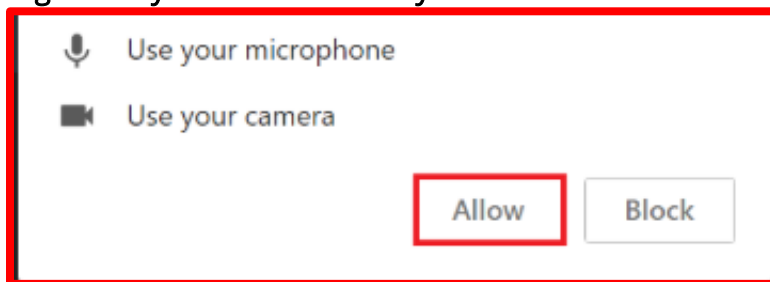
- Click on *Allow* and you will then be **ON AIR;**

Important: note there will be 2-3 second delay from when the floor is given to you, resulting in the change in video screens going black temporarily, until you are able to speak – please remain connected as this is **not** a connection issue.

Once you are given the floor only speak when there is a **Red** box around your screen (see fig.1 below) - you will be transmitting your video and audio to the meeting participants. Your name will be now in **RED** in the left column (see fig.2 below). While you are the active speaker, you will be viewing your own video on the main screen.

fig.2

fig.1
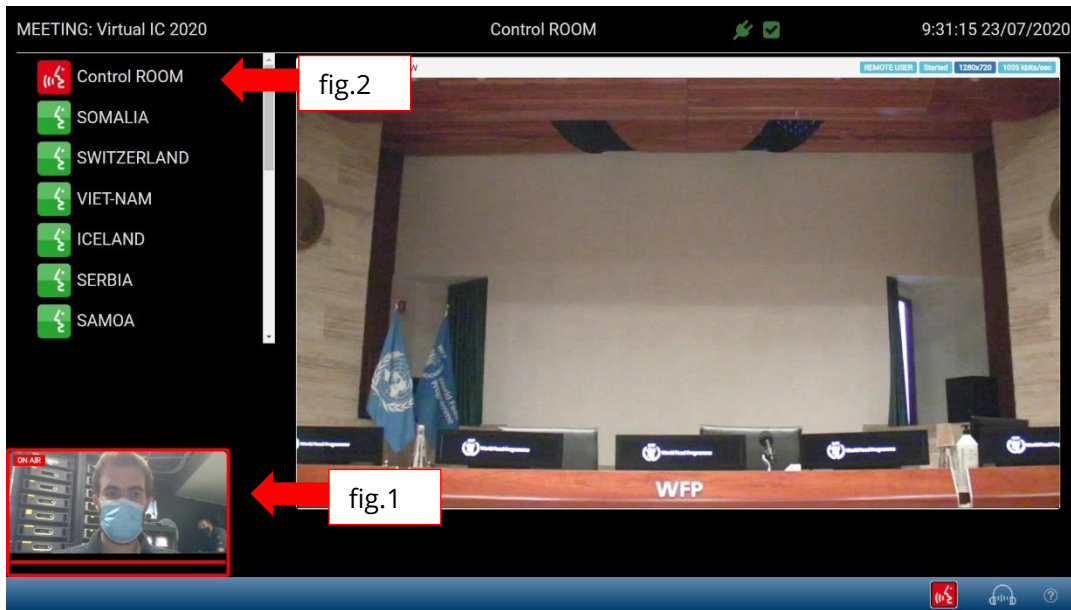
- When finished, your microphone will be closed remotely by the audio-video technicians.

Troubleshooting

SYMPTOM	RESOLUTION
Message with black background "Waiting for video."	Normal condition, resulting from temporary user network problems. In most cases it is sufficient to wait some seconds to get the video stream back.
Message error "Bad Connect – Access refused for user."	Wrong conference ID. Please insert the correct conference ID and click "Connect".
Any other error or message	Reload the web page using the "Reload" button in Chrome, located at the left of the URL bar.