



Quidlab E-Meeting & Voting System
User's Manual
Conferencing Option

Some options may not be visible

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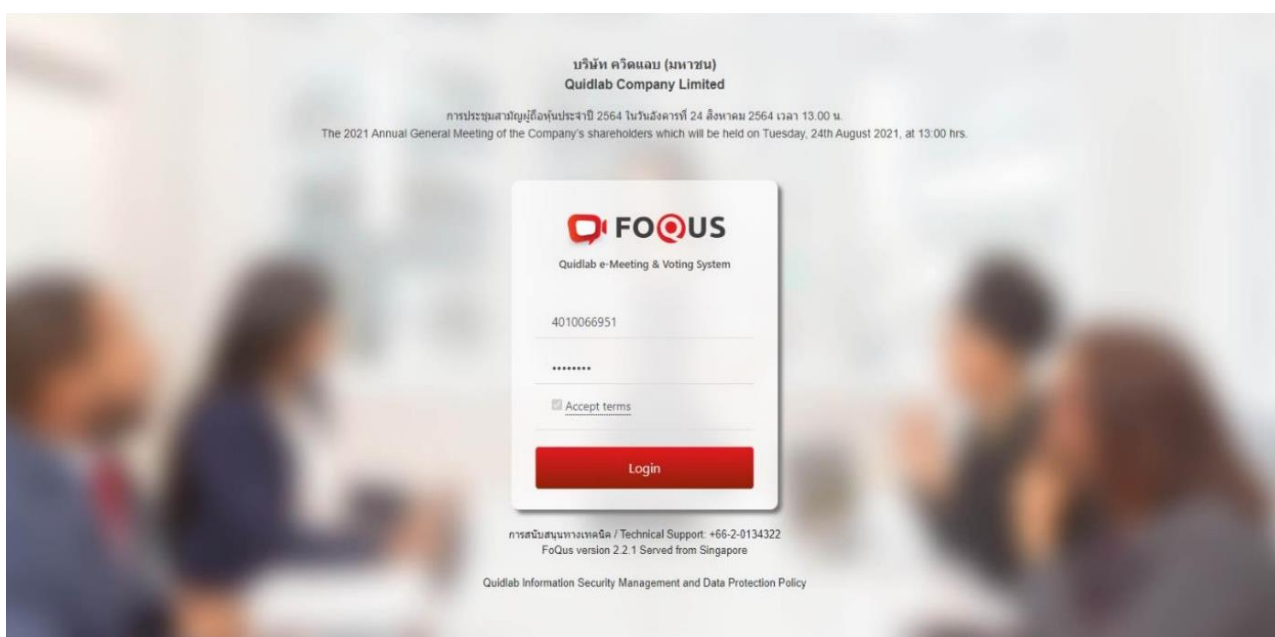
Introduction

Quidlab E-meeting & Voting System does not require any special application to install. It is very easy to use system and does not require any special skills. You can use any latest updated version of browser e.g. Google Chrome, Microsoft Edge, Apple Safari, Firefox etc. You can also use computer, laptop, tablet or phone

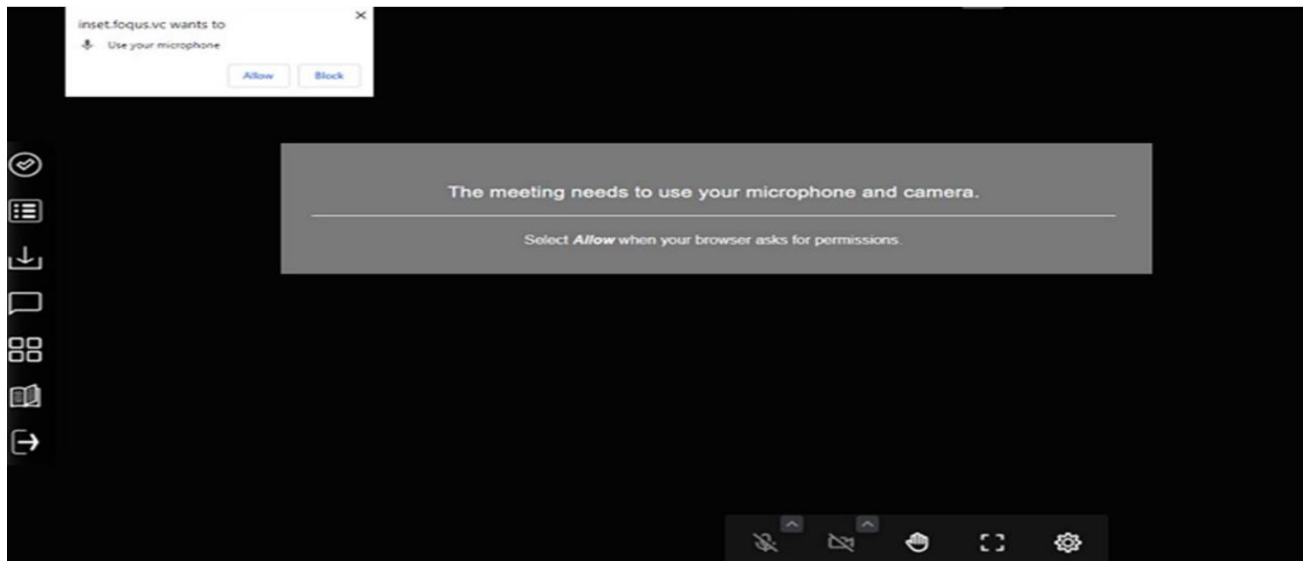
You will receive an email with username and password. This username and password are valid only for E-Meeting or E-Meeting of company stated in the email. Email also contains a link to join the meeting like <https://subdomain.quidlab.com> (Example Only)

How to Login

1. Click on link in email or type URL in browser. After clicking you will be taken to E-Meeting website
2. Enter your username & password
3. Click ☒ Accept Terms, then click Login button to join the meeting



4. If username and password are correct you will be granted access and screen will be presented
5. You may be asked to allow camera and microphone permissions when you join meeting or when you start the camera and microphone (if you do not grant permission, you can still join the meeting however you may not be heard or seen by other people in case you need to ask questions using microphone)

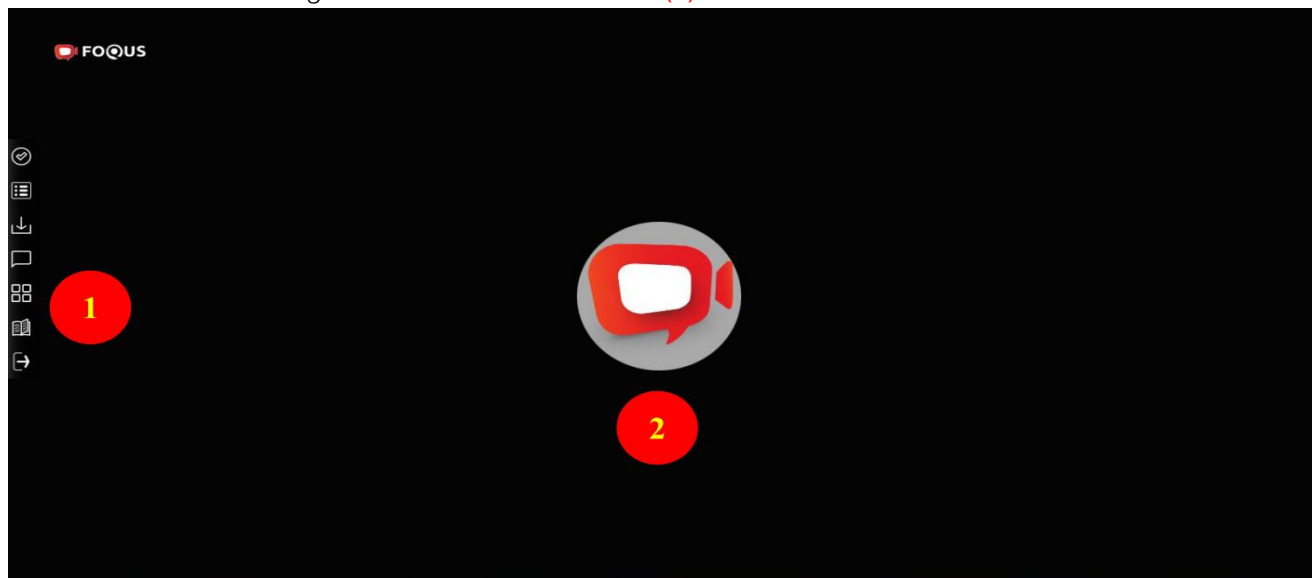


6. Once permission is granted you will be able to see other participants. Depending on meeting requirements you may be able to see all or only some of participants who have their camera on

How to Navigate

E-Meeting system has following parts which can be navigated by menu located on the left side of the screen (1)

Other users of E-Meeting will be shown in this section (2)

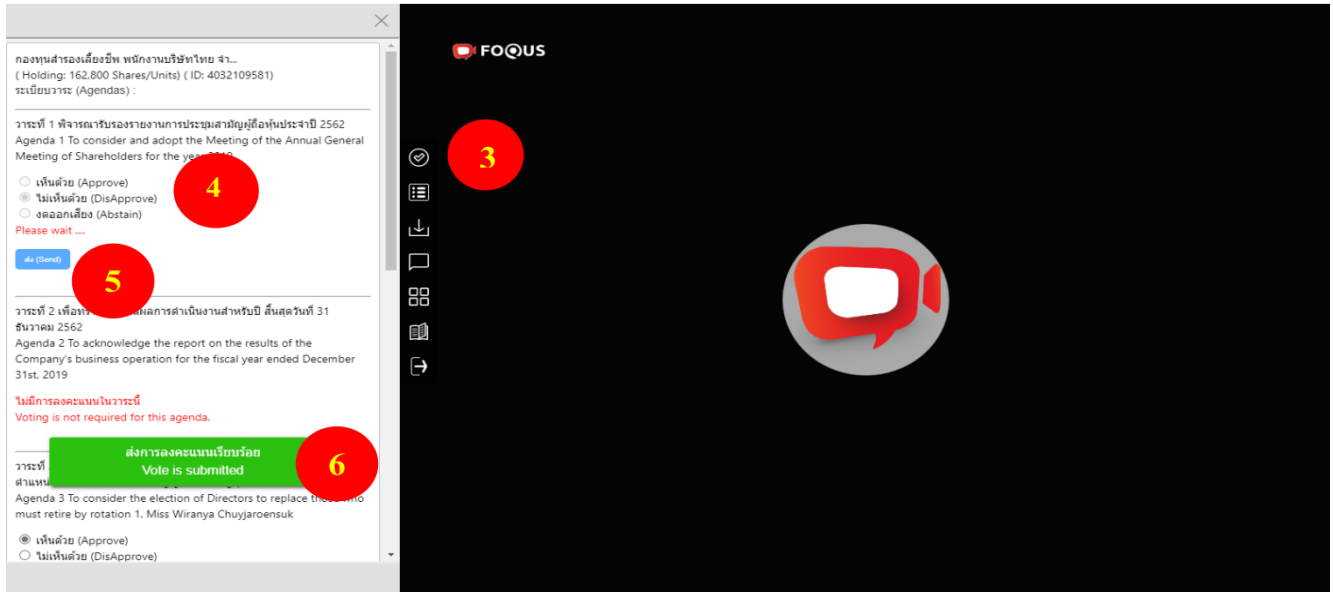


Vote Menu

Once you click on Vote menu (3), you can navigate to Voting section to cast your vote. You can see all agendas listed here and can cast your vote any time till the time if Agenda is not close. Once Agenda has been discussed and closed you cannot change your vote. (This Agenda has been closed cannot vote)

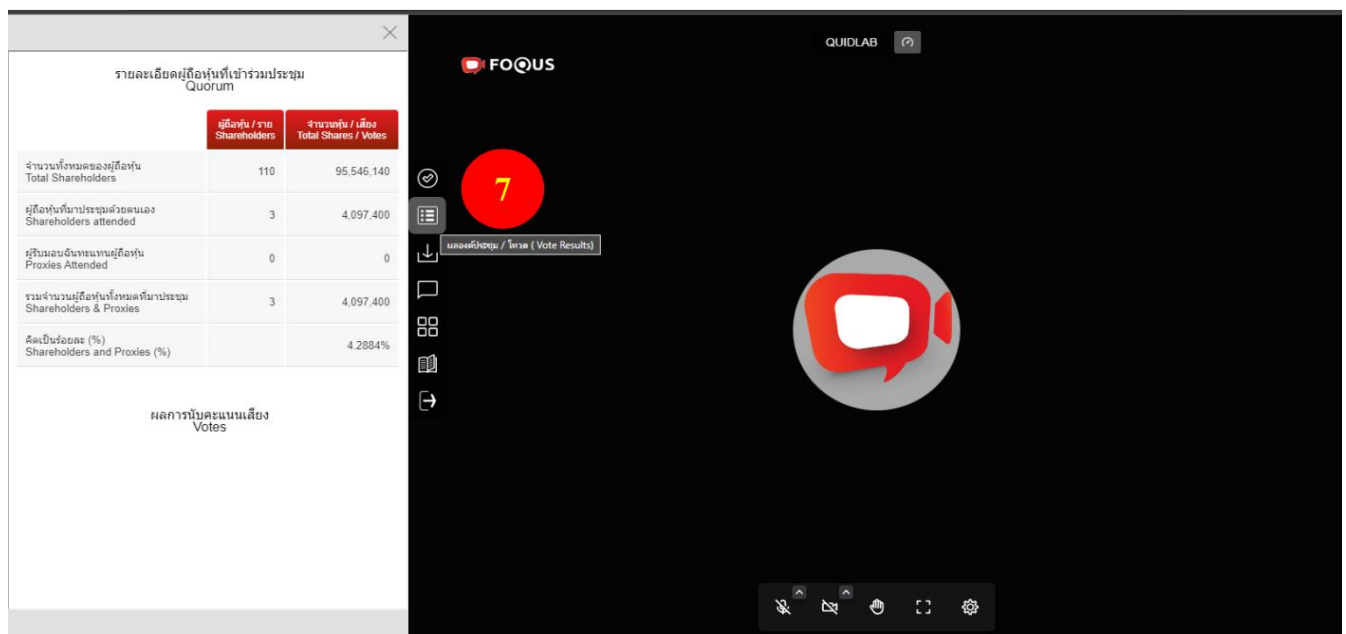
There is a separate Send Button for each agenda. You must click on radio button (4) to choose, "Approve", "Disapprove" or "Abstain" and then click Send (5)

Once your vote is submitted you will be notified by a pop-up alert message. Voted is submitted (6)



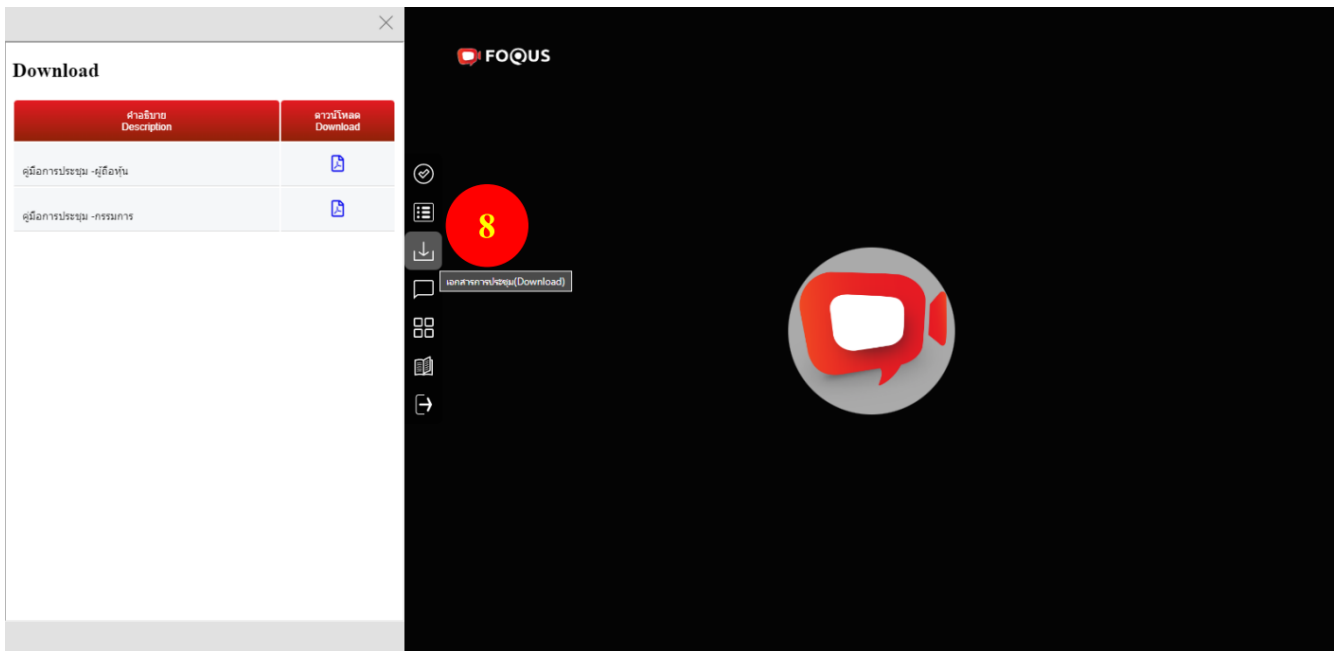
Quorum & Voting Results

You can check quorum and results by clicking on Voting Results Button (7) any time, votes will be displayed only after agenda is closed



Download Documents

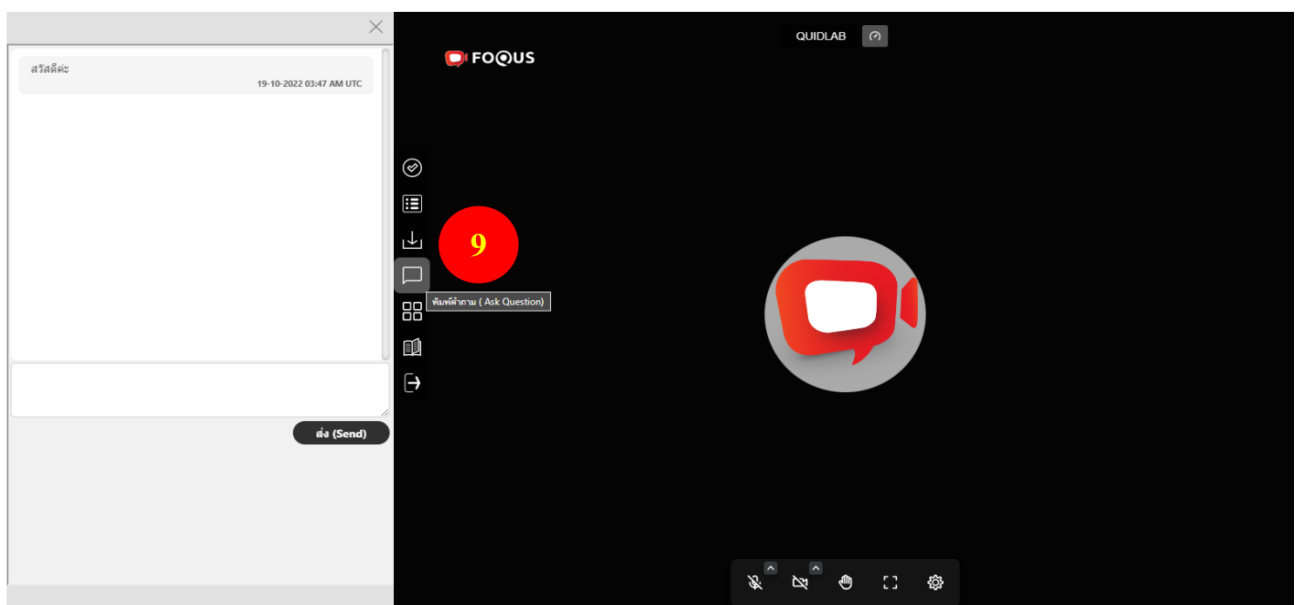
You can download company provided documents, if any e.g., Annual Report, Company presentation etc. by clicking on Download button (8)



Asking Question

Asking Question - by Message

Click on Ask Question button (9) to navigate to Ask Question chat screen. You can type your message in the textbox then click send to send question

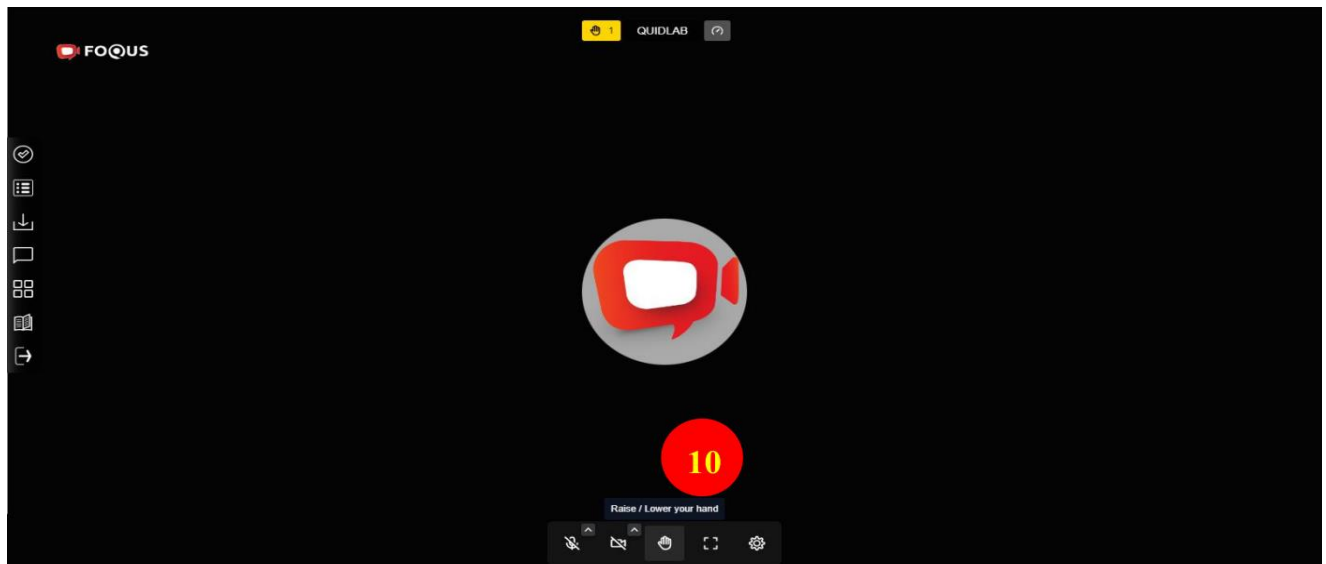


- The question will be sent directly to the company officers, they can see all questions, but you will only see your own question
- The company cannot reply through chat box to the question. The questions must be answered through the voice only

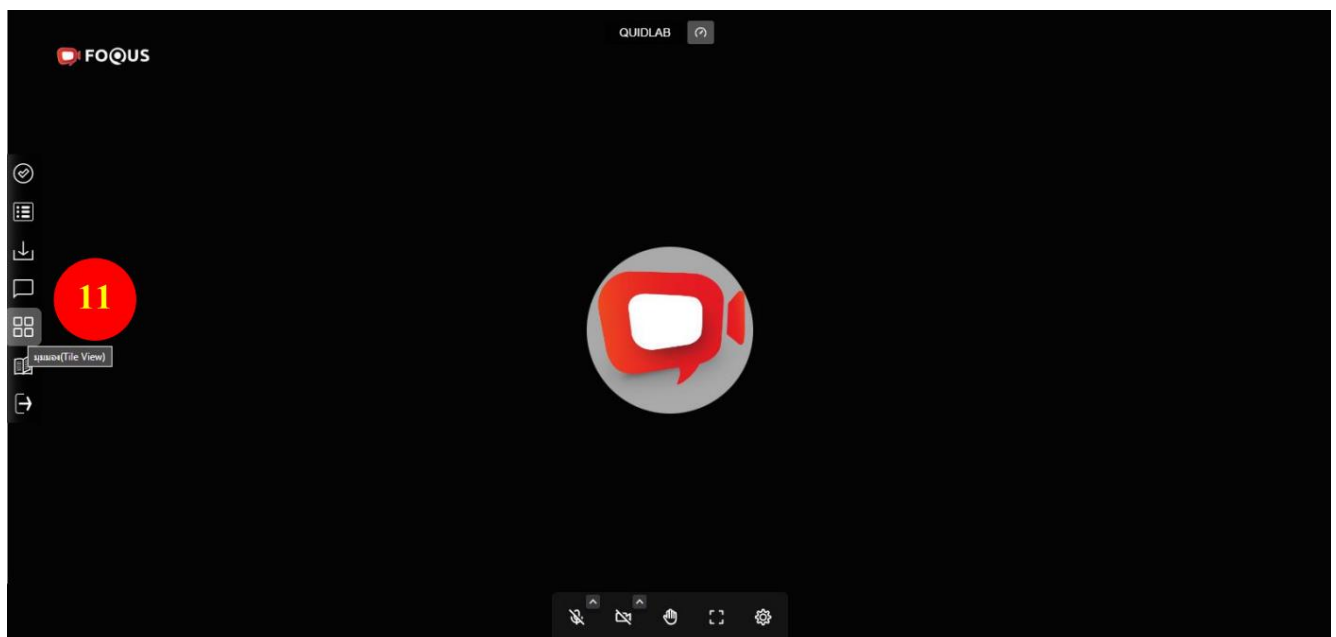
Asking Question - by Voice

Clicking on Hand Button (10), then waiting from the company approved. Once your request will be approved, director or company officer will ask you to unmute your microphone and ask your question. (You may also turn on your camera if required)

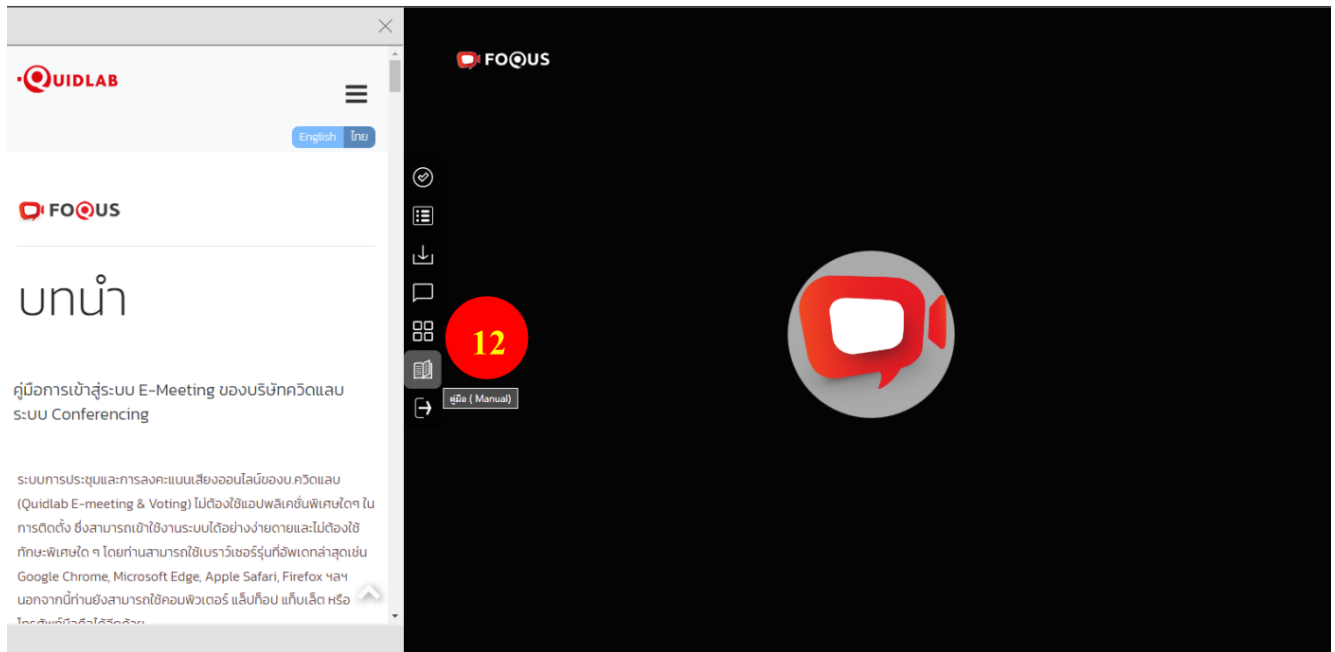
This Option is available only in the meeting where camera and microphone access is allowed for users



Icon 4 small squares (11) You can choose to watch in a single window to see active speaker in full screen. or multiple windows showing thumbnails of all presenters who have their camera on

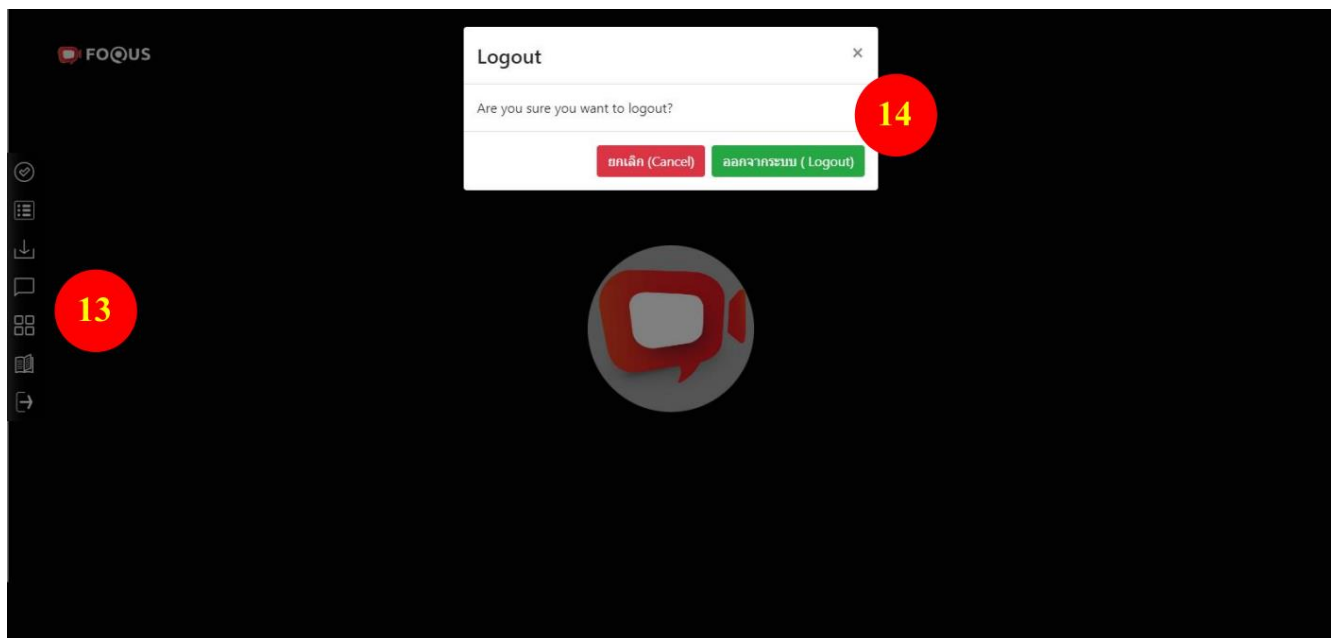


To see the manual, you can click on this icon (12)



Logout

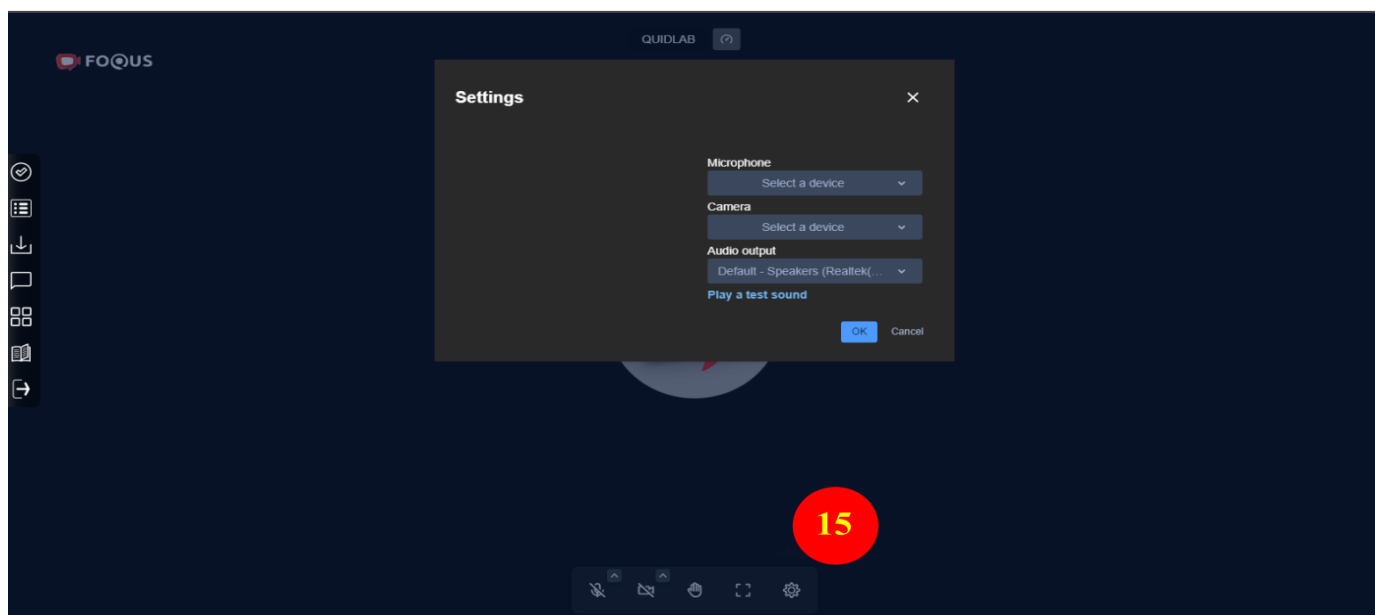
To Logout click on Logout Button (Logout) (13). The system will ask you if you want to log out. To log out, please click Logout (14)



Settings

You can change your camera and microphone settings by clicking on Settings button (15)

This option is available only if camera and microphone access is allowed



Technical Support

If you see the problem accessing the E- Meeting system you can contact Quidlab at via telephone on 080-008-7616 or 02-0134322 or email at info@quidlab.com

Before contacting technical support, please read the Frequently Asked Questions (FAQ) below which may solve your issue. We recommend that you use a computer (PC) or notebook (Laptop)

- The internet used must be stable and strong enough because the meeting runs for more than 1 hour
- We recommend to keep your microphone muted & camera off when not talking so other users are not disturbed during meeting
- When contacting technical support please provide full details of problem, any error message received, type of device used, browser name and version etc.

Minimum System Requirements

Bandwidth	System uses simulcast hence automatically manages video quality or turns off some of videos if bandwidth is low, however for good conference a 5 Mbps bandwidth is recommended
Video quality	720p
CPU	Video conferencing requires high CPU power, Intel Core i3 or equivalent
หน่วยความจำ	at least 4 GB
พอร์ต	Following ports must be opened for outbound traffic if blocked at firewall
TCP	80 & 443, 5349
UDP	10000

Frequently Asked Questions (FQA)

Question: Why can't I click a link in my email?

Answer: Some email software may show links as text only. You can copy URL then open in browser Chrome / Safari

Question: I cannot login?

Answer: check the correct username & password provided. Please check if you are copying and pasting username & password correctly. In the most frequent cases, the trailing space for the username and password is copied

Question: I'm out of the system very often?

Answer: The internet used must be stable and strong enough because the meeting runs for more than 1 hour / weather conditions may affect the network signal you are using. If you are using WiFi there can be packet drops

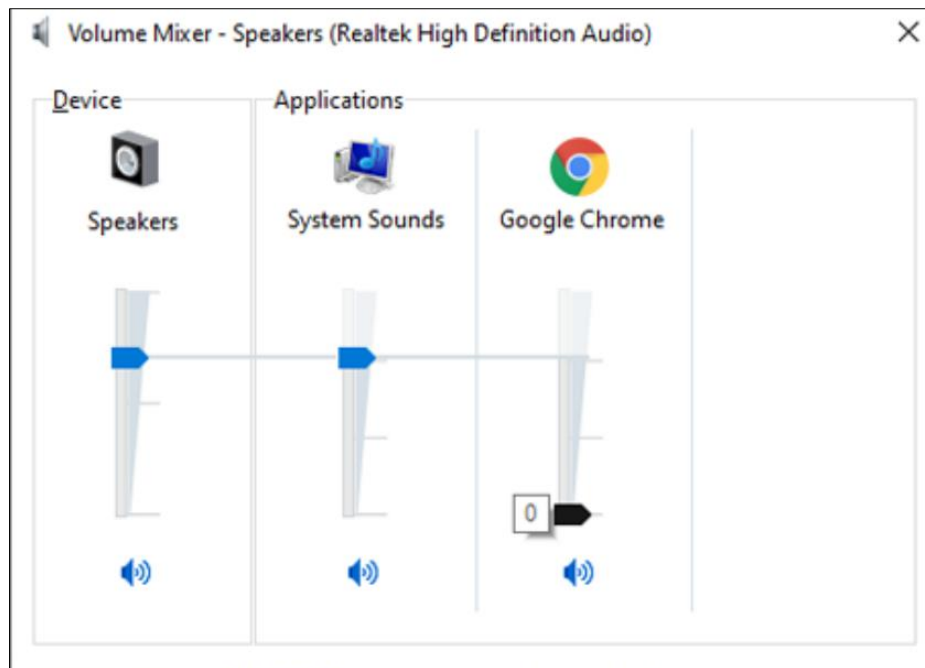
Question: I can't hear voice

Answer:

1. Check Volume Levels and Muting

- Right-click the speaker icon in the taskbar and select Open Volume Mixer
- You can set audio level for each application's from here.

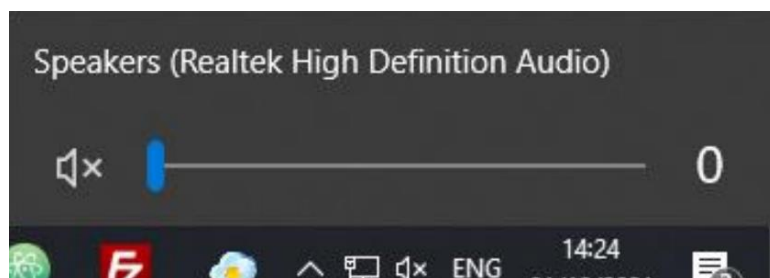
(e.g, If you join meeting by Google Chrome ensure audio level is setup correctly for that browser)



2. Make sure your computer is using the right speakers or headphones

- Select the Correct Audio Output Device on Windows

1. Left-click the speaker icon
2. Select your preferred playback device
3. Make sure your correct playback device is selected

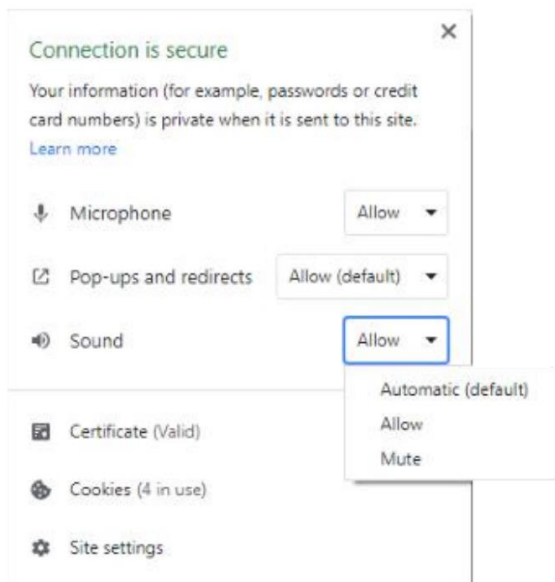


3. View site information on your website browser

(this option may change depends on browser you are using)

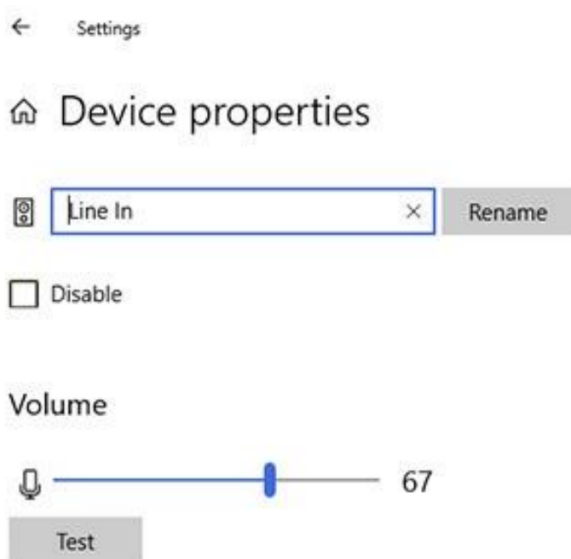
eg. 1 Google Chrome:

1. Select "padlock" icon next to your browser address bar
2. Sound settings should be set as Automatic (Default) or Allow



My microphone is not working

1. Check the Microphone Volume Level on Windows
- Using your right mouse button, Right click on the speaker in your System Tray, and select Open Sound settings
 - Under Input, select Device properties



- Make sure Disable is not checked, and make sure the volume is at a reasonable volume

Sound

Device properties

Master volume



 Troubleshoot

Manage sound devices

Input

Choose your input device

Stereo Mix (Realtek High Definition Audio)

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.


Device properties

Test your microphone



 Troubleshoot

Question: I cannot hear while using headphone? (Both Bluetooth and wired headphones)

Answer: When logging in to the system, check if headphones or headphones are connected to the system or connected to another device  Settings → camera / Microphone or Audio outputs → select the name of your headphones or headphone and press OK



Or please check the volume of your device has the sound been muted or not

Other Questions:

Other login issues can be due to network issue, no internet connection or other business rules (company may allow you to login only for example 1 hour before, you are login too late and meeting may have already been finished etc.), which are alerted to user and are self-explanatory

Question: I can login but getting automatically logged out?

Answer: For security reasons each user can login only on one device and if you try to login on another device or different browser on same computer previous login will get logged out automatically. Do not share your username & password with another person

Question: My voting options are locked, not present for some or all of agendas

Answer: There are some business rules which can prevent voting and are clearly marked under each agenda for your reference and are self-explanatory, some common cases are as follows:

- Agenda does not require voting and is for acknowledgement only
- Agenda is already closed hence it gets locked and you cannot change vote
- You logged in late and some of agendas were already voted
- A proxy form B was sent which has already been voted and does not allow you to change vote

Question: Do I have to wait for agenda to be discussed before I can cast my vote? or Do I have to wait till the end of meeting?

Answer: You can cast your votes any time after login and all votes will be recorded. You can also change your vote till the time agenda is not closed by company officers. Once agenda is closed you cannot change your vote

Question: My voting or other windows shows "Connection failed. Please log out and log in again" what should I do?

Answer: If internet connection to voting server is lost you may get this message, you can logout and login again to restore connection

Question: Will it affect my voting if I logout and login again?

Answer: When you login first time system marks your votes as Approved however you can change your vote any time, even if you logout and login again. Login in and logout several times does not affect your previously casted votes.

Question: I have other technical question?

Answer: Please get in touch with us. 080 -008-7616 or 02-0134322 or via email: info@quidlab.com

Question: How to report a bug or security vulnerabilities?

Answer: If you encounter problems send us an email to info@quidlab.com with the details of vulnerabilities or bug report