Quidlab E-Meeting & Voting System

User's Manual

For Directors & Company Secretary

Video Conferencing Option

Quidlab Co., Ltd.

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Contents

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Introduction

Quidlab E-meeting & Voting System does not require any special application to install. It is very easy to use the 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 a 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 the 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 Term Then click Log In to join the meeting

4. If username and password are correct you will be granted access and the screen will be presented

5. You may be asked to "allow" camera and microphone permissions when you join a meeting or when you start the camera and microphone.
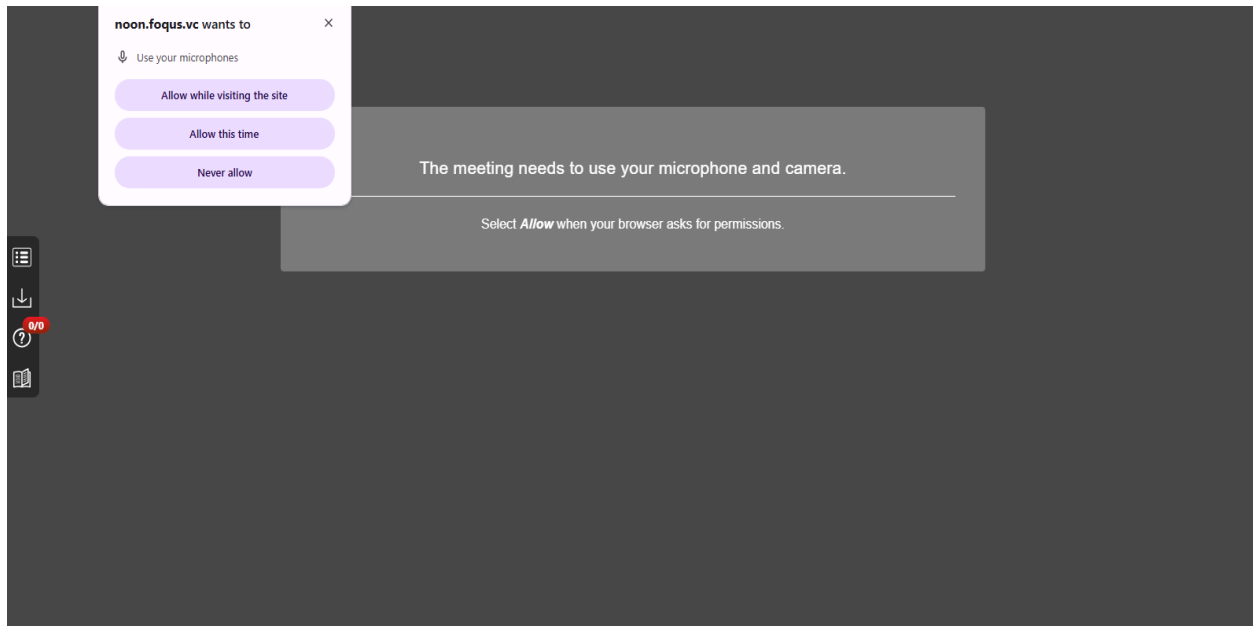

6. Once permission is granted you will be able to see other participants. Depending on meeting requirements you may be able to see all or only some of the participants who have their camera on.

How to Navigate

E-Meeting system has the following parts which can be navigated by clicking on menu links **(1)** *(some functions are available to company secretary only)*.

This is the default page you are taken to after login **(2)**. Other users of E-Meeting will be shown in this section.
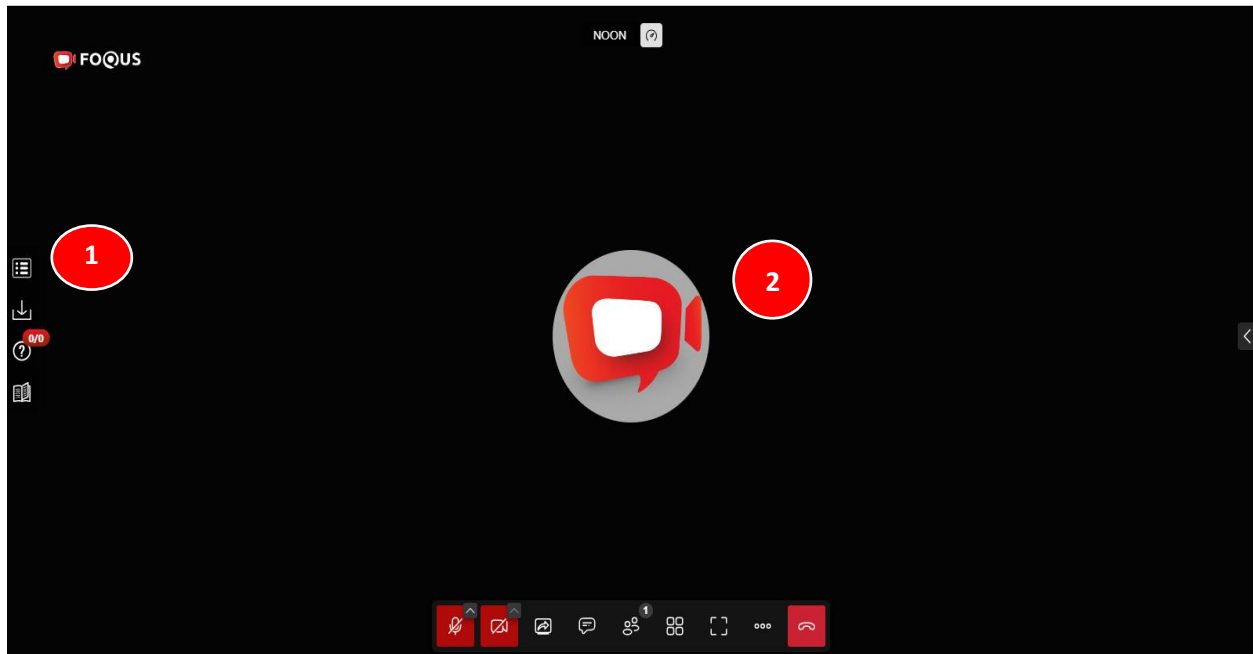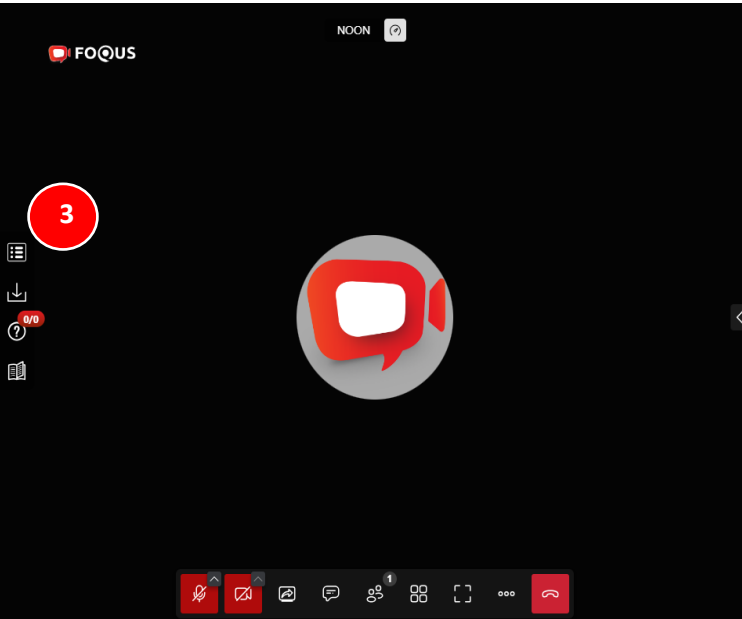
Quorum & Voting Results

You can check quorum and results by clicking on ⊞ Voting Results Button **(3)** any time, votes will be displayed only after the 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 **(4).**

Q&A

Click on the menu ![icon] Q&A **(5)**, you will see the question screen. All questions of shareholders will be sent to this message box, both directors and secretary will be able to see all messages. Any message that is read will be displayed as a GREEN envelope. If you haven't read it yet, it will be RED. *(There will be shown details of the shareholders at the bottom of the question).*

The company <u>cannot reply through chat box</u> to the question. The questions must be answered through the voice only.
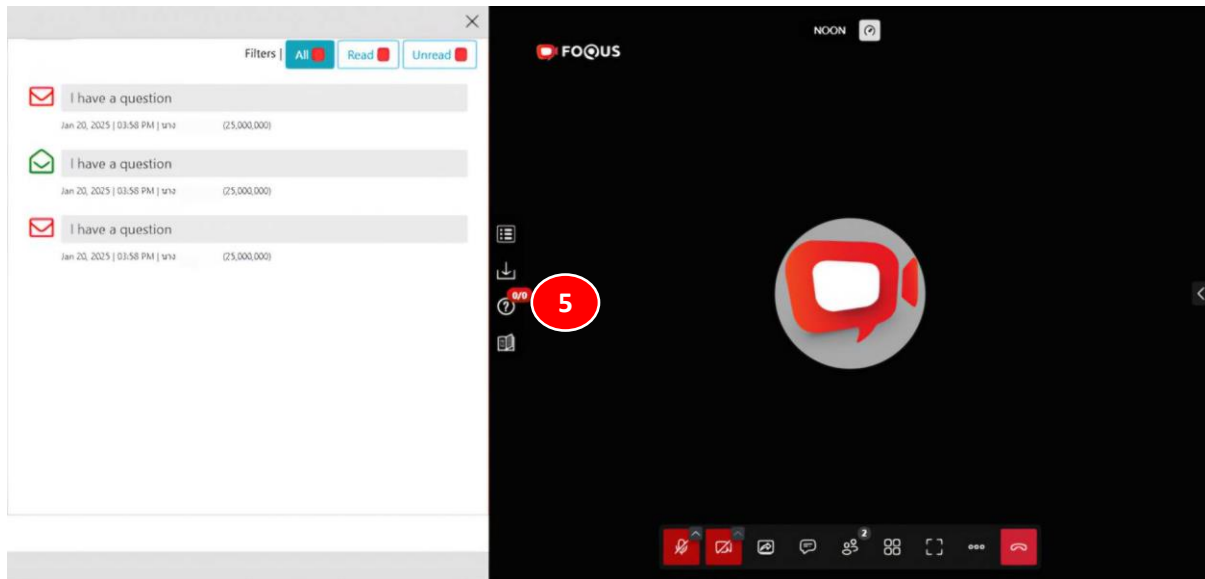
Manual Menu

To see the manual, you can click on this icon **(6).**

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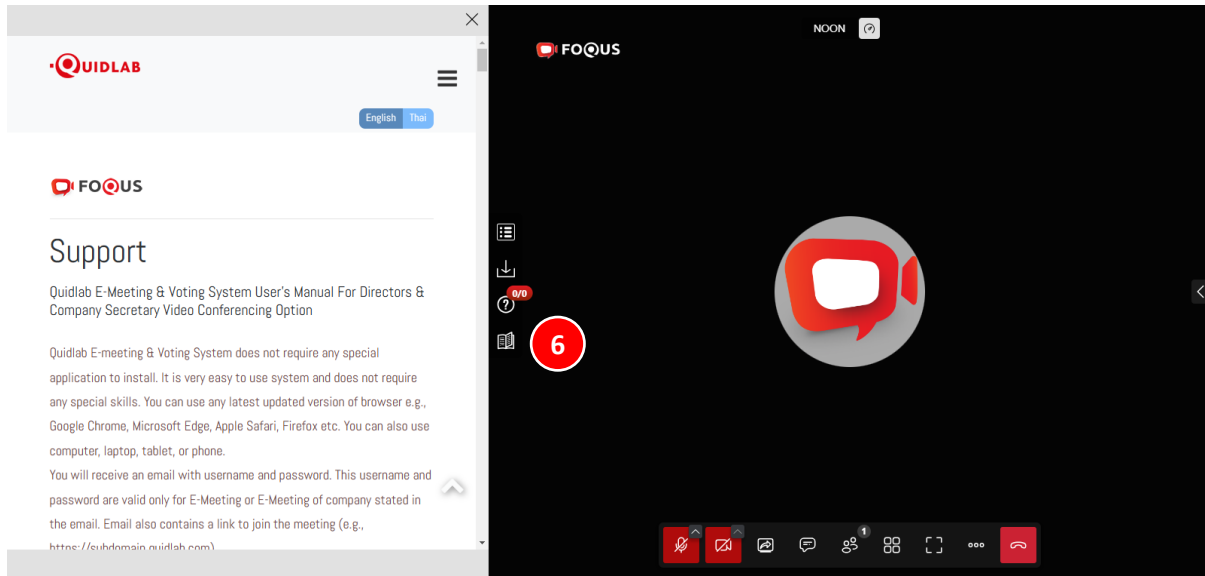
Microphone and Camera

You can change camera and microphone options by clicking on **(7)** button or can start or stop camera and microphone.
Check if the microphone device and camera are connected to the system yet. <u>Make sure the device name is correct.</u>
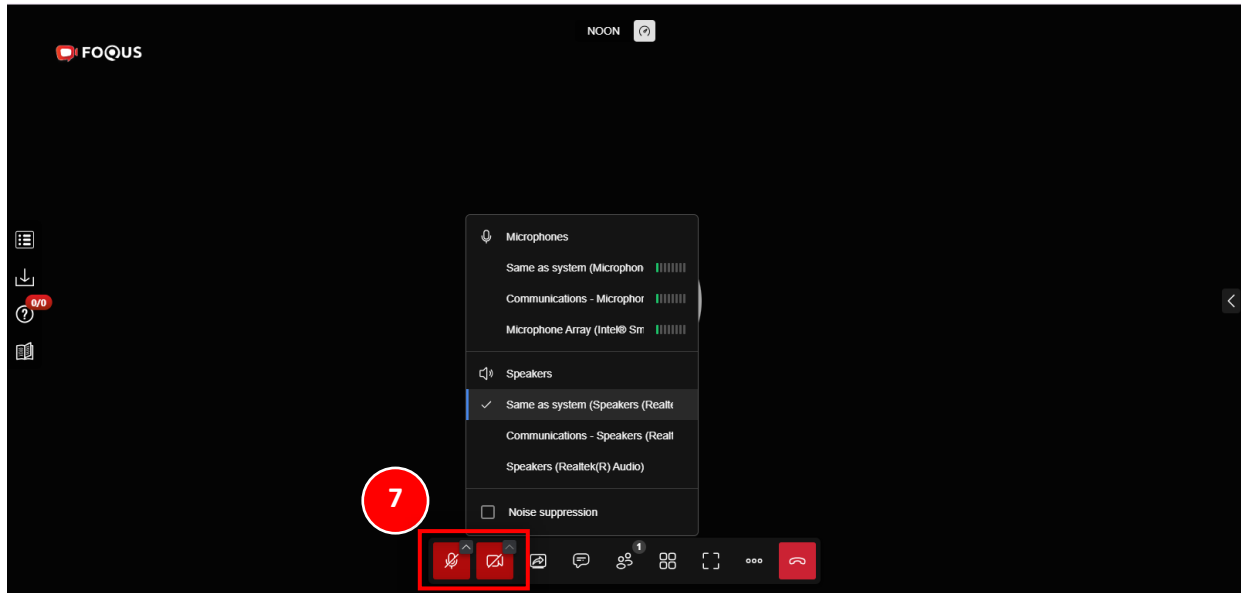
Share screen

To share screen (e.g. Power Point presentation or video) press Share Screen [icon] button **(8).** Shared files must be open in a full screen view only (Show Big Screen). Press the window button, select the file **(9)** and press the share button **(10).**
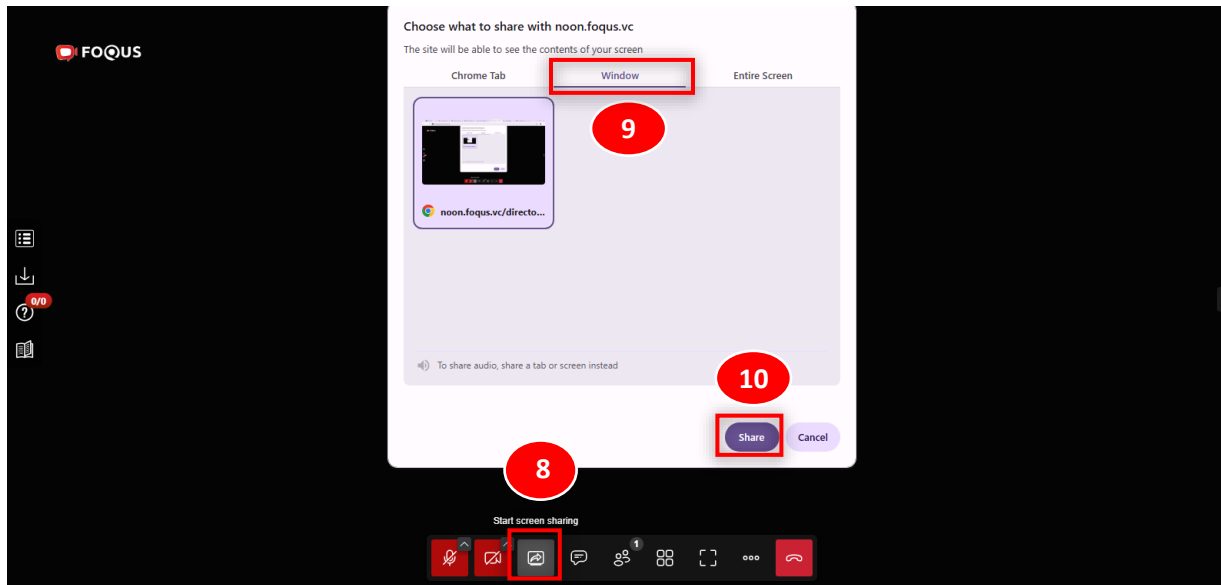
Chat box (for Company use only)

Company officers who log in as Director or Secretary can send messages 💬 **(11)** to each other without shareholders being able to see the message.
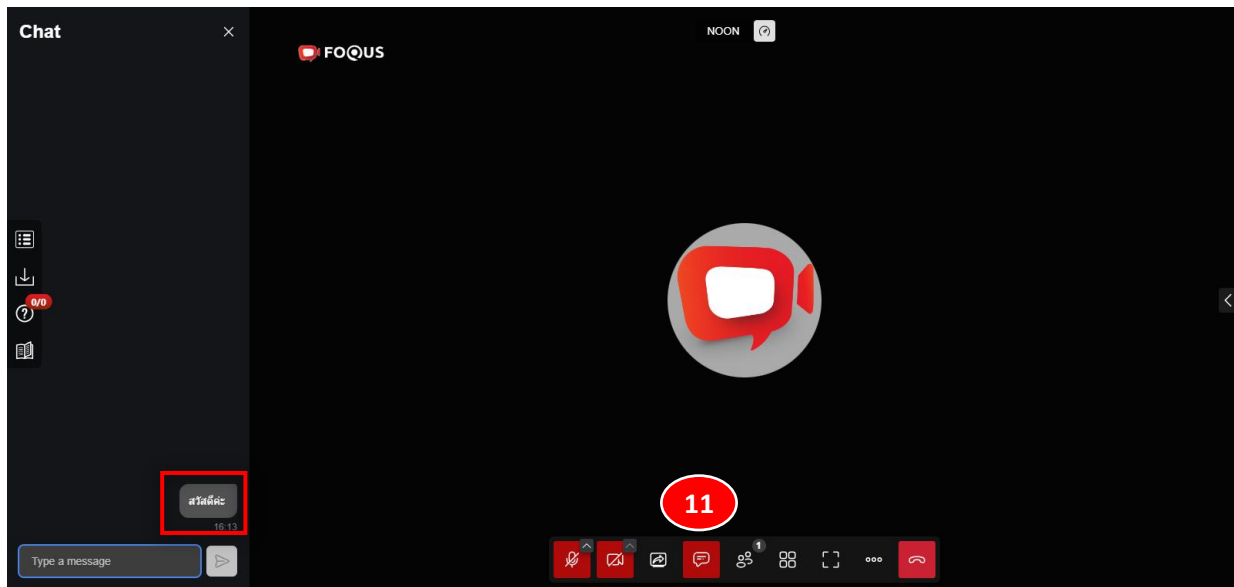
Meeting Participation

You can check the list of attendees at any time during the meeting ![icon] **(12)**. The list of attendees will be displayed on your right-hand side.
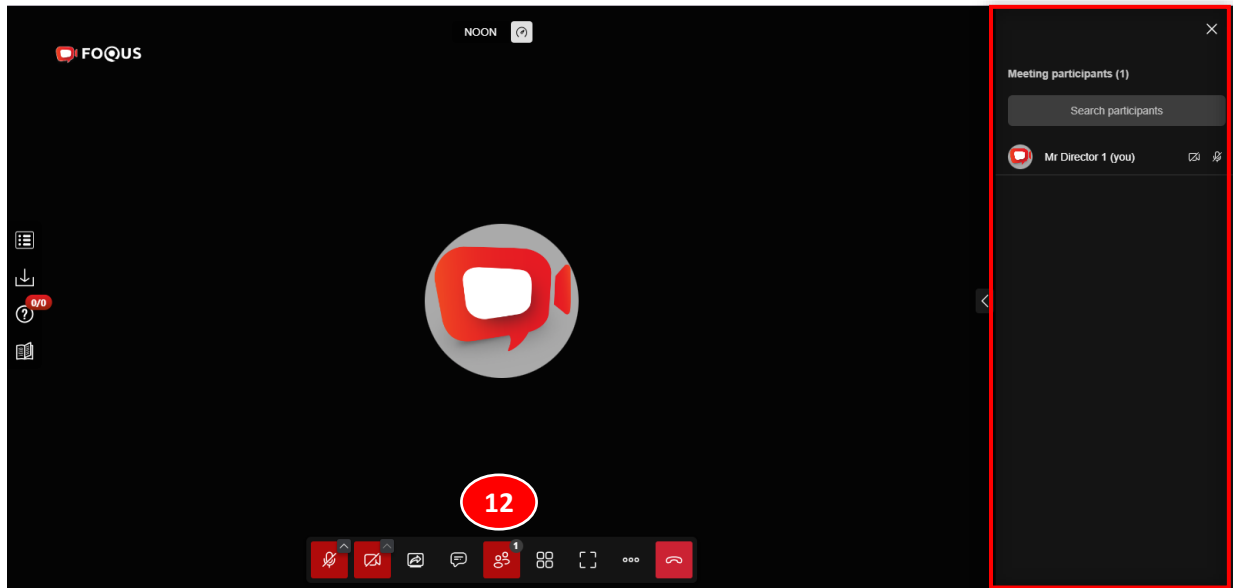
Toggle Tile View

You can switch display **(13)** between single window to see active speaker in full screen or multiple windows showing thumbnails of all presenters who have their camera on.

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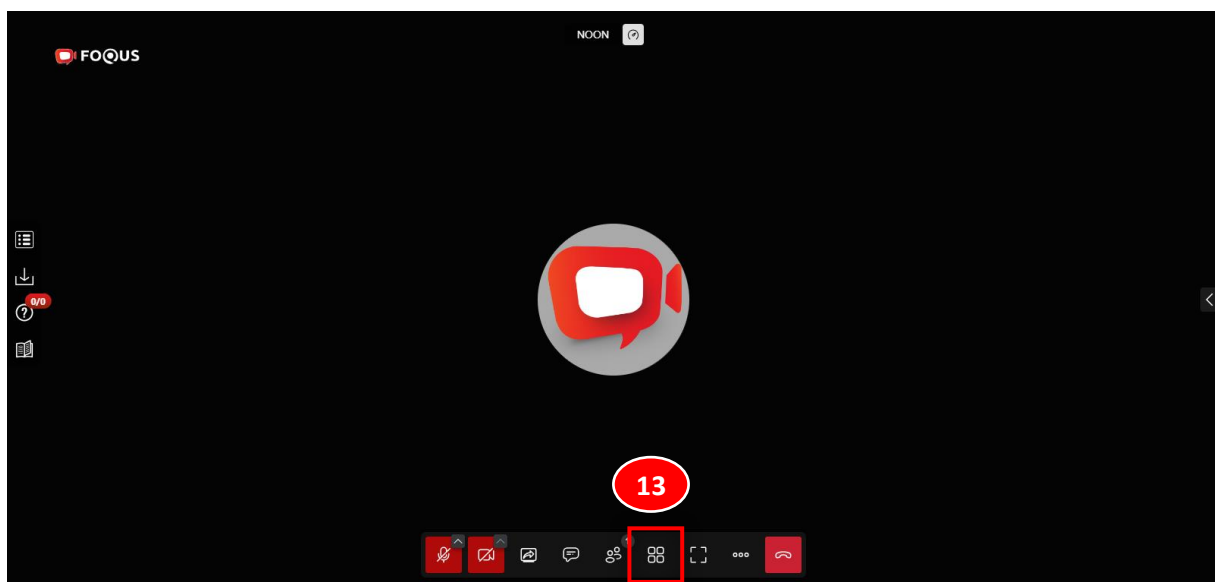
View Full Screen

To view the system on full screen the user can use this icon **(14).**
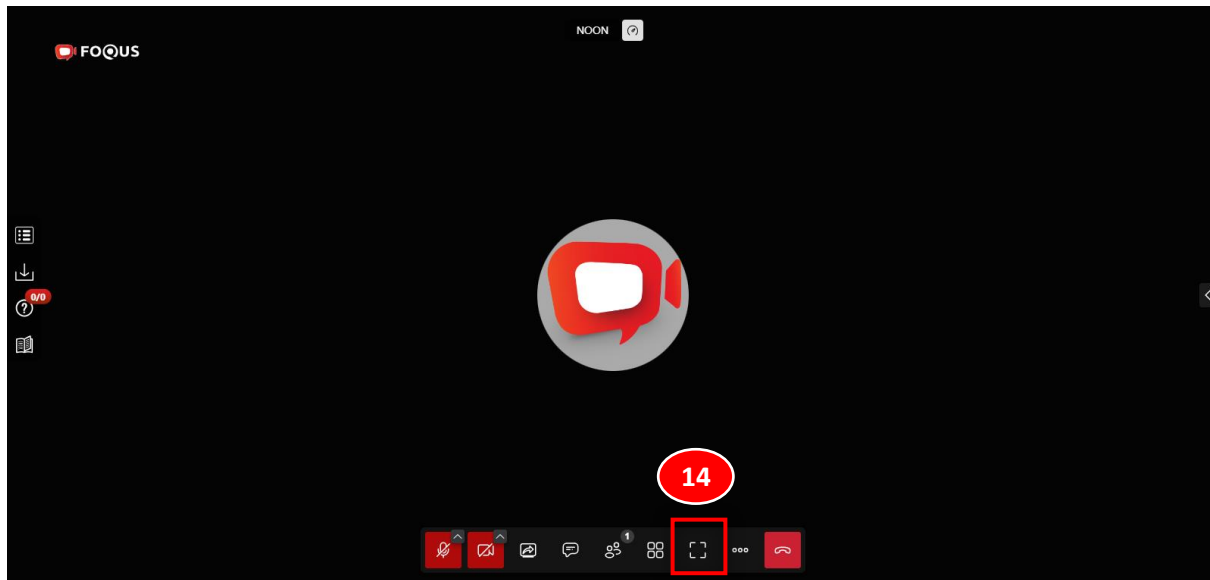
Settings

You can change your device settings by clicking on the "More actions" ⚫⚫⚫ **(15)** option and then the Settings ⚙ Settings button **(16)** (e.g. audio, video …etc.) **(17)**

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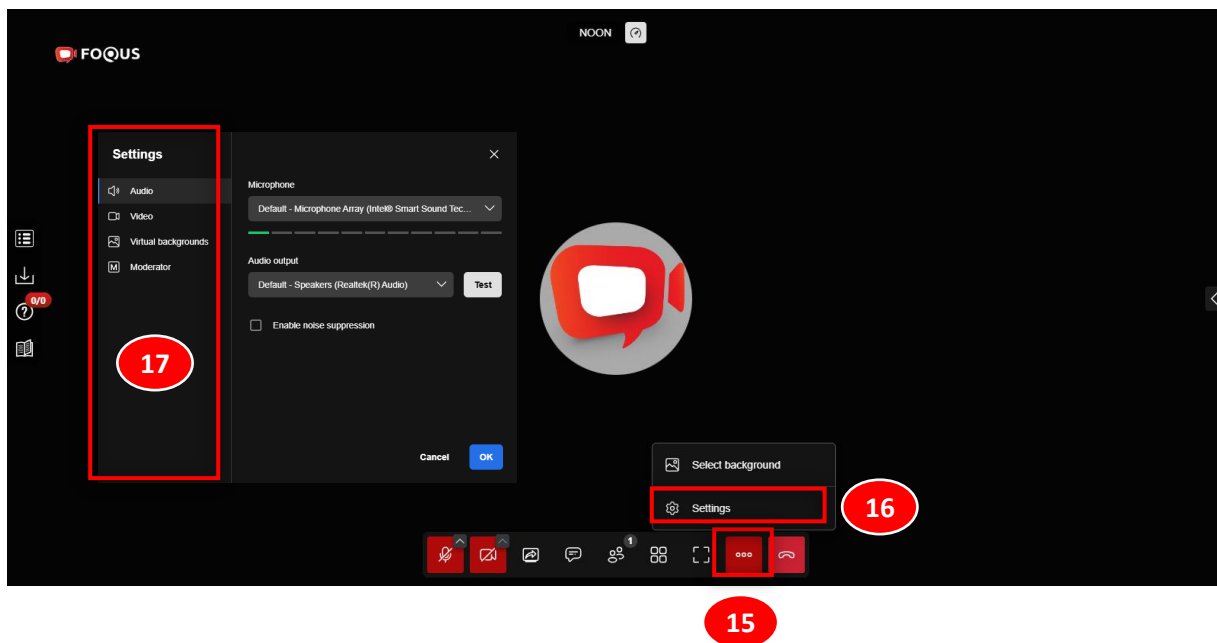
Select Background

You can change the background by clicking on the "More actions" **(18)** and by choosing "select background" **(19)** and select the background image **(20).** Background can be changed by devices with camera only.
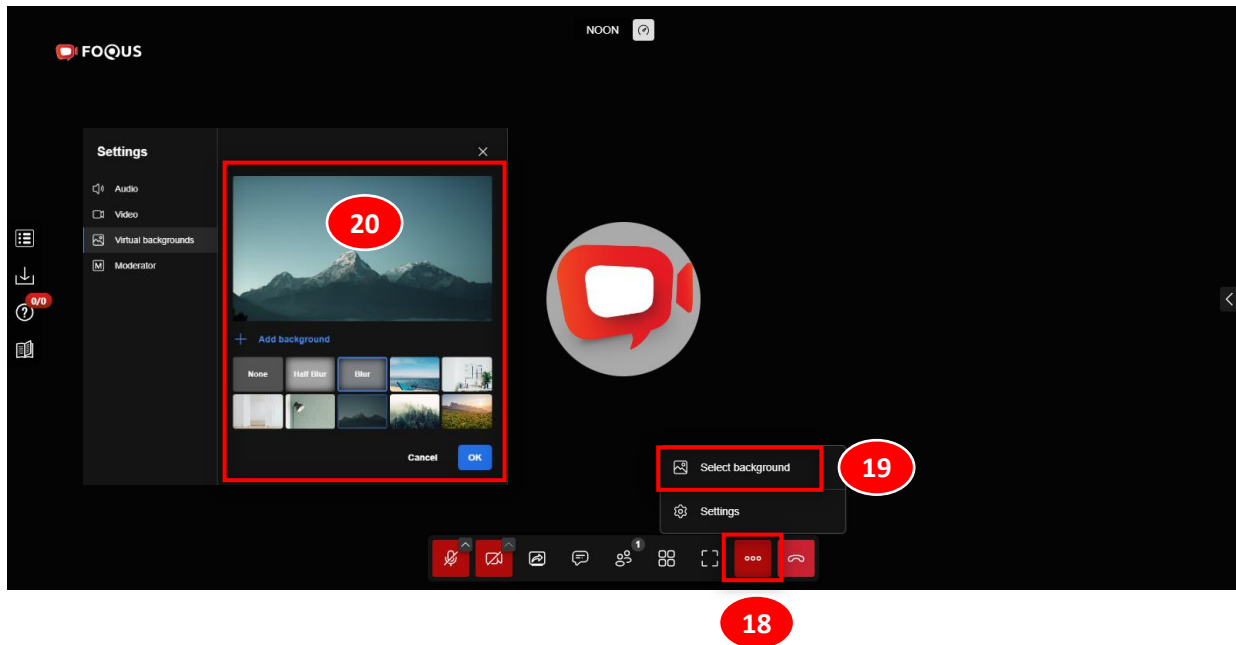
Logout

To Logout click on the Logout Button **(21)**

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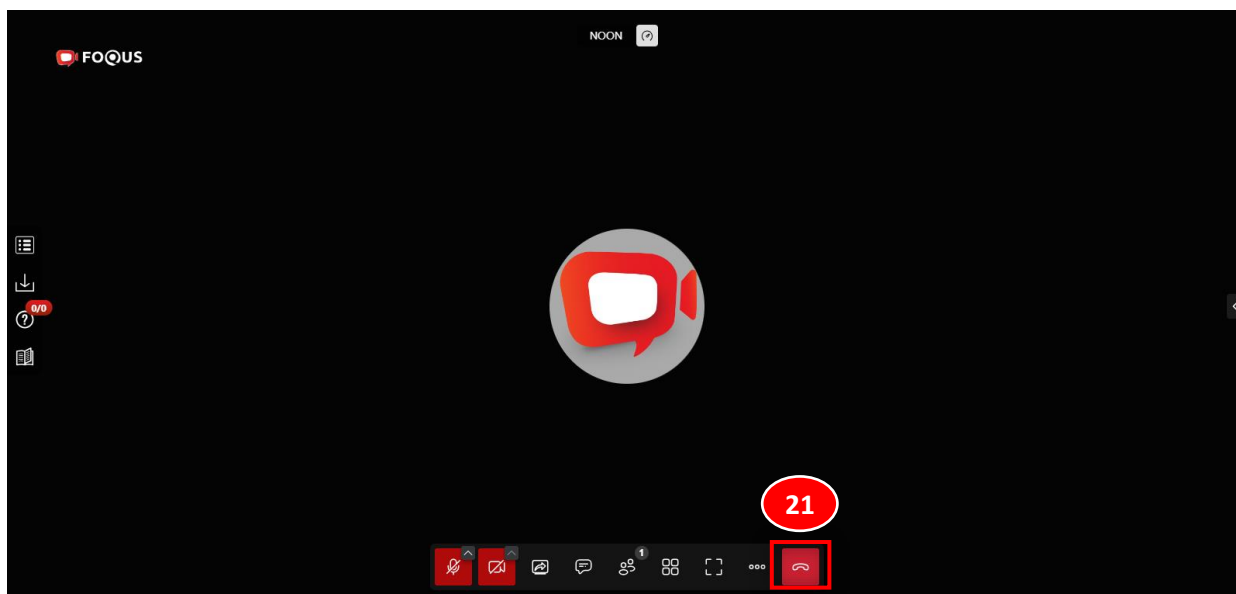
Technical Support

If you face any problem in accessing the E-Meeting system, you can contact Quidlab 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. The meeting lasts for more than 1 hour.
- For all directors, please Mute the microphone but keep the camera on. There is no noise while others are explaining

Minimum System Requirements

Bandwidth	System uses simulcast hence automatically manages video quality or turns off some of the videos if the 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
Memory	at least 4 GB
Ports	Following ports must be opened for outbound traffic if blocked at firewall
TCP	80 & 443, 5349
UDP	10000

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Frequently Asked Questions (FAQ)

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 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 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 Wi-Fi there can be packet drops.

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

Answer: When logging in to the system, check if the headphones are connected to the system or connected to another device as below mentioned.

On the meeting system page press on the mark ⚙ and click the **Settings** ➡ **Audio** ➡ **Audio output** and then select the name of your headphones and press OK.

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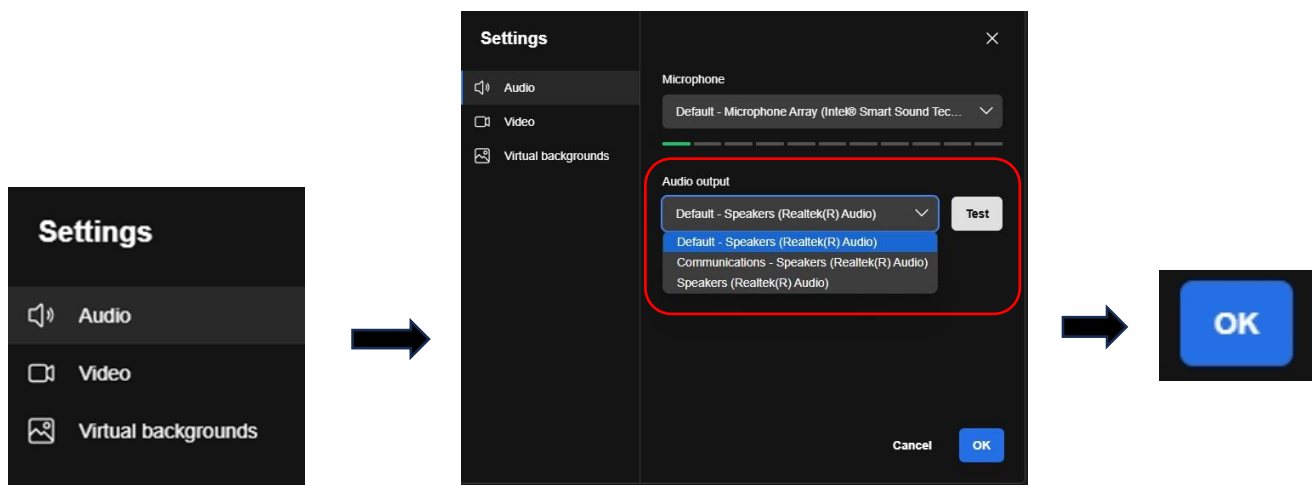
Other Questions:

Question: I can login but get 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 the same computer, previous login will get logged out automatically. Do not share your username & password with another person.

Question: How do I check the permission of camera and microphone?

Answer: It depends on the browser and the device you are using. If you are using Chrome on Windows, you can click on SSL Lock as per picture below and allow if not done already. You can also check in the settings section for video conferencing.

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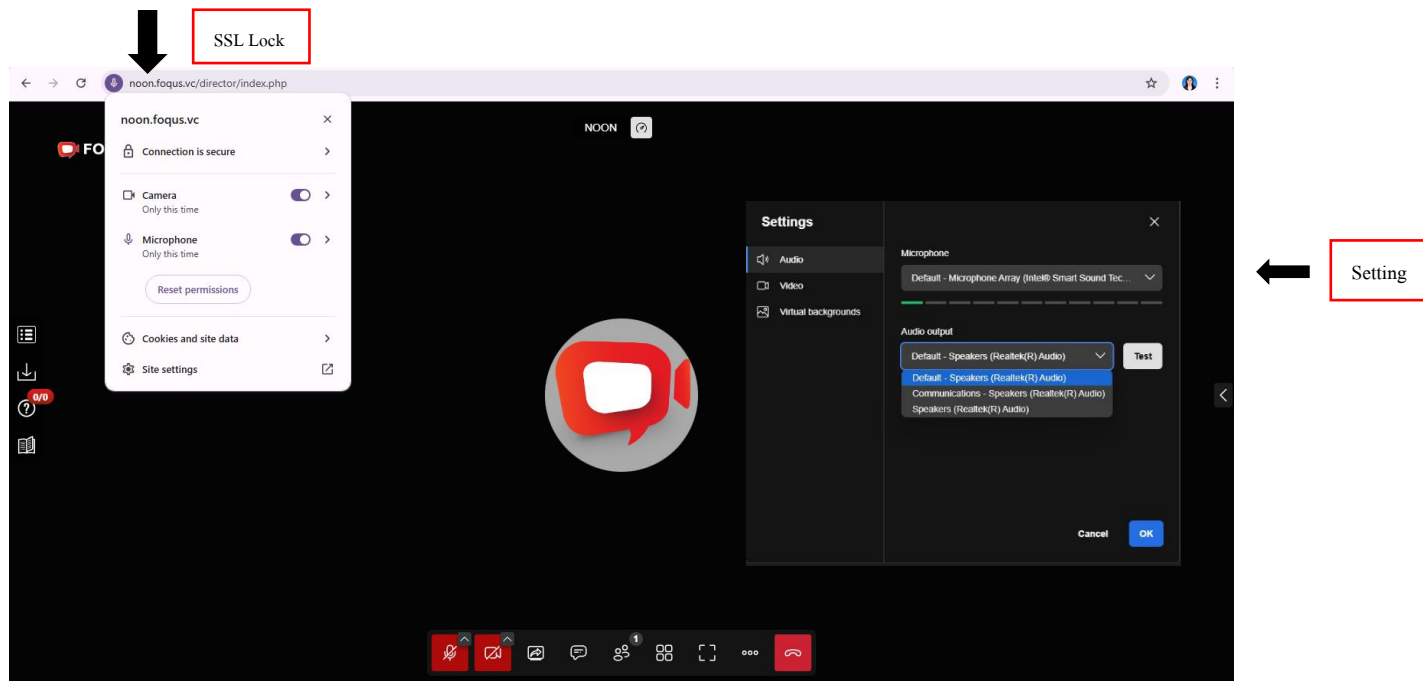
Question: My voting or other windows shows "Connection failed. Please log out and log in again" what should I do?

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

Question: I have another 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 any such problem send us an email to info@quidlab.com with the details of vulnerabilities or bug report.