

A large circular graphic is centered on the page. It is divided into several colored segments: a large orange segment on the left, a red segment on the right, a yellow segment at the bottom right, and a teal segment at the bottom left. A white circle is overlaid on the center of this graphic, containing the text "KUDO | User Guide".

KUDO | User Guide

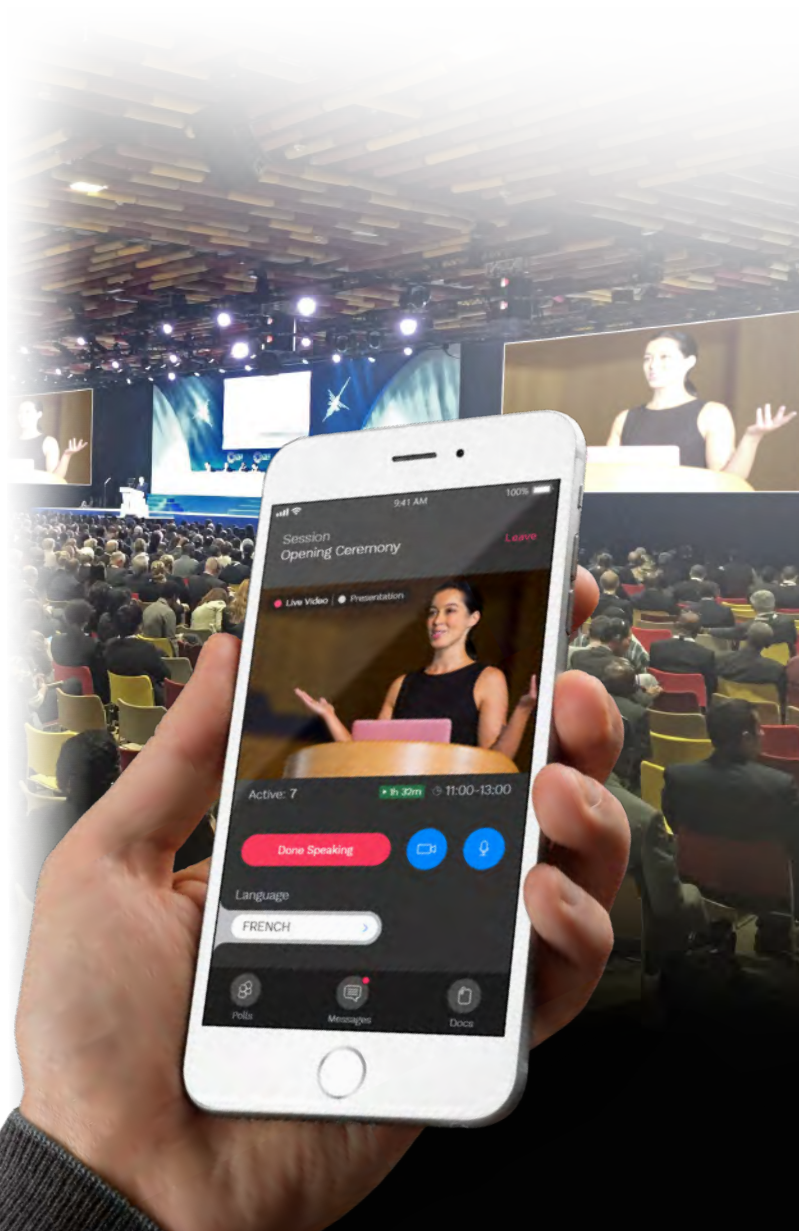


Multilingual Meetings. Reinvented!

The Ultimate Cloud-Based Solution
for Multilingual Meetings
.....
With Human-Powered
Simultaneous Interpretation

Welcome to KUDO!

We have prepared this user guide to help you familiarize yourself with our platform, and acquire all the knowledge you need to start taking advantage of all its features. After you have gone through this guide, you'll be able to make the most out of your video conferences, webinars and other cloud-based meetings, regardless of location or language of your audience or the members of your team.



Download on the
App Store

GET IT ON
Google Play



Computer

- OS: Windows 7+ or MacOS 10.11+
- Browser: Google Chrome v68+
Mozilla Firefox v77+
- Memory: 8GB+ (*16GB recommended*)
- CPU: Intel i5+ (*i7 recommended*)
- Sound Card (*HD quality recommended*)
- Webcam
- Headset with microphone
- Permission: allow browser to have access to camera and microphone
- Avoid using ad-blockers



Mobile

- Android 6, 7, 8, 9
- iPhone 6s, 7, 8, X with iOS 12+
- iPad, iPad Pro with iOS 12+
- KUDO App installed
- Allow access to camera and microphone when prompted



Internet Bandwidth

- Audio: minimum of 64 kbps
(*recommended 128 kbps*)
- Video: minimum of 320 kbps
(*recommended 1.2 mbps*)
- On mobile: 4G and LTE work well for up to 6 concurrent streams
- Low latency bandwidth is required for uninterrupted video



Security

- Open TCP port **443** for SSL
- Open UDP Port **3478** for A/V stream
- Firewall or Endpoint Security software to allow above ports
- Only transparent proxy is supported. Forwarding proxy with Kerberos and proxy requiring authentication are not supported.



Network & WiFi

- Wired internet connection
(*highly recommended*)
- WiFi: 5Ghz 802.11ac/ax
(*if wired connection is not available*)
- In crowded environments, 5Ghz and 802.11ac/ax routers are required
- With 2.4Ghz, intermittent and choppy video/audio will be experienced

Router / AP

- Must have isolated 5Ghz capability
(*isolated / separate bands*)
- Wireless speed: AC1750 to AC3200
(*highly recommended*)
- I/O Antennas: 3x3 MU-MIMO
(*recommended for multiple devices*)

We are excited to have you taking part of a meeting on KUDO. Please refer to the items below to help you prepare and make the most of the presentation.

.....

A Good Headset

- Ideally, a USB Headset.
(Professional-grade is highly recommended)
- Avoid using earbuds type unless you are following from your phone.
- Place the microphone close to your mouth but avoid breathing into it.

Internet Connectivity

- Use Google Chrome as your browser.
 - Use a wired connection.
(Preferred)
 - If wired connection is not available, use high-speed Wi-Fi instead.
(Ideally 20 and 5 Mbps, for download and upload respectively. 5Ghz / 802.11ac is highly recommended)
-

Stay Updated

Make sure you have the latest version of the KUDO app and Google Chrome before joining a meeting. Click on the links bellow to download them:



A Webcam

- An HD webcam is preferred to get a high quality video.
- Point the camera directly at yourself.
- When you seat in front of your computer, leave enough distance between you and the camera, so your face is entirely visible.

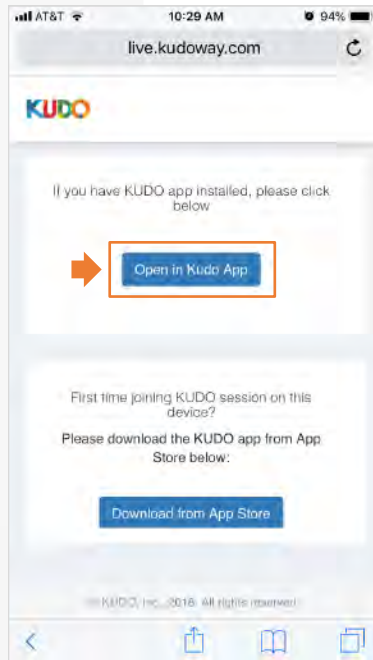
Professional Environment

- Choose a private and quiet room to speak from.
- Make sure the lighting in the room is adequate.
- Place yourself so that there is a blank or plain background.

If you need help contact office@anm.co.rs

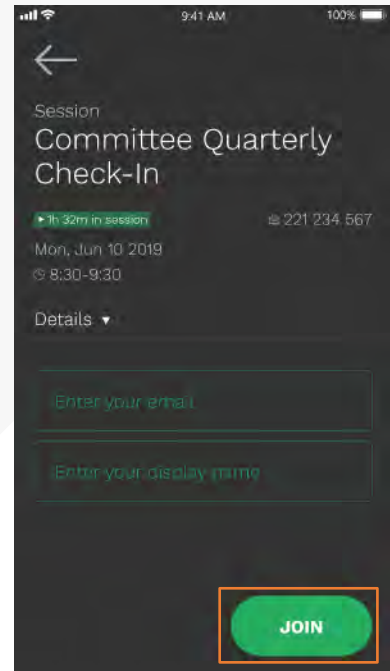
From a smartphone

1



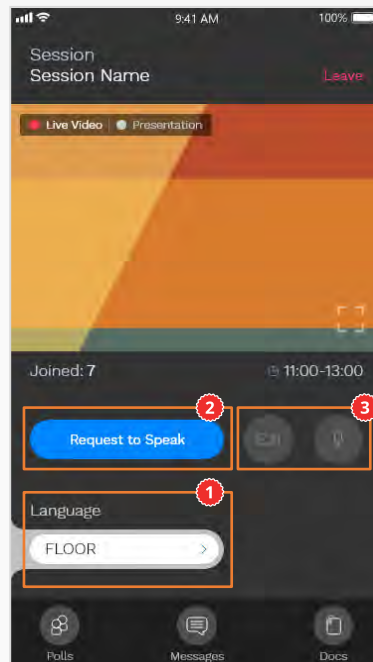
On your smartphone go to the **provided link** and select **Open in Kudo App**.

2



Fill out the form, Select **Join** and you're in!

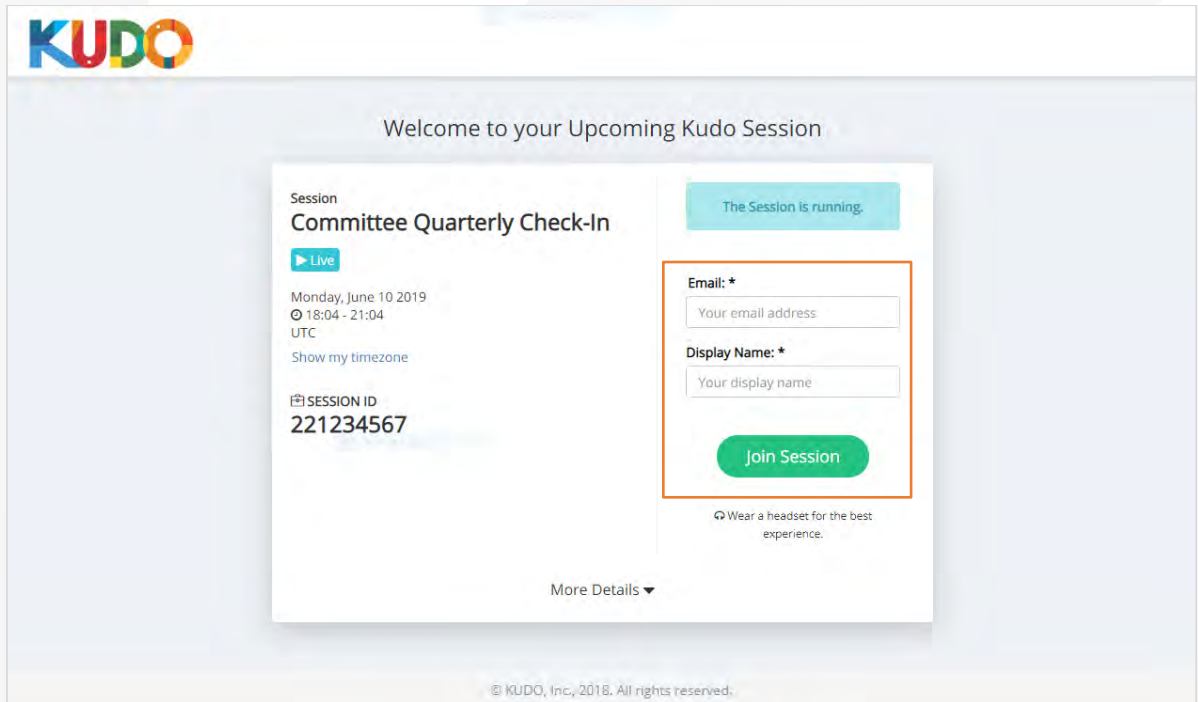
3



Once you are in, select **Floor** and choose your preferred language.¹ To speak, select **Request to Speak**² (if required), and activate your Camera and Mic³ once cleared.

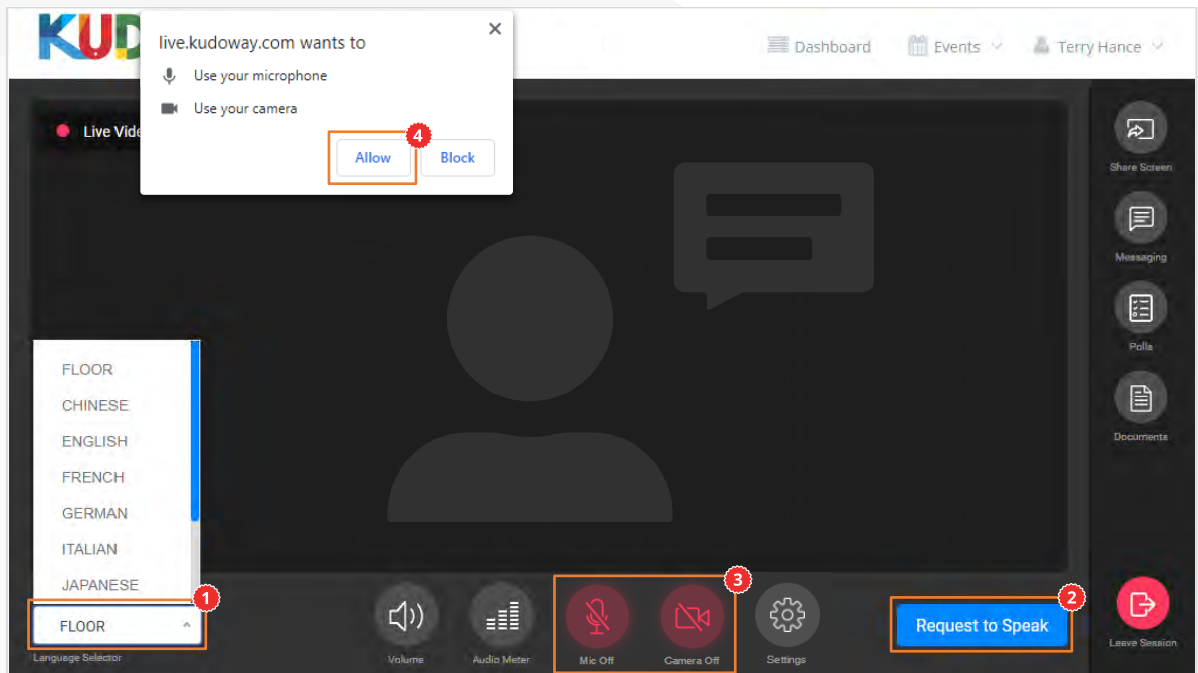
From a computer

1



On **Google Chrome** go to the **provided link**.
Fill out the form, click **Join Session**, and you're in!

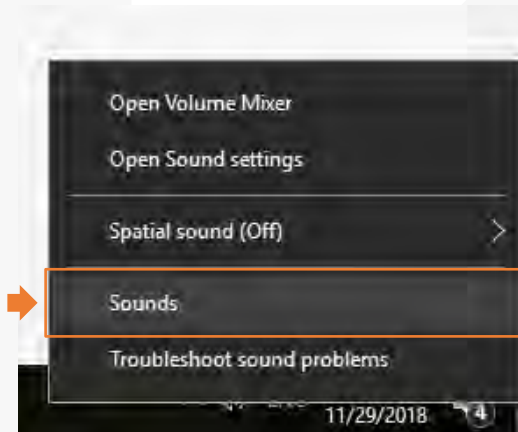
2



Once you are in, click on Floor and choose your **preferred language** from the dropdown list.¹
To speak, click on **Request to Speak**² (if required), and activate your Camera and Mic once cleared.³
If this is your first time on KUDO, click **Allow** when prompted, to enable the use of your devices.⁴

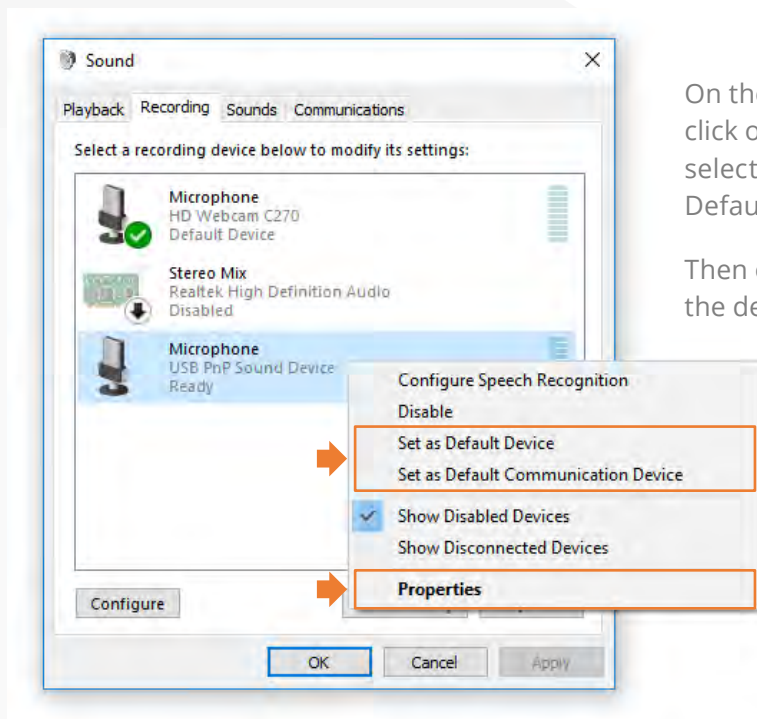
Windows users

1



Right click on the loudspeaker icon at your Windows menu bar and select Recording devices or Sounds (depending on the Windows version you have installed).

2

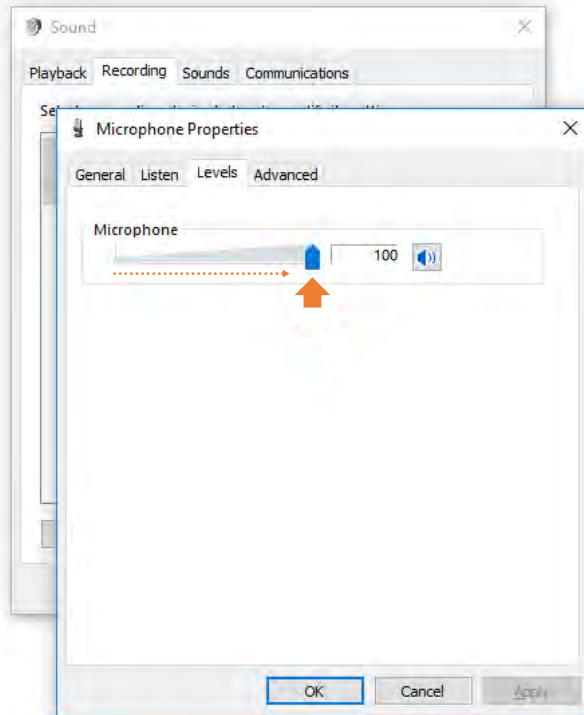


On the Playback and Recording tabs, right click on the microphone you're using and select Set as Default Device and Set as Default Communication Device.

Then on the Recording Tab right click on the device and select Properties.

Windows users

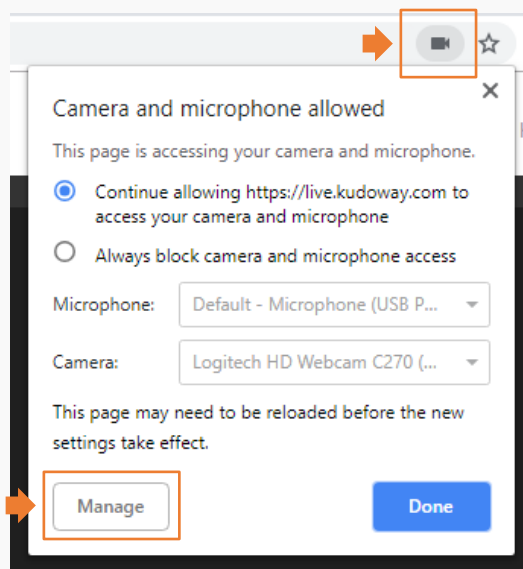
3



Click on the Levels tab and adjust the microphone sensitivity to a level between 75-100.

Click OK, close the Sound window, and go back to KUDO in Chrome.

4



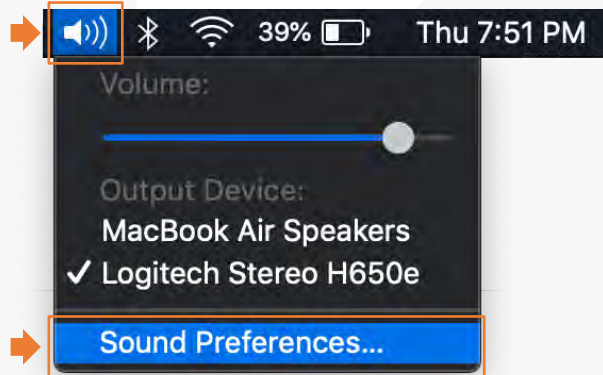
To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field.


You can click on Manage and select a different microphone through the browser settings.

Reload your browser tab to make sure the settings are updated.

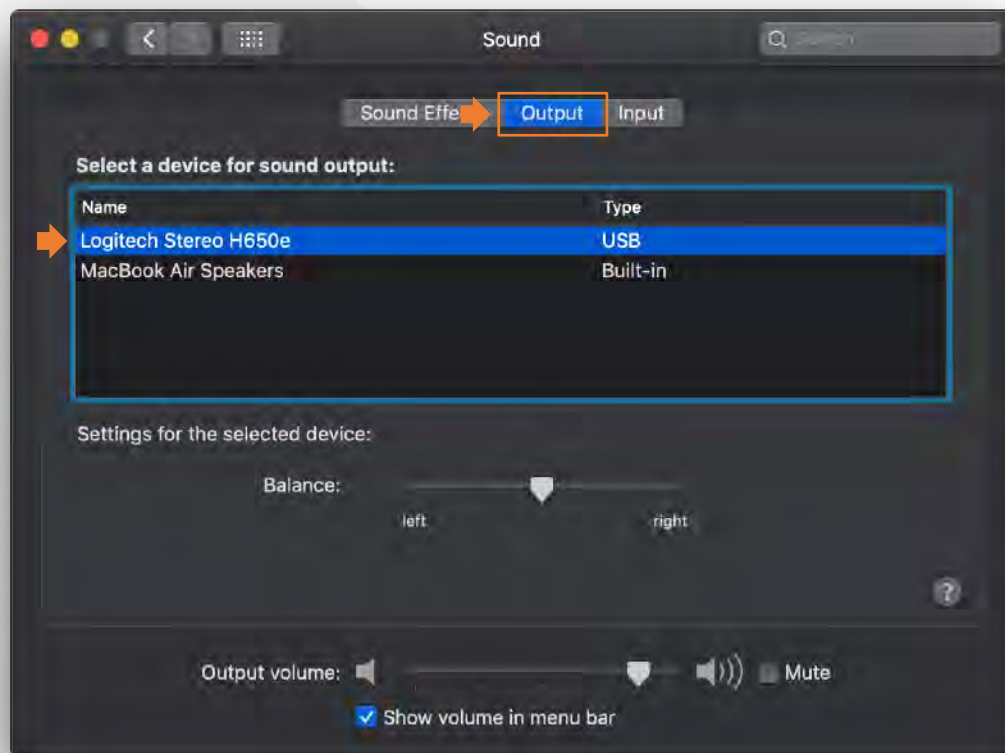
MacOS users

1



Click on the loudspeaker icon at the menu bar and select Sound Preferences. If you can't see the icon, click  at the menu bar and select System Preferences, then select Sound from the list.

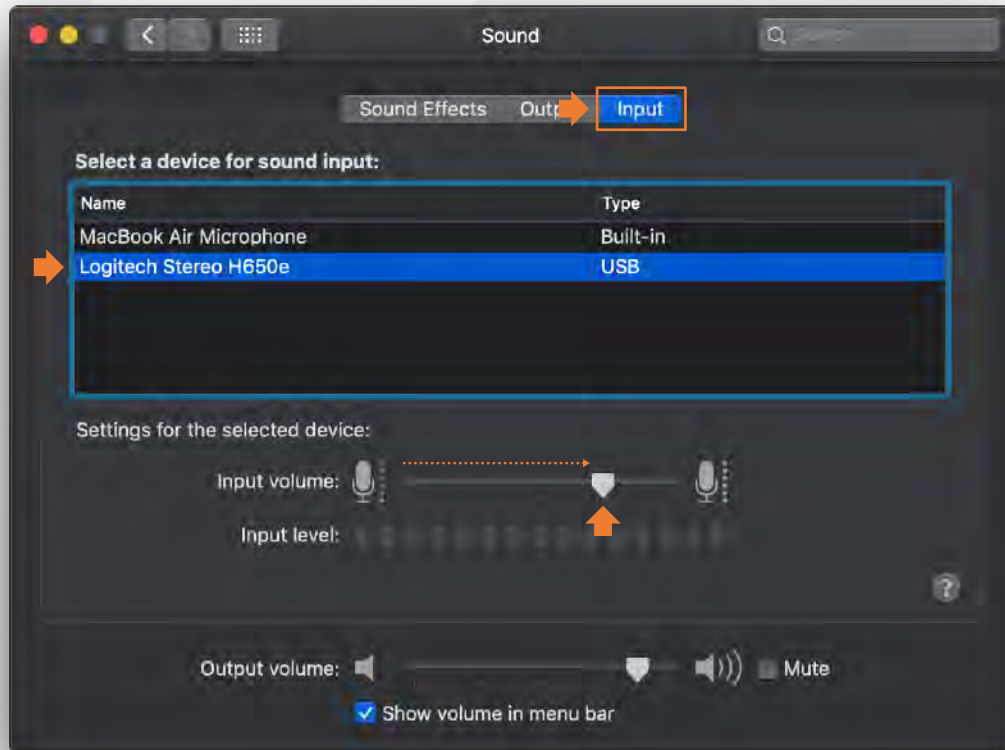
2



On the Output tab, select the headset you are using from the list.

MacOS Set-up

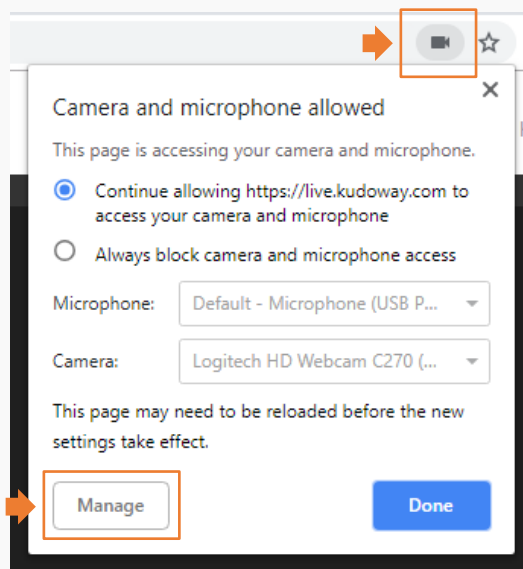
3



On the Input tab, select the headset you are using from the list and adjust the microphone volume to a higher level with the Input volume slider.

Close the Sound window, and go back to KUDO in Chrome.

4



To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field.

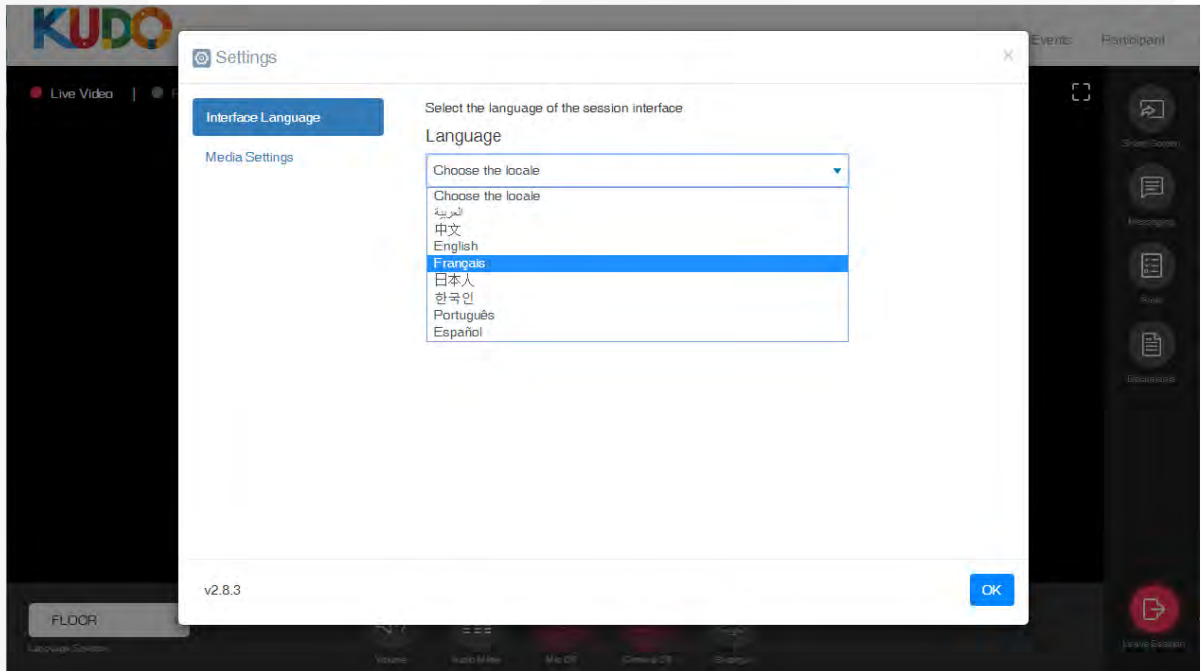
You can click on Manage and select a different microphone through the browser settings.

Reload your browser tab to make sure the settings are updated.



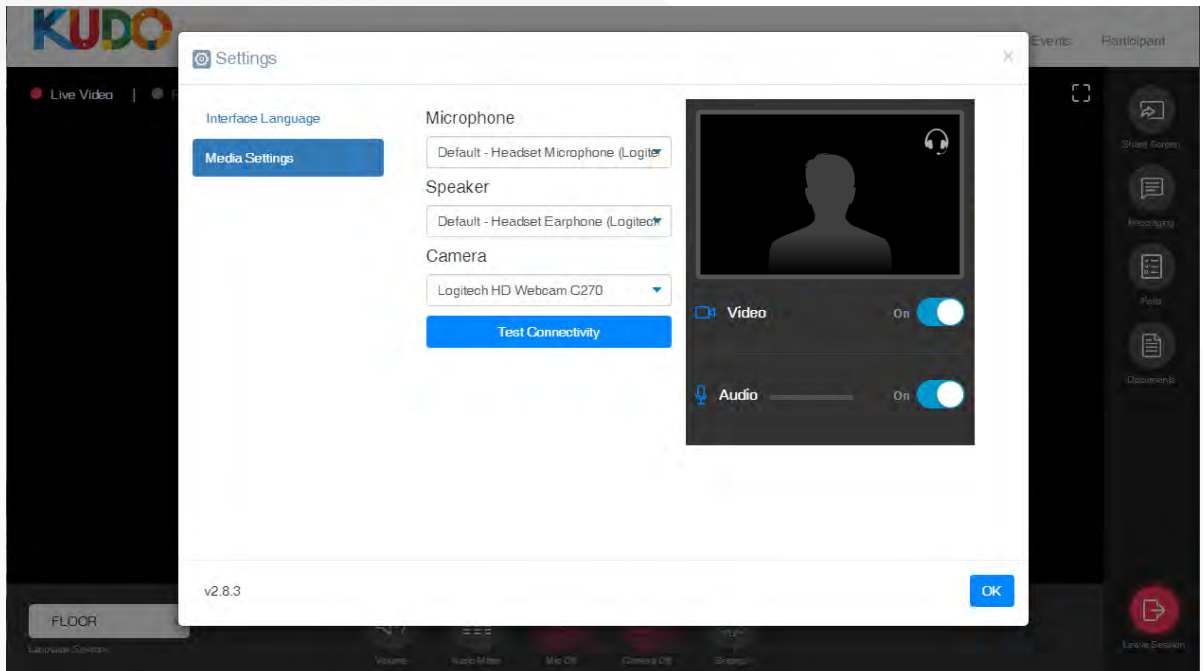
From a computer

1



Click **Settings** and select your preferred **Interface Language** from the dropdown list.
(This setting will be automatically used everytime you join a meeting on KUDO)

2

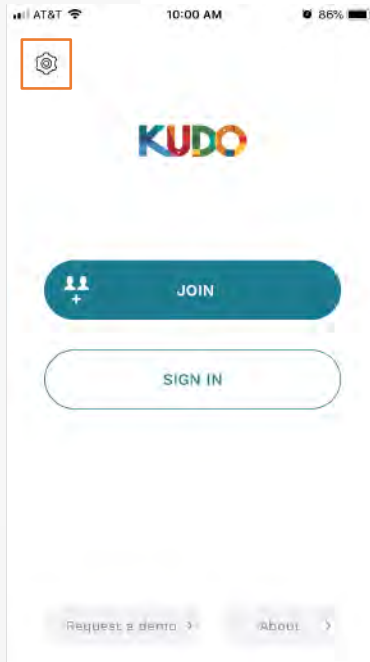


Click **Settings**, select **Media Settings**, and choose the devices to be used as **microphone, speaker** and **camera** from the corresponding dropdown list.
(This setting will be automatically used everytime you join a meeting on KUDO)

You can also test your **internet connectivity** on this window.

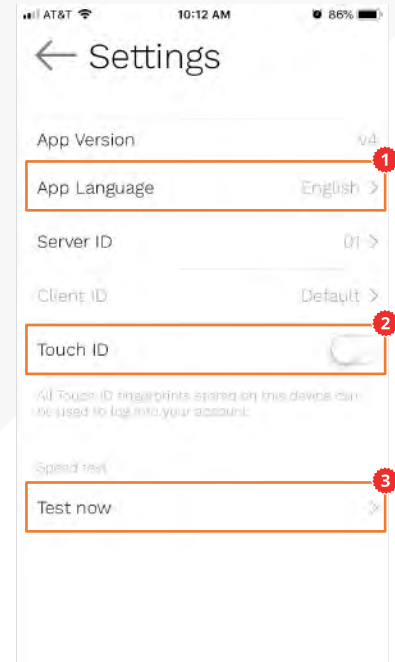
From a smartphone

1



Open KUDO and select the **gear icon** to access the **Settings** screen.

2



Select **App Language** and choose your preferred interface language on the next screen.¹

Enable/disable **Touch ID** to log into your account.²

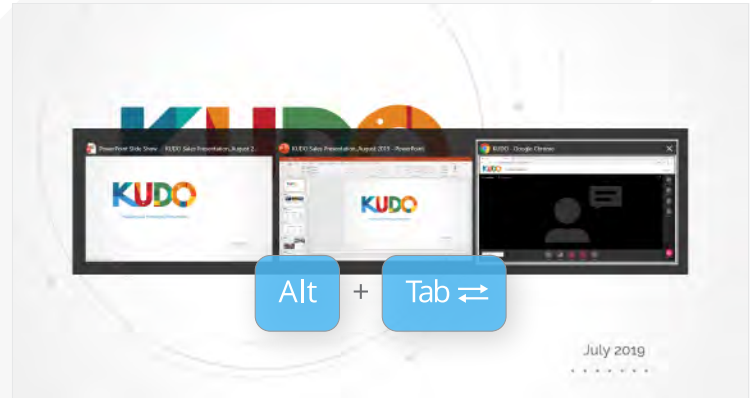
Test your **internet connectivity**.³

1 Get your content ready



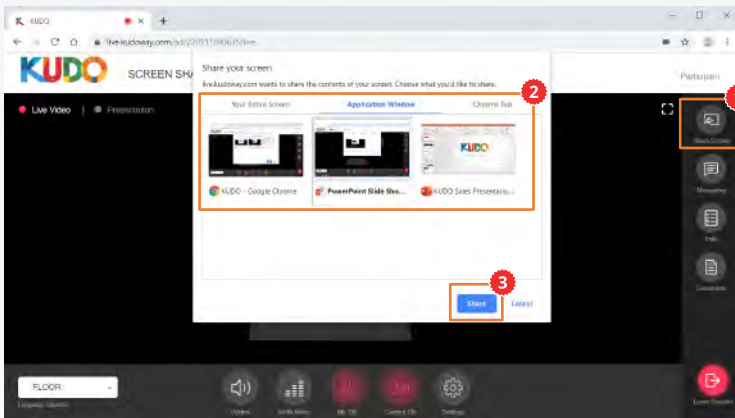
Once you have joined the meeting and it's your time to present, go to your document (Power Point, PDF) and start the Slide Show or Full Screen mode.

2 Switch back to KUDO



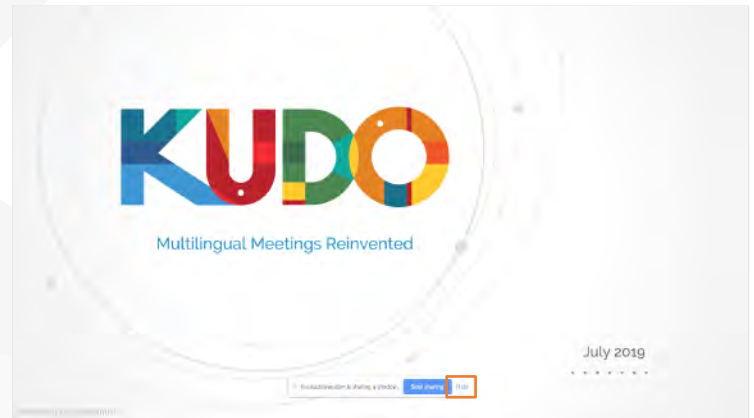
Switch back to the KUDO window on your browser: on your keyboard press and hold the Alt key and press the Tab key until your browser window is selected, and release both keys.

3 Start sharing



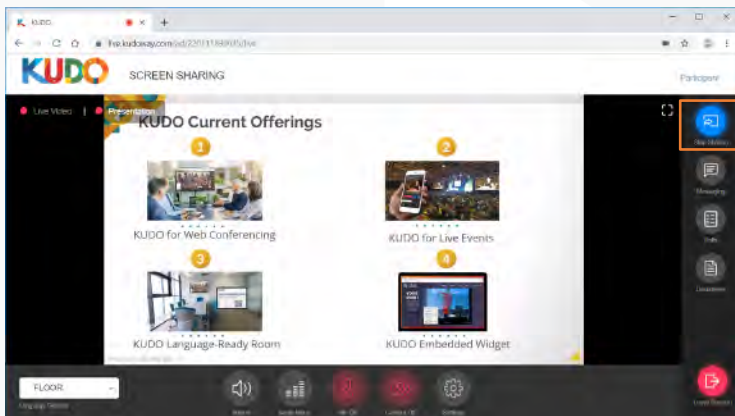
Click on **Share Screen**¹ on the popup **choose what you want to share**² from the available options (Your Entire Screen, Application Window, Chrome Tab), and Click on **Share**³ to confirm. You'll be automatically taken back to your document.

4 Present



Before you begin, click **Hide** on the bar at the bottom of your screen. Now you are ready to start your presentation.

5 Stop sharing



When you are done presenting, go back to KUDO and click **Stop Sharing**.

Meet the KUDO Participant Interface. It includes all the features and controls you need for full interaction between speakers and participants.



1 Meeting Name

Indicates the name of the session.

2 Dashboard Access

See an overview of past, current and coming events.

3 Events Dropdown

Allows quick access to your list of Events.

4 Profile

Click over your name if you want to view or edit your profile or if you want to log out of the session.

5 Video Input Selection Tabs

Alternate between Live Video or Presentation Mode to be displayed in the video window.

6 View Layout Toggles

Switch between gallery or single view (left btn). Expand the video window to full screen (right btn).

7 Video Window

Embedded video or presentation window.

8 Share Screen

Share a specific window or your entire screen.

9 Messaging Tab

Select the chat channels to communicate with interpreters, operators and participants.

10 Polls Tab

Start/Stop polls, publish and view results.

11 Documents Tab

Access to upload and view documents shared on the session.

11 Request List Tab

Access the speakers who have requested the Floor, accept or decline their request.

12 Speakers' Video Thumbnails

Visual input of other active speakers.

13 Language Selector

Select an interpreted language to follow from the list.

14 Incoming Volume Mute

Mute all incoming sound. When active, the button will turn red and crossed.

15 Incoming Audio Meter

Visual meter of the level of incoming sound.

16 Mic On/Off

Activate or disable your microphone to start speaking.

17 Camera On/Off

Activate or disable your camera to share your video.

18 Interface and Media Settings

Select the language for the interface, and the mic/speaker/camera to use on the meeting.

KUDO

Multilingual Meetings. Reinvented!

