



International
Civil Aviation
Organization

Organisation
de l'aviation civile
internationale

Organización
de Aviación Civil
Internacional

Международная
организация
гражданской
авиации

منظمة الطيران
المدني الدولي

国际民用
航空组织

Ref.: A 2/6.7: AP-RD0006/20

24 March 2020

Subject: Convening of a COVID-19 Information Sharing Teleconference Session with APAC CAA Director Generals

Dear Directors General/Chief Executive Officers of Civil Aviation Authorities, Asia Pacific,

I refer to my recent correspondence with Ref. T 3/10.1, T 3/4.14, T 3/ 15.1 - AP071 /20 (ATM) dated 13 March 2020 as well as the Declaration adopted by the ICAO Council at the Fourth Meeting of the 219th Session on 9 March 2020 (attached) relating to the outbreak of novel coronavirus (COVID-19). The Council in its Declaration stressed the importance of engaging in cross-sector collaboration and the principles of multilateralism, strong international cooperation and coordination among all entities involved in the joint action against this unprecedented pandemic; and urged Member States and stakeholders to foster and implement a culture of collaboration and information sharing among public health and civil aviation authorities.

I would like to reaffirm that ICAO would continue to support Member States in their response measures as appropriate. Towards this end I would like to invite you to a teleconference via WebEx (see the joining instructions attached) on **31 March 2020 at 10.30am (Bangkok (ICT), UTC+7)**. The objective of this teleconference will be to share experiences in Asia Pacific region especially with regards to contingency measures that have been put in place to ensure business continuity especially at State regulatory bodies, airports, airlines and air traffic control units. Apart from sharing of experiences this forum can also be used to highlight any particular concern in the areas of Safety, Security, ANS and other related areas. The agenda for the meeting is attached.

It would be helpful if you can indicate your availability to join this teleconference. I fully appreciate the tremendous amount of work on your hands so in case you are unable to join then you may consider nominating a suitable official to represent you. Please confirm your participation to APAC@icao.int. Looking forward to your active participation in the tele-conference.

Yours sincerely,

Arun Mishra
Regional Director

Enclosures:

- Declaration adopted by the ICAO Council at the Fourth Meeting of the 219th Session on 9 March 2020 relating to the outbreak of novel coronavirus (COVID-19)
- Agenda
- Join a Webex Meeting Instructions

**Declaration adopted by the ICAO Council at the Fourth Meeting of the 219th Session
on 9 March 2020 relating to the outbreak of novel coronavirus (COVID-19)**

The Council of the International Civil Aviation Organization (ICAO), at its Fourth meeting of the 219th session held on 9 March 2020:

Recalled in particular, Articles 14 and 44 of the *Convention on International Civil Aviation*;

Affirmed the urgent need to reduce the public health risk of the spread of COVID-19 by air transport and protect the health of air travellers and aviation personnel;

Stressed the importance of:

- a) ensuring that response actions and measures are based on science and facts;
- b) engaging in cross-sector collaboration and the principles of multilateralism, strong international cooperation and coordination among all entities involved in the joint action against this public health emergency of international concern (PHEIC); and
- c) providing reliable and timely information to aviation authorities, airlines and other aircraft operators, airports and the public to help control the further spread of the virus.

Expressed strong support for the calls by the World Health Organization (WHO) for States to perform their own risk assessments and adapt their response measures accordingly, taking into account the *International Health Regulations* (IHR 2005);

Expressed concern at the economic impact of the COVID-19 outbreak on air transport and civil aviation;

Expressed appreciation for the cooperation of airlines, airports and other industry participants in working with governments and international organizations to help implement these response measures;

Urged Member States and stakeholders to:

- d) apply existing regulations and guidance, particularly the Standards and Recommended Practices (SARPs) of Annex 9 (Facilitation) and other relevant international standards contained in the other Annexes to the *Convention on International Civil Aviation*, when addressing outbreaks of communicable diseases that pose a public health emergency of international concern;
- e) apply existing recommendations and guidance provided by the WHO, in accordance with each country's risk assessment and unique circumstances;
- f) foster and implement a culture of collaboration and information sharing among public health and civil aviation authorities through the establishment of National Facilitation Committees comprising all relevant entities, in line with ICAO provisions;
- g) proactively join, contribute to and assist the Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA);
- h) take the necessary actions to maintain the sustainability of air transport and the highest level of safety;

Reaffirmed that ICAO would continue to support the aviation sector by working with Member States, and cooperating with the WHO and other relevant agencies of the United Nations system, and industry partners such as the International Air Transport Association (IATA) and Airports Council International (ACI); and

Further reaffirmed that the Council will continue to closely monitor the situation, supports Member States in their response measures as appropriate, and stands ready to take further action as circumstances develop.

Agenda for the Teleconference on 31st March 2020 at 10.30 am (Bangkok time)

1. Introductory address by Regional Director ICAO
2. Presentation on COVID 19 by ICAO
3. Sharing of experience by DGs/CEOs of CAAs – (5 min each)
4. Any Other business

1. Join a Webex Meeting from an Email Invitation

If you get a meeting invitation in your email, you can use it to join your meeting in different ways, like from your computer, mobile device, phone, or video system. Your invite includes the options available to you for that particular meeting.

- When you receive an email invitation to a Webex meeting, it'll look something like this.

Meeting Subject: Webex Meeting Invitation: Tenth Meeting Of The Meteorological Services Working Group (MET/S WG/10)

Icao Apac Regional Office Invites You To Join This Webex Meeting.

Meeting number (access code): 571 601 227

Meeting password: jVUJGtc3M43

Tuesday, March 17, 2020

10:30 am | (UTC+07:00) Bangkok, Hanoi, Jakarta | 2 hrs

[Join meeting](#)

Join by phone

Tap to call in from a mobile device (attendees only)

[+65-6703-6949](#) Singapore Toll

[Global call-in numbers](#)

Join from a video system or application

Dial [571601227 @ icaoapacregionaloffice.my.webex.com](#)


You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [571601227. icaoapacregionaloffice.my@lync.webex.com](#)

For your convenience, choose how you'd like to join the meeting either from your computer, mobile device, traditional phone, Skype for Business, or video system. Choose the option that's best for you.

2 Join from Your Computer or Mobile Device

Select Join  to [join the meeting from your computer or mobile device](#), tap or click the green Join button.

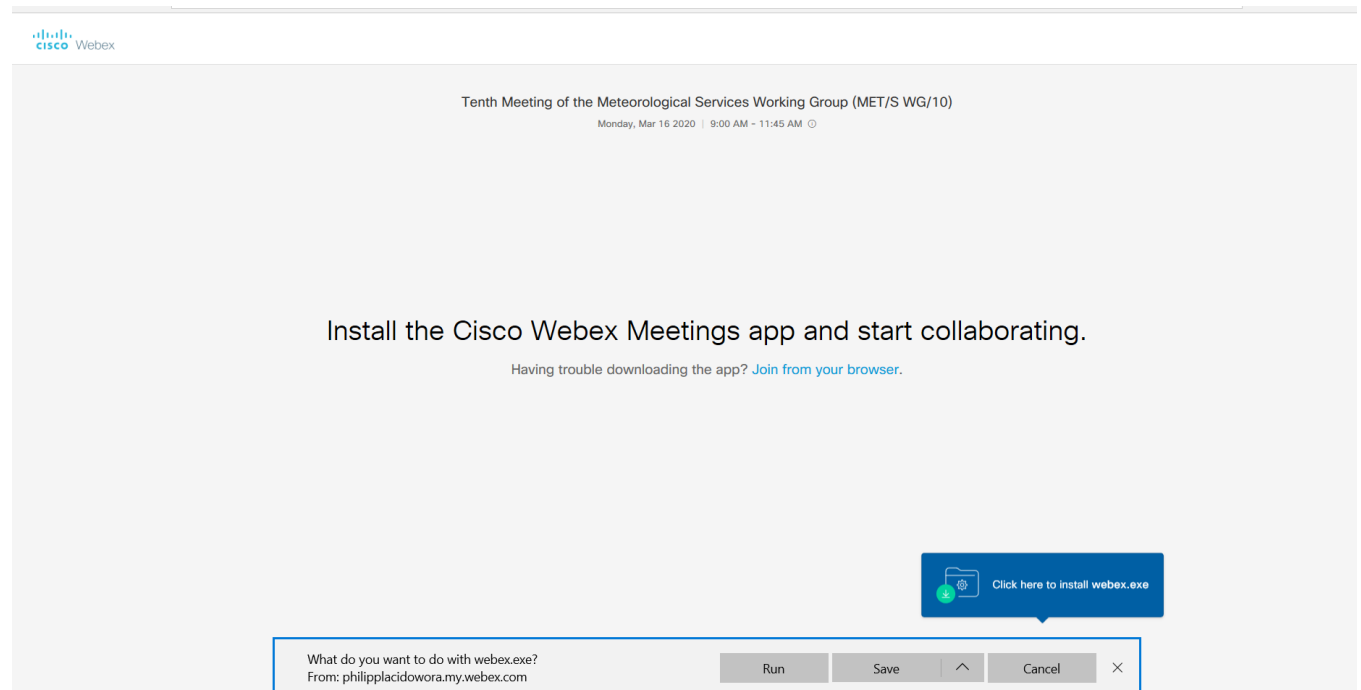
A Video Tutorial for Joining webex online meeting
<https://help.webex.com/video?videoid=6086070637001>

For First Time User of Cisco Webex Meetings

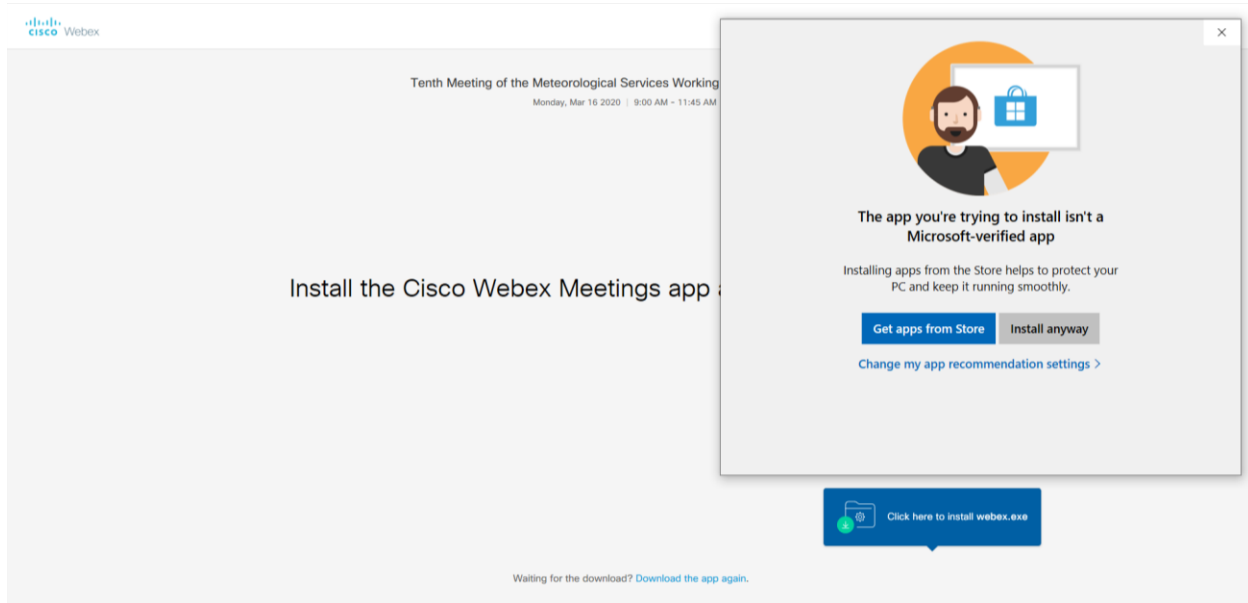
When you join a meeting for the first time, you're prompted to download the installer file to install the desktop app on your computer.

If you can't download the installer, you can still join the meeting using the web app instead. You don't need to install anything using the web app, and it launches in your web browser.

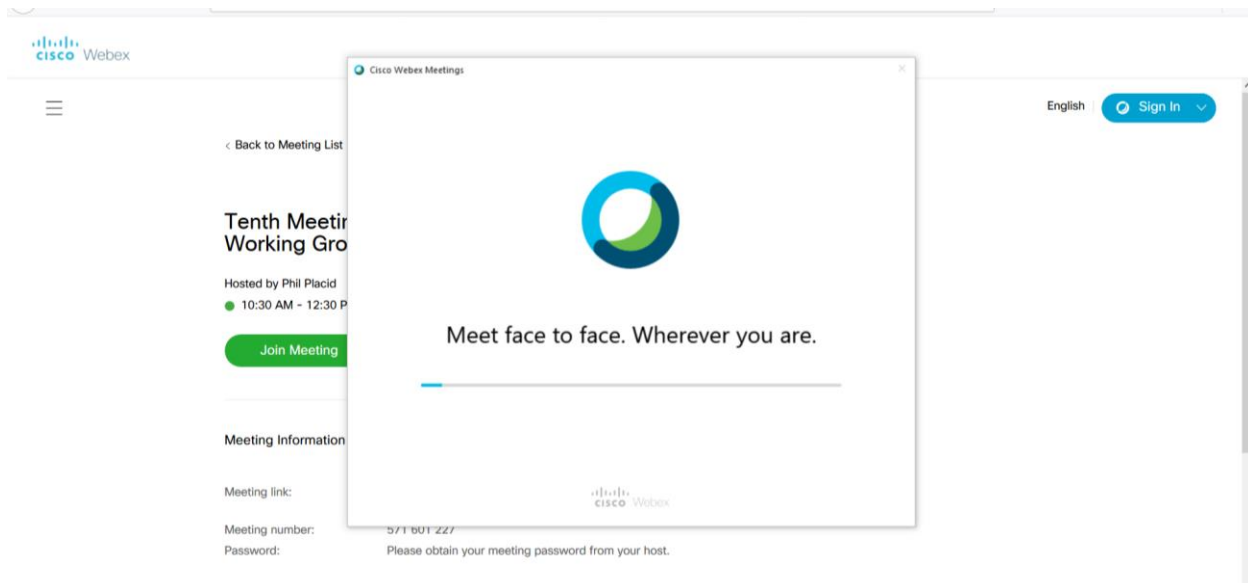
Prompt to download webex desktop app/ save and run the installer



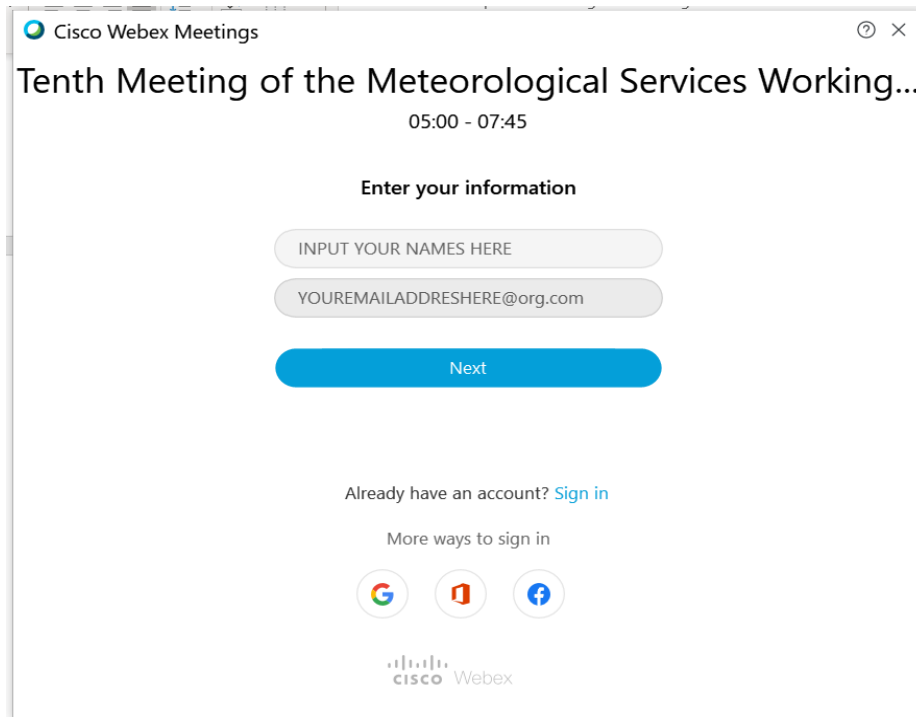
You may get below prompt for certain devices, Please select install anyway.



Below screen shot of webex installation



When Installation completes, you will be prompted to Input your Name and Email Address and Press Next to continue

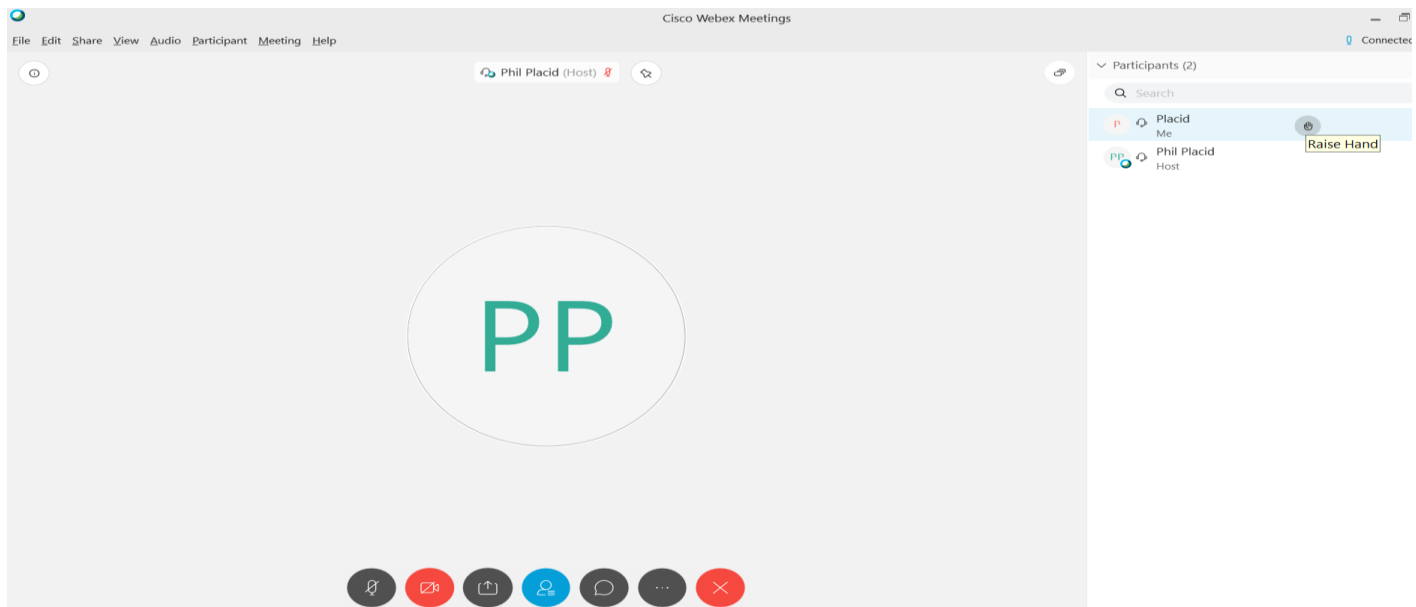


The image shows the Cisco Webex Meetings registration window. At the top, it says "Cisco Webex Meetings" with a logo. Below that, the meeting title "Tenth Meeting of the Meteorological Services Working..." is displayed, followed by the time "05:00 - 07:45". The main heading is "Enter your information". There are two input fields: "INPUT YOUR NAMES HERE" and "YOU'REMAILADDRESSHERE@org.com". A blue "Next" button is below the fields. Further down, it says "Already have an account? [Sign in](#)". Below that, it says "More ways to sign in" with icons for Google, Microsoft, and Facebook. At the bottom, the Cisco Webex logo is visible.



Below is Preview window, to allow you choose if you wish to switch off your video, Press Join Meeting to get connected into the meeting room






Below Screenshot shows You successfully joined the meeting. Meeting controls below enable you Mute your Audio, Turn off video, Share screen presentation, Show participants, chat, Raise a Hand




Your meeting controls will hide automatically when you're not using them. Just move your cursor to bring them back. The following meeting controls are available:

 **Mute**—turns red  when you mute your audio. Click again to unmute.

 **Video**—indicates your video is on. Video is on by default unless you have chosen to turn it off when joining the meeting. You will see  when your video is off.

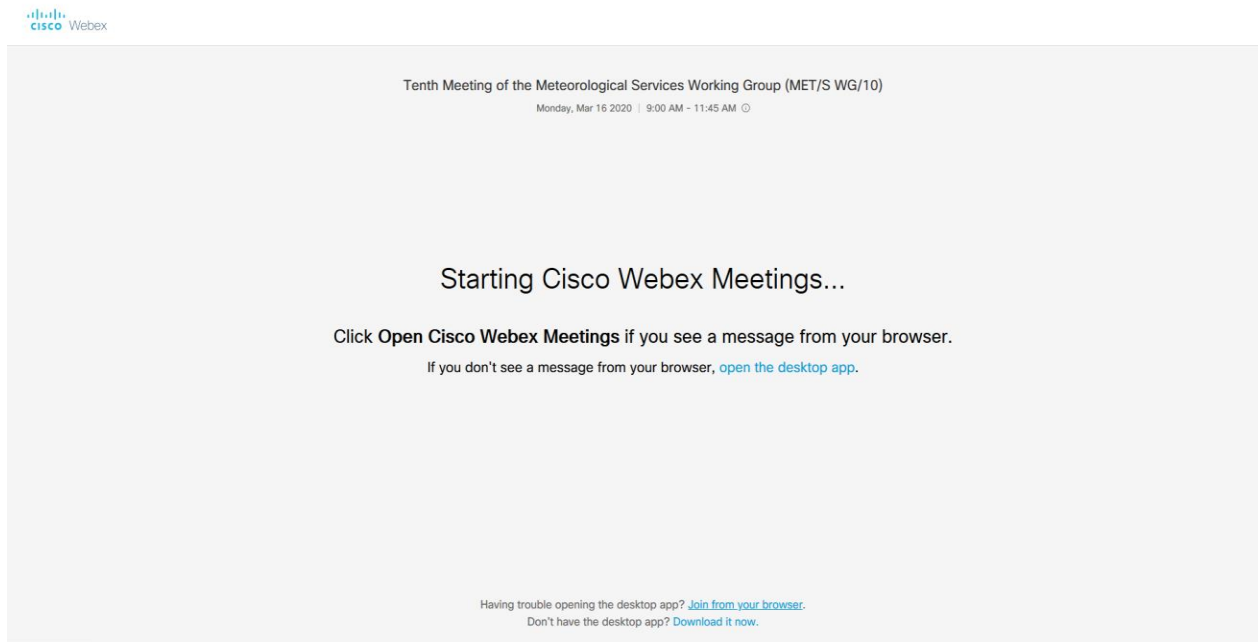
 **Share screen**—share everything on your screen. Open the document you wish to project

 **Participant list**—see who is in the meeting. The button is blue when the list is open.

 **Options**—Copy Meeting Link  if you need to send it to others in a message.

 **Leave Meeting**—leave the meeting.

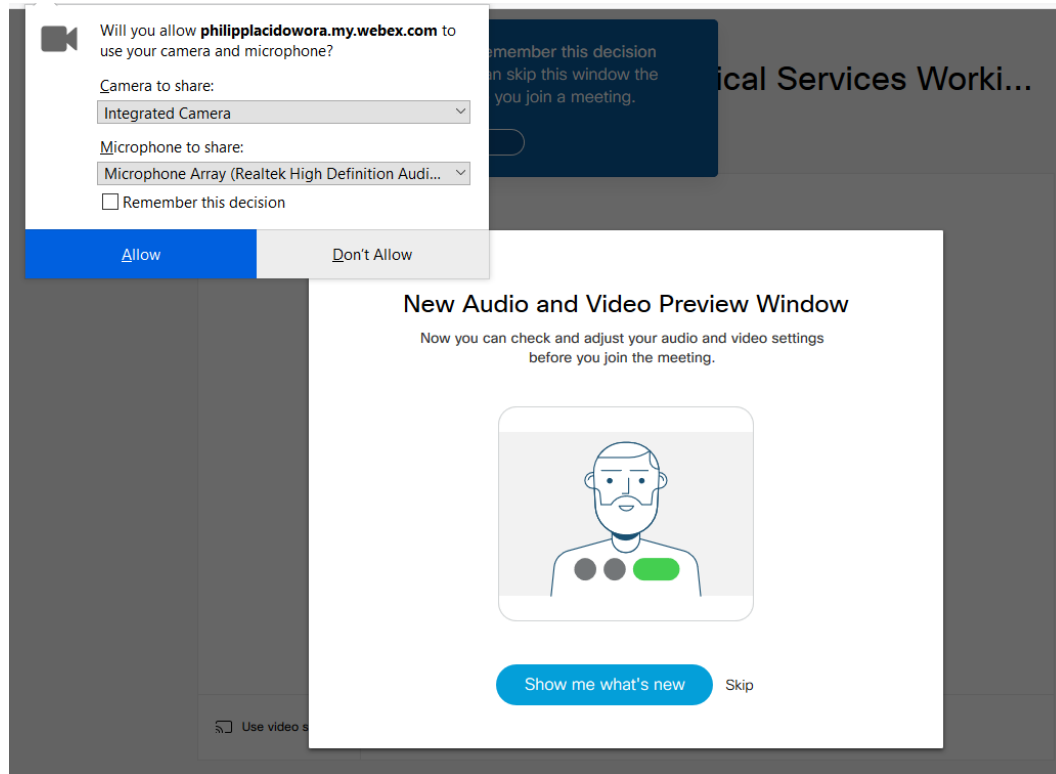
3. Joining the Meeting from a web browser in cases where you have limited rights to install the desktop app on your computer. Select Join from a web browser



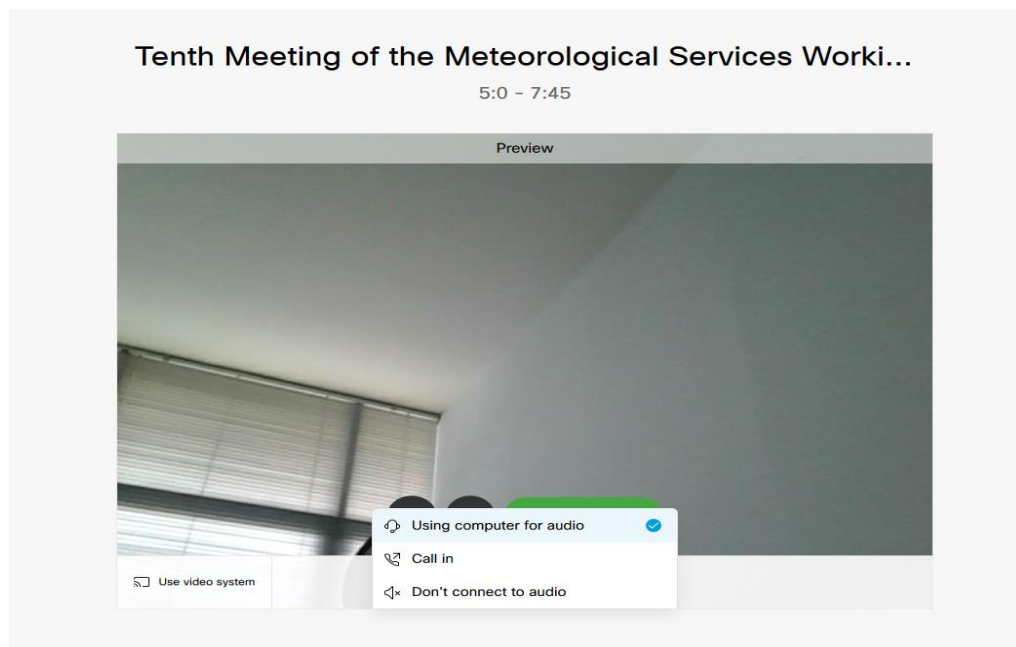
Enter your details, Names and Email

The screenshot shows the "Enter your information" form in the Cisco Webex interface. At the top, it says "9:00 AM - 11:45 AM". The form has two input fields: the first contains "Philip" and the second contains "powora@icao.int". Below these fields is a blue "Next" button. Under the button, it says "Already have an account? [Sign in](#)". At the bottom, it says "More ways to sign in" and shows three icons: Google, Microsoft, and Facebook.

Allow to the app permission to use your camera and microphone for the meeting



Select to join using computer system

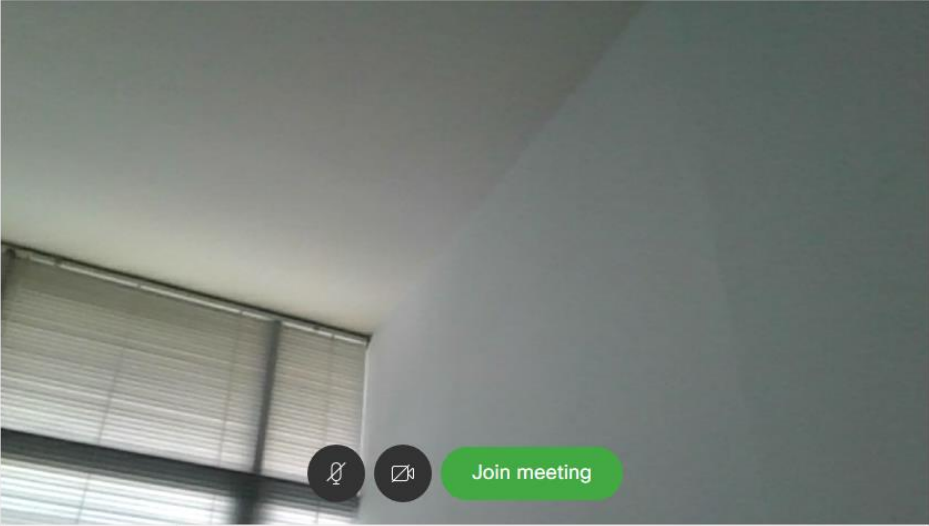




Now Select join Meeting to join

Tenth Meeting of the Meteorological Services Worki...


5:0 - 7:45


Preview





Join meeting

 Use video system

 Using computer for audio ▾

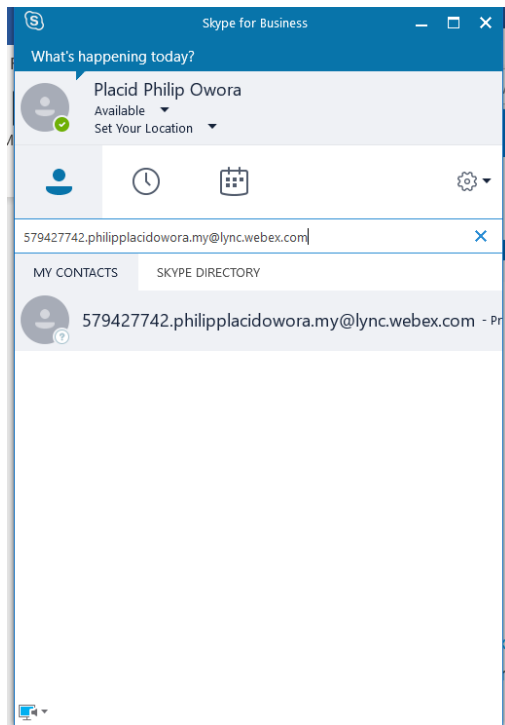
Joining webex meeting through skype for business

Join using Microsoft Lync or Microsoft Skype for Business

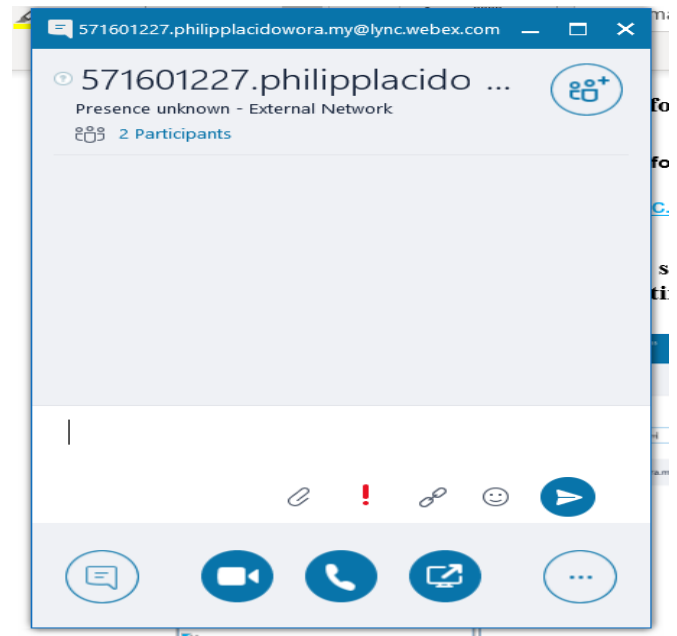
Dial

571601227.philippplacidowora.my@lync.webex.com

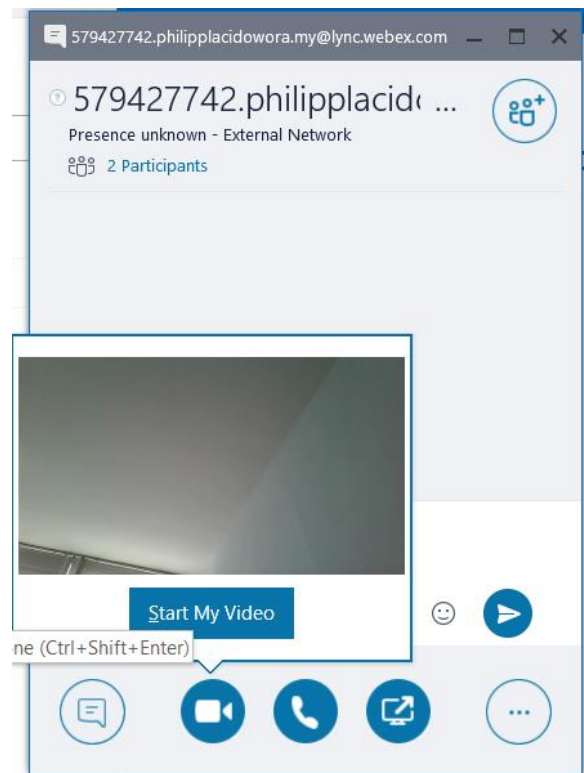
Copy the above link and paste it into skype for business dialer to call, A dial in link will appear, click enter on keyboard to continue



Now start the skype video or Audio call to connect to the webex meeting



Press the Skype video call button to now join the meeting, you will be connected as seen below



You have successfully connected, Now wait for the Host to start the meeting



Once the meeting starts Please mute you Microphones by pressing the microphone button.



Webex Audio Troubleshooting

If you are having audio issues in a meeting, follow these tips to help you resolve your issue. When you join a meeting with audio, you should see a prompt to connect to the audio conference.


For help connecting to the meeting audio, see:

- [Connect to Audio and Video in Cisco Webex Meetings](#)
- [Join the Audio Conference for My Meeting from a Mobile Device](#)

Sound will be heard through your speakers if:

- The presenter is playing a media file (audio/video) in the meeting.
- The meeting is configured to use VoIP only, Mixed Mode audio, or Audio Broadcast.

If you are not hearing any sound, try the following:

- Make sure you are connected to the audio conference. When connected, a phone or headset icon should appear next to your name in the Participants panel.
- Use the **Audio and Video Connection ...** or **Computer Audio Settings...**, under the **Audio** menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen. For help, see: [WBX54825 - How Do I Configure My Audio Devices for Webex Meetings?](#)
- If connected using your computer, try increasing the volume on your speakers or headset.
- Make sure the host or presenter is actually speaking. When they are talking, you should see blue waves coming from their phone or microphone icon.
- Try chatting to the other participants and see if others are unable to hear the audio.
- If using VoIP or computer audio, make sure your speakers or headset are connected properly, try:
 - [Restarting the Windows Audio service](#)
 - Leaving the meeting and restarting your computer, then rejoin.
- The Exclamation  Mark appears when your speakers or headset are muted in your computer sound settings. This is a separate setting than any mute setting within the meeting window itself.
 - Hover your mouse over the Exclamation Mark, and you will see an indicator on whether your speakers or microphone are muted. Click [Here](#) to correct the issue

Echoing is heard:

- Phone - Echoing is generally caused by a participant in the teleconference on a speakerphone creating an audio feedback loop. The mic on the speakerphone is picking up the teleconference and rebroadcasting it.
- VoIP - One of the causes of echo in your audio conference is a microphone, or headset with microphone, that is placed too close to computer speakers.

To resolve echoing issues, Mute all lines in the teleconference, then Unmute only the active speakers.