

Government's Secure Video Conferencing Platform

meet.gov.lk

User Manual

(version 3.0)

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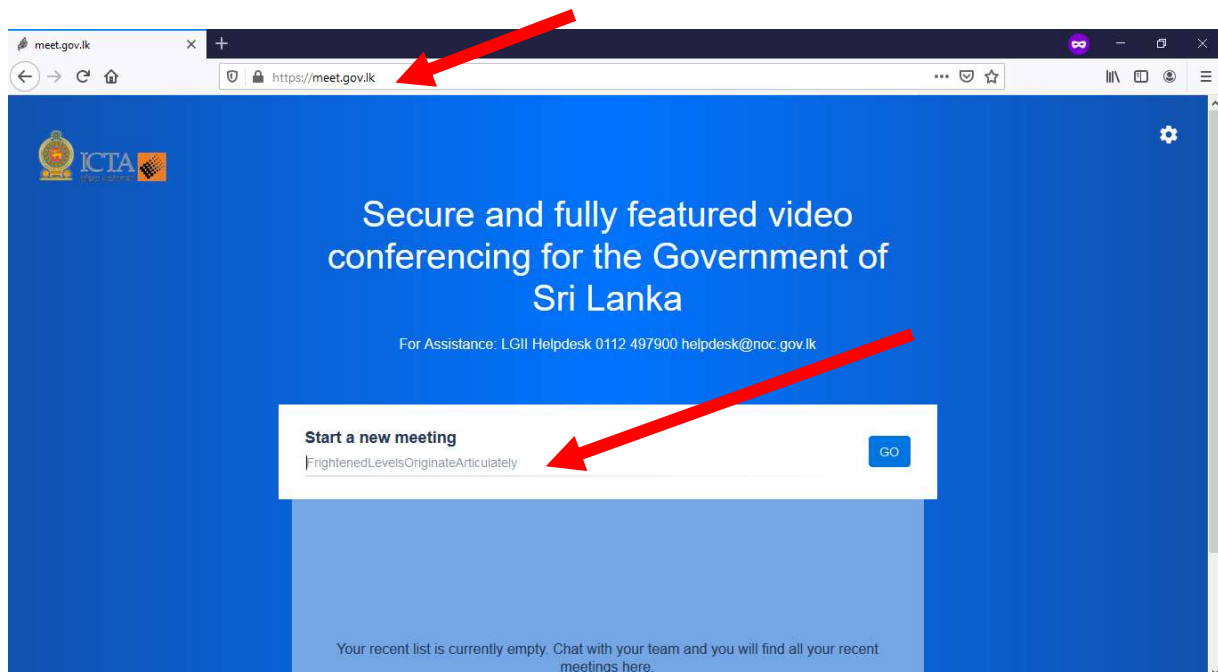
1. Introduction to meet.gov.lk

meet.gov.lk is the secured government video conferencing platform based on Jitsi meet, which is an open source application. It is a complete solution which is compatible with Android, Mac OS, Windows, and Linux. It consists of features such as desktop sharing, auto view active speaker and text chatting. It can be used directly in a browser or in a downloaded application.

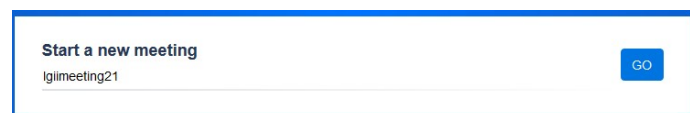
2. How to host a meeting

The meet.gov.lk allows you to host meetings any time anywhere. All you need to have is a device with a strong internet connection and a login credentials.

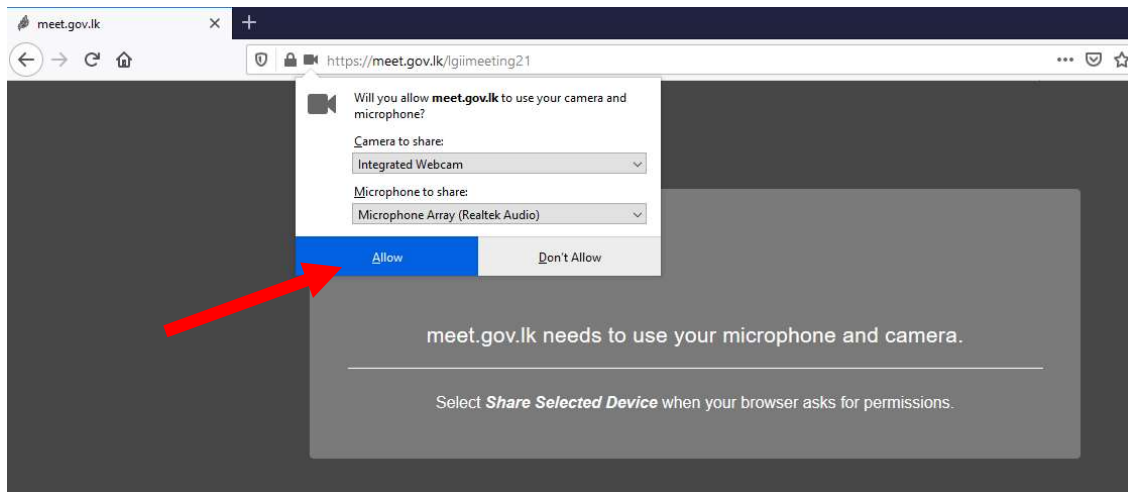
First type <https://meet.gov.lk> at address bar of your internet browser and press enter. You will get following page. It is recommended to use Mozilla Firefox or Google Chrome for meet.gov.lk.



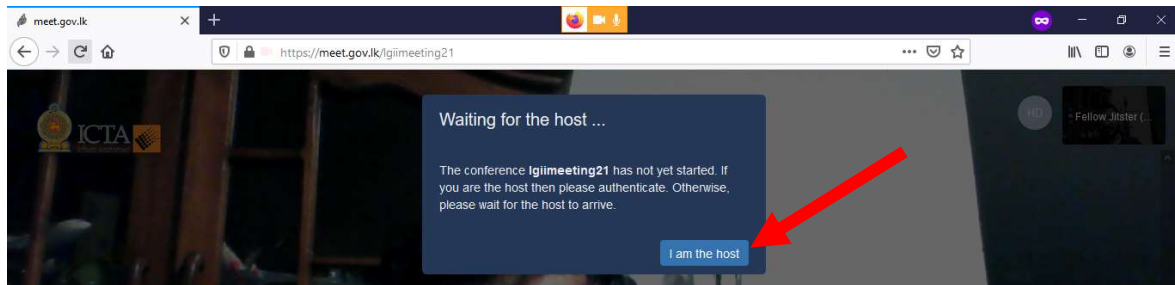
Then type a name for the meeting at “Start a new meeting” and press “GO” button. It is recommended to use uncommon names to prevent strangers joining your meeting (avoid names such as test, testmeeting, etc). Here we are using “lgiimeeting21”.



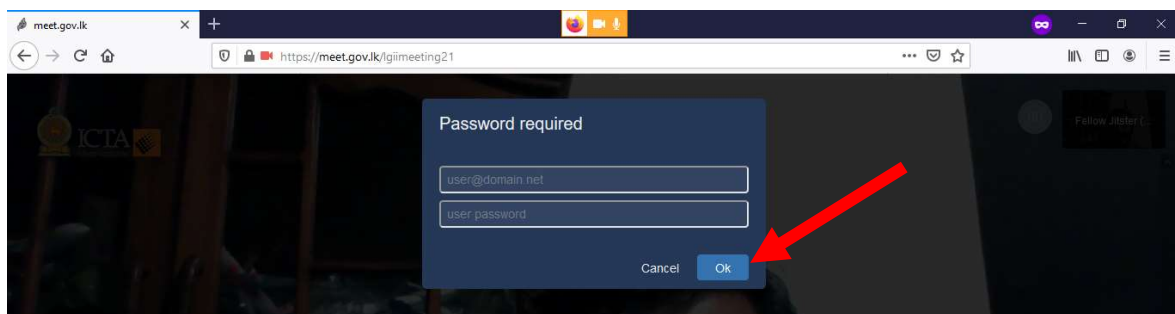
After that you will be redirected to a page requesting permission to use camera and microphone of your device. Hit “Allow” button to proceed.



Since you are hosting the meeting, you have to click on “I am the host” button on the popup message.



Here you have to enter the username and the password, which is given by LGII / ICTA to host the meeting. Then press “OK” button to start the meeting.

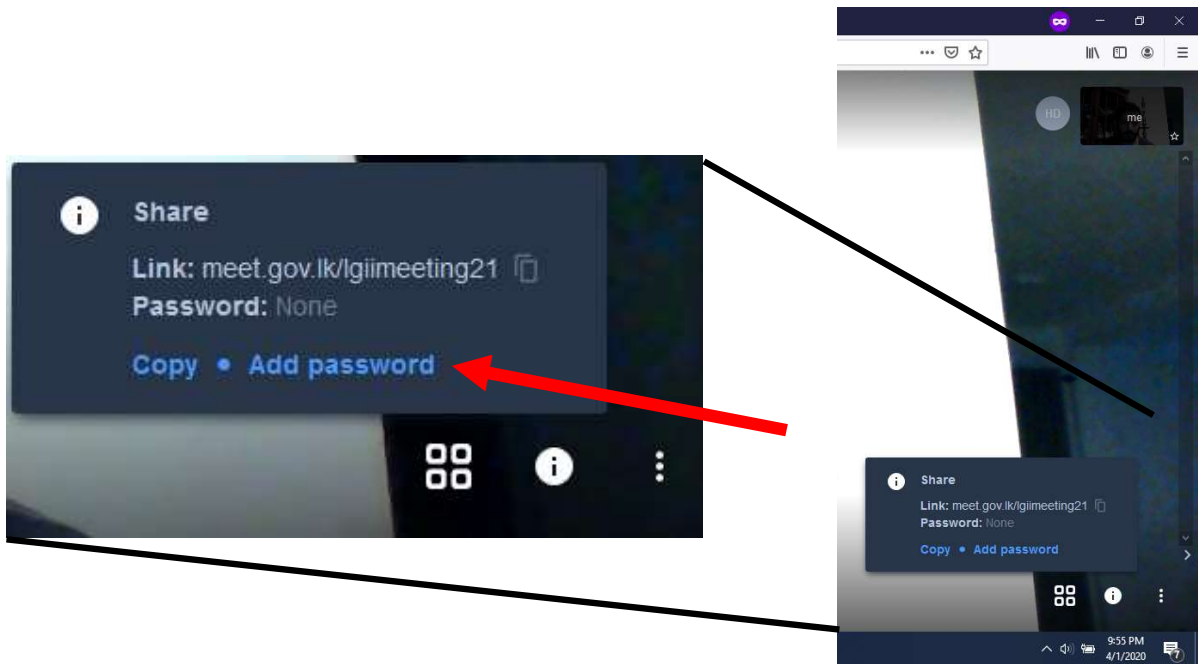


After that you can share the link at the address bar (<https://meet.gov.lk/lgiimeeting21>) with others whom you wish to invite for this meeting (You may use SMS, email, whatsapp, viber or any other channel to share the link).

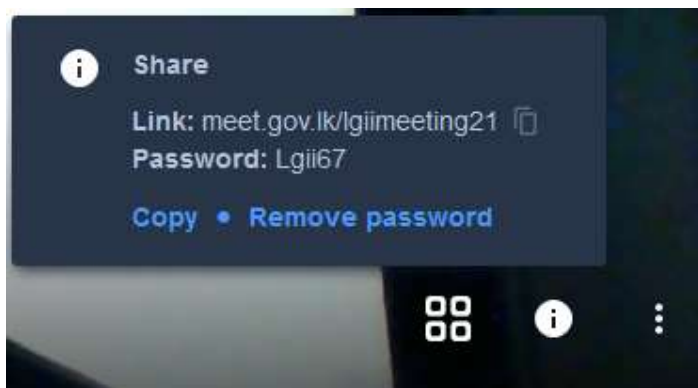
2.1 How to add a password for a meeting

You can further secure your meeting from unknown parties by adding a password to the meeting and each participant should enter the password to join the session. You have to share both link and the password with participants prior to the meeting.

First click on white circle with an “i” at the right side bottom of the page (Share link and dial-in info button). Then click on “Add password”, type a password and press Enter.

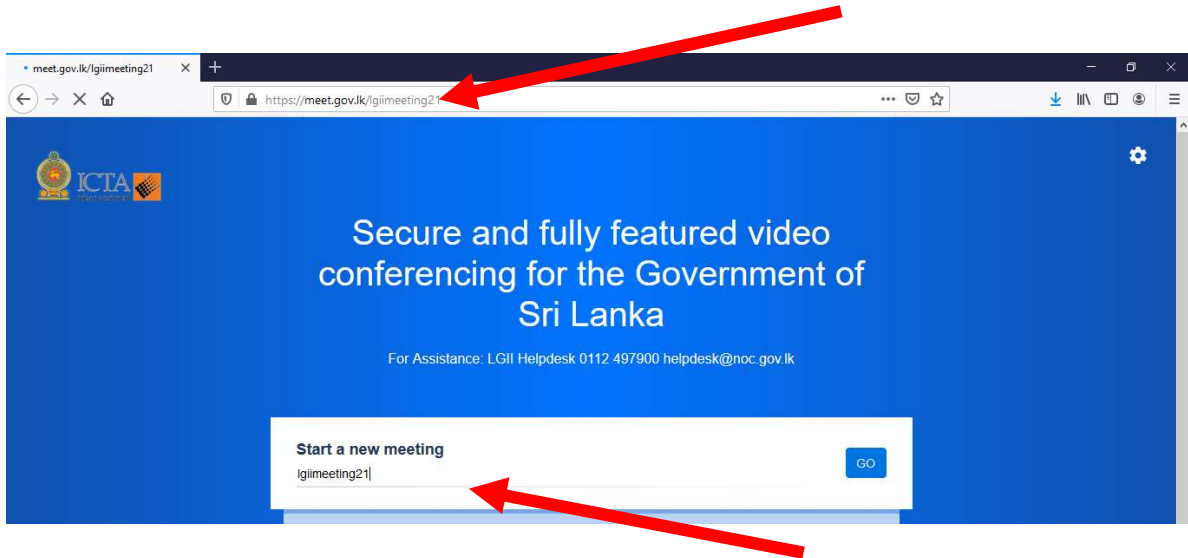


You can remove the password by clicking on “Remove password”.

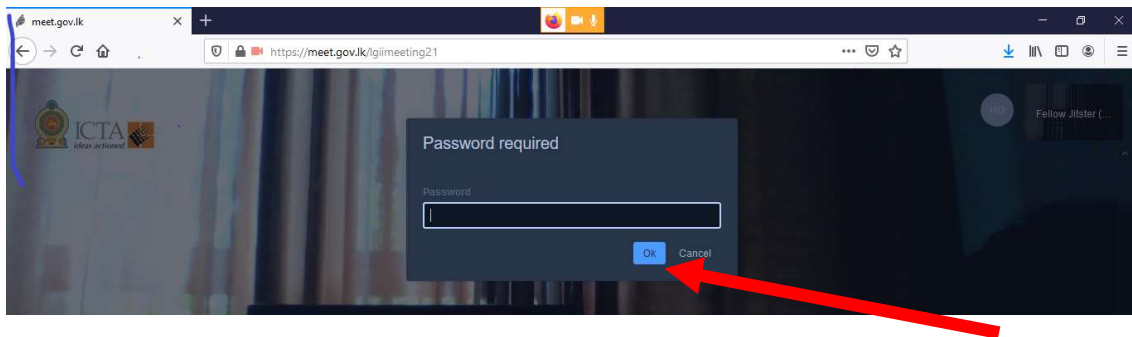


3. How to join a meeting

To join a meet.gov.lk meeting, someone else should have shared the meeting link or the meeting ID (and password, if configured) with you. For example we will take “lgimeeting21” as the meeting ID. You can simply enter the link (<https://meet.gov.lk/igimeeting21>) in the address bar of your internet browser and connect to the meeting; else you can get the page by <https://meet.gov.lk> and enter the meeting ID “lgimeeting21” at “start new meeting” to join the meeting.

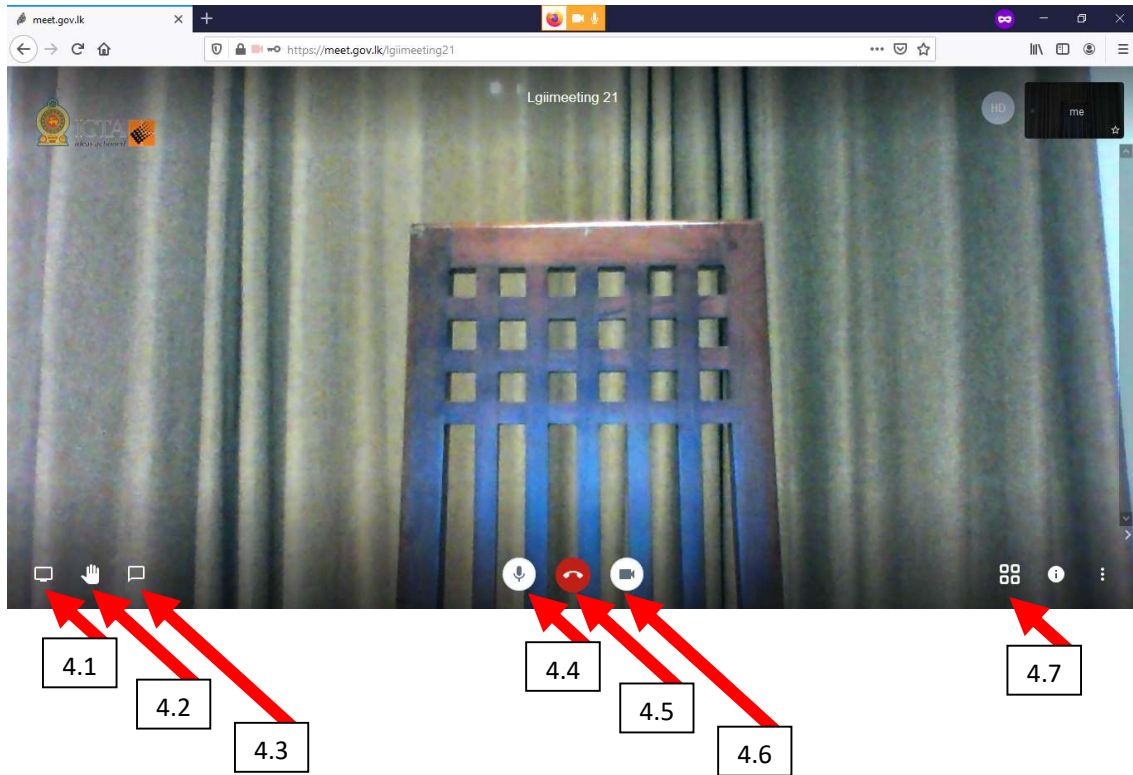


If a password is configured you have to enter it at the popup window and press OK.



4. Other options

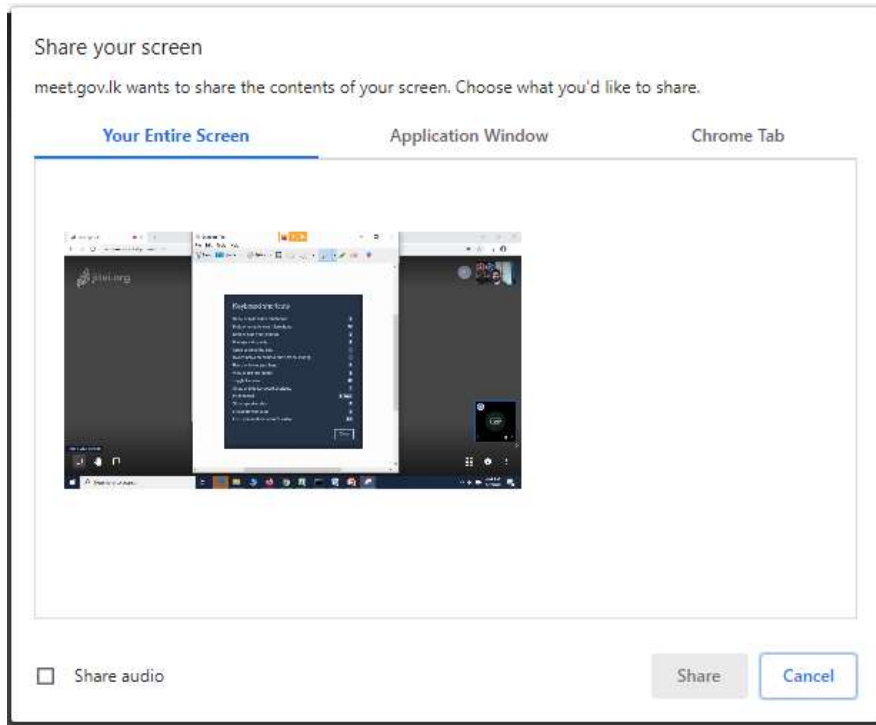
meet.gov.lk is complete video conferencing application derives with many features. You can get the menu “more actions” by click on three vertical white dots at the right side bottom of the page.



4.1 Share your screen

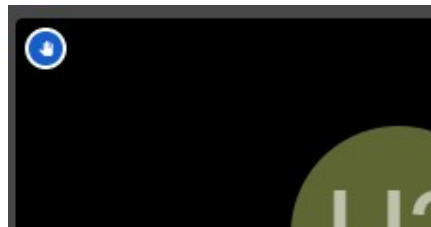
You can use “Share your screen” button to share the screen with other participants. Here you will get an option to share entire screen or a particular application/window. Depend on the internet browser you are using, you will directed to one of the following methods.





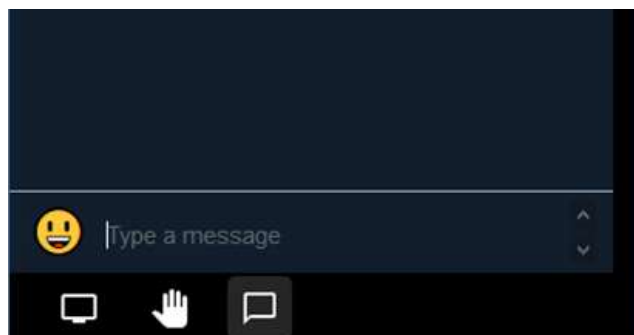
4.2 Raise/Lower your hand

You can click the “Raise your hand” button to get the attention of others to say that you need to talk. Sign of a blue hand will appear at top left hand corner of your view.



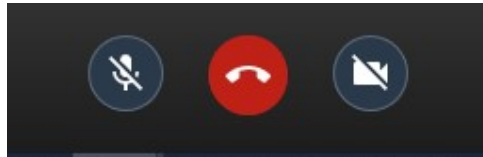
4.3 Open/Close chat

You can chat with participants while you are on the meeting using chat option.



4.4 Mute /Unmute button

You can use mute / unmute button to mute your microphone while you are at the meeting.



4.5 Leave button

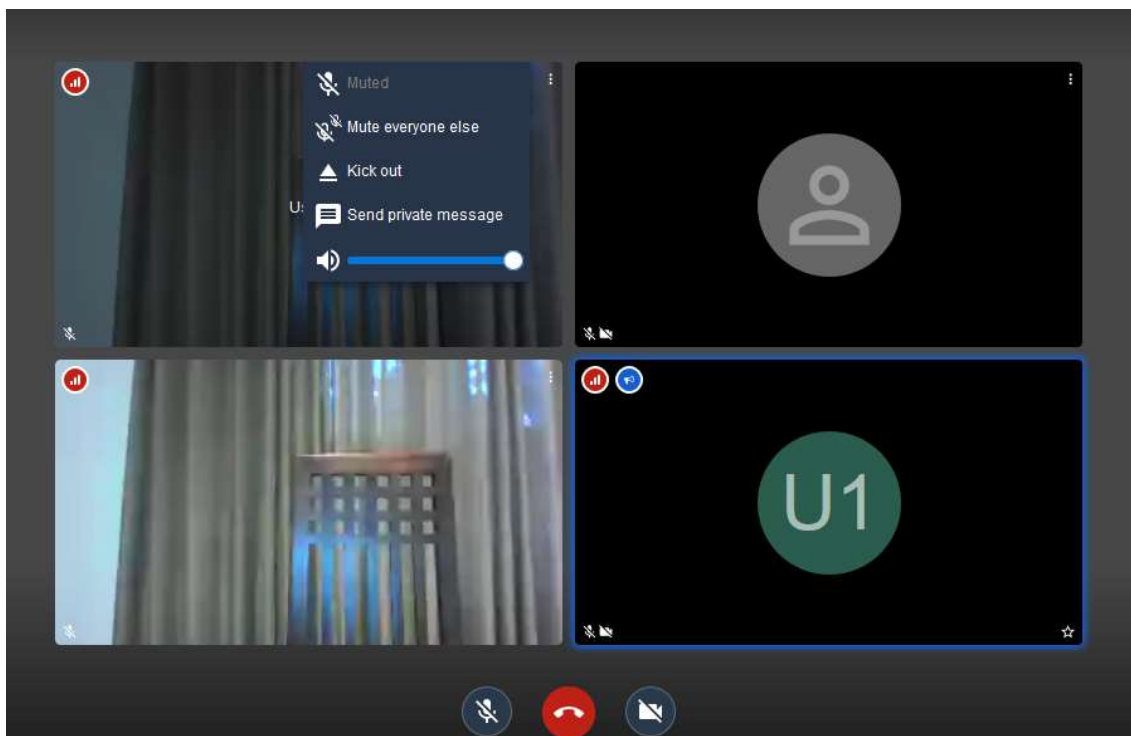
By clicking on the red colored button you will leave the meeting.

4.6 Start/Stop camera button

Using this option, you can stop your camera while you are connected to the meeting. When you have a poor internet connection, this will help you to maintain your connectivity stable.

4.7 Toggle tile view

By using “Toggle tile view” button you can see other participants in a single window. By clicking on three dots at top right hand corner of each view, Moderator can control other participants by muting others, kicking out participants, sending private messages or controlling volume.

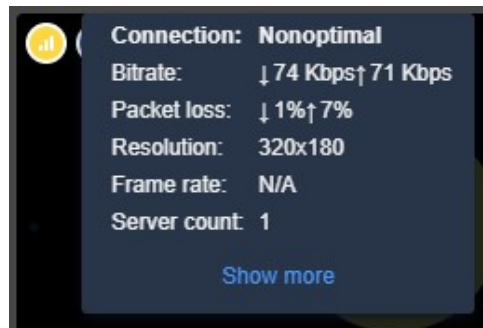


Also signal strength of each participant is shown at top left hand corner with different colors



Connection: Good
Bitrate: ↓ 96 Kbps ↑ 40 Kbps
Packet loss: ↓ 1% ↑ 4%
Resolution: 0x0
Frame rate: N/A
Server count: 1
[Show more](#)

This panel shows a 'Good' connection status with a green signal strength icon. The metrics include a bitrate range of 40 to 96 Kbps, a packet loss range of 1% to 4%, and a server count of 1. The resolution is 0x0 and the frame rate is N/A.



Connection: Nonoptimal
Bitrate: ↓ 74 Kbps ↑ 71 Kbps
Packet loss: ↓ 1% ↑ 7%
Resolution: 320x180
Frame rate: N/A
Server count: 1
[Show more](#)

This panel shows a 'Nonoptimal' connection status with a yellow signal strength icon. The metrics include a bitrate range of 71 to 74 Kbps, a packet loss range of 1% to 7%, and a server count of 1. The resolution is 320x180 and the frame rate is N/A.



Connection: Poor
Bitrate: ↓ 81 Kbps ↑ 83 Kbps
Packet loss: ↓ 4% ↑ 2%
E2E RTT: 42ms
Resolution: 320x180
Frame rate: 15

This panel shows a 'Poor' connection status with a red signal strength icon. The metrics include a bitrate range of 81 to 83 Kbps, a packet loss range of 2% to 4%, an E2E RTT of 42ms, a resolution of 320x180, and a frame rate of 15.



Connection: Lost
Bitrate: ↓ 81 Kbps ↑ 40 Kbps
Packet loss: ↓ 44% ↑ 0%
E2E RTT: 14999ms
Resolution: N/A
Frame rate: N/A

This panel shows a 'Lost' connection status with a grey signal strength icon. The metrics include a bitrate range of 40 to 81 Kbps, a packet loss range of 0% to 44%, an E2E RTT of 14999ms, and N/A for resolution and frame rate.

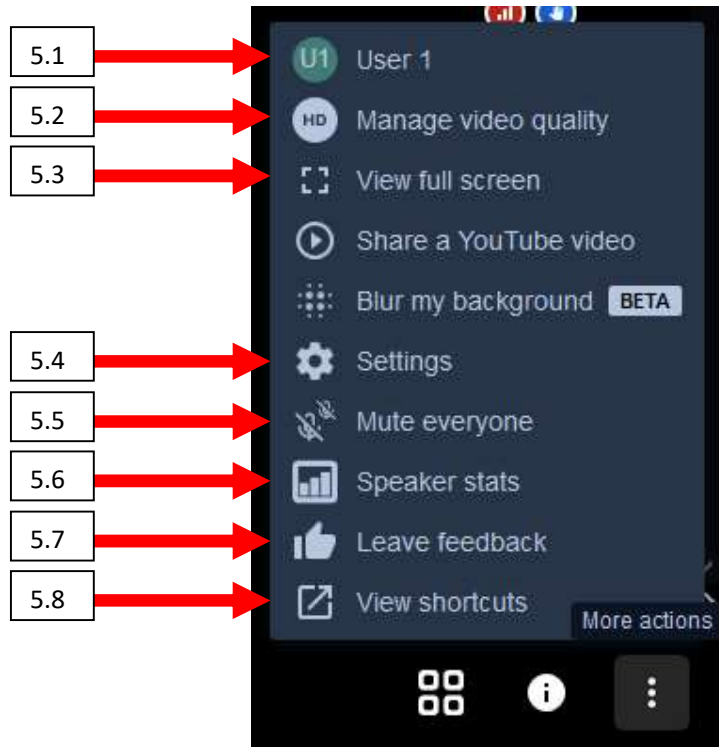


Connection: Inactive
Bitrate: ↓ 135 Kbps ↑ 76 Kbps
Packet loss: ↓ 4% ↑ 7%
E2E RTT: 21919ms
Resolution: 320x180
Frame rate: 14

This panel shows an 'Inactive' connection status with a blue signal strength icon. The metrics include a bitrate range of 76 to 135 Kbps, a packet loss range of 4% to 7%, an E2E RTT of 21919ms, a resolution of 320x180, and a frame rate of 14.

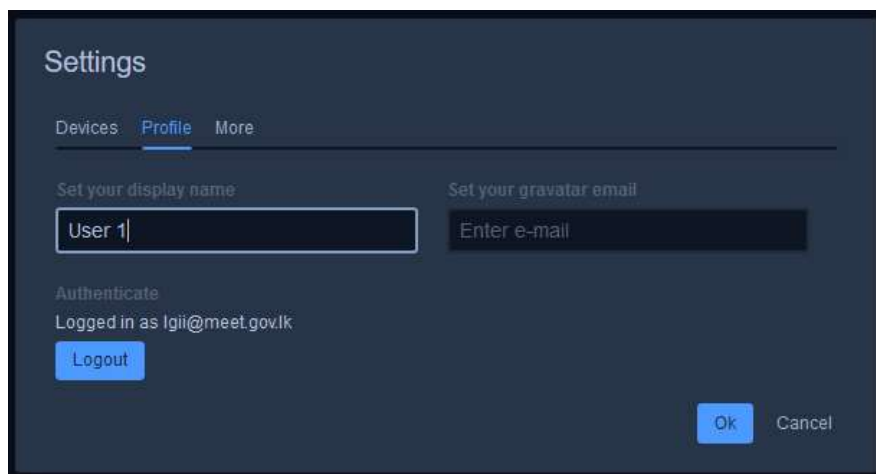
5. Other features and functionalities

meet.gov.lk is a complete video conferencing application derives with many features. You can get the menu “more actions” by click on three vertical white dots at bottom right corner of the page.



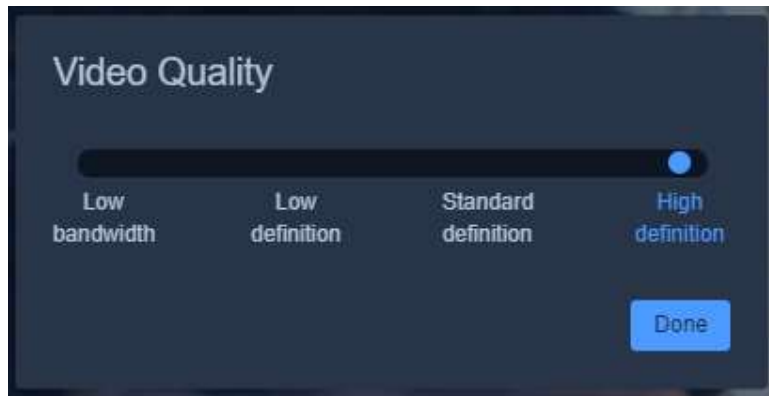
5.1 Profile

Here you can add a name to your profile. This will be shown to others after you connected to a meeting.



5.2 Manage video quality

Here there are four options Low bandwidth, Low definition, Standard definition and High definition. You can reduce video quality to make the connectivity more stable.

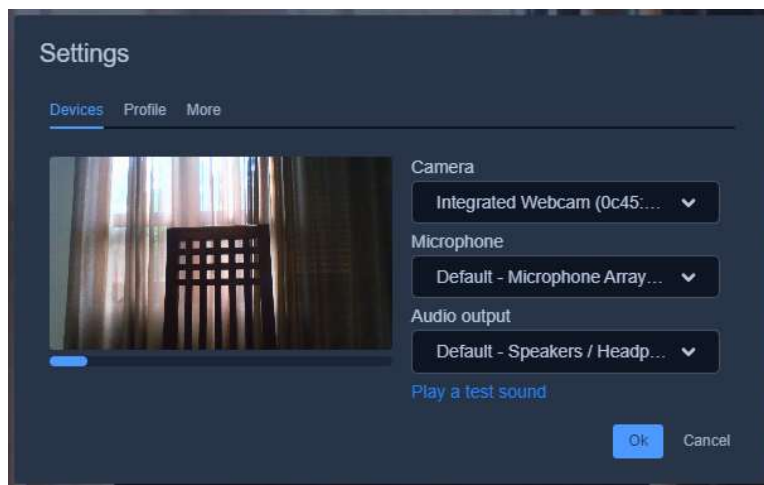


5.3 View full screen

You can change to full screen view by clicking on this option. You have to press escape key to return to normal view.

5.4 Settings

You can change input and output devices using this menu.



5.5 Mute everyone

You can use this option to mute everyone. Please note that this option is enabled only for the moderator (host).

5.6 Speaker stats

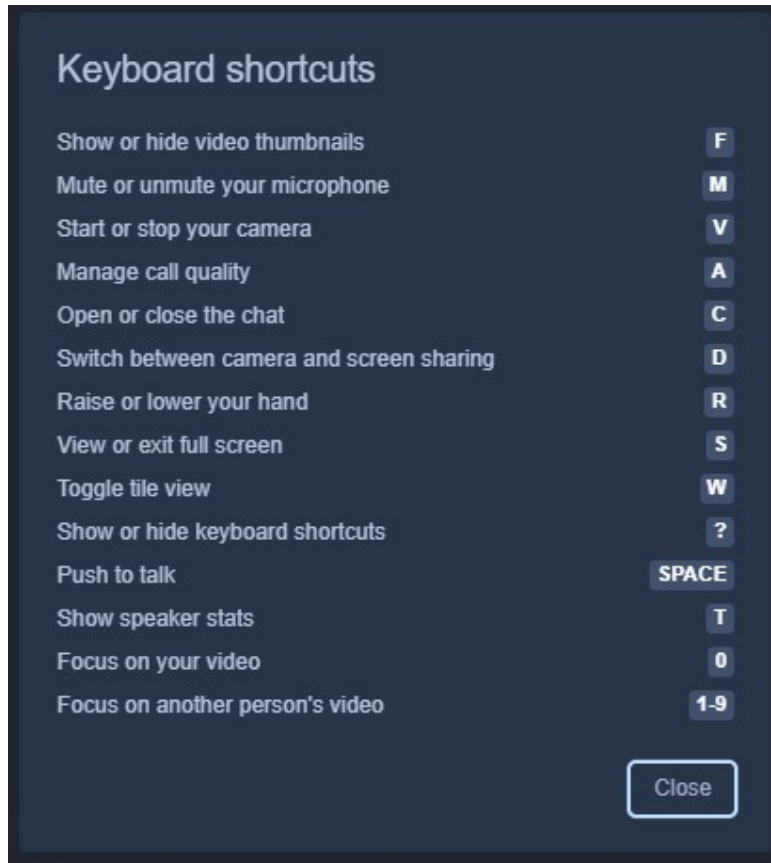
Here you can see the active speaker and a summary of active time.

5.7 Leave feedback

You can rate the session and give a feedback using this menu.

5.8 View shortcuts

You can view the list of shortcuts using this option.



6. Troubleshooting Tips

6.1 Blank remote video (black screen)

- Refresh your internet browser or restart the browser
- Try with a different browser (Firefox, Chrome, etc)
- Upgrade your browser if you are using an old version

6.2 No video/audio

- Check whether you have not allowed to share your mic/camera with the application
- Check whether your mic / speakers / camera is disabled from the system.
- Contact your network administrator / LGII Helpdesk to check whether relevant communication ports are blocked in the network.

6.3 Poor video quality

- Reduce video quality through manage video quality option.

6.4 Missing desktop sharing icon on the lower left

- Use Firefox or install Jitsi desktop sharing plugging if it is available for your browser

For further assistance or share your experience, please contact LGII – Helpdesk 0112 497900 / helpdesk@noc.gov.lk

7. Best Practices

- Use a good internet connection (stay closer to the wifi access point)
- Use ear phones / head phones when connecting.
- Try to select a less noisy place with good lighting.
- Be on mute when others are talking.
- Use raise your hand option to get attention.
- Turn off video when participants have connectivity