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ICANN68 | Prep Sessions – Interpretation Platform Kick-Off Webinar  
Monday, June 8, 2020 – 20:00 to 21:00 MYT

SARA CAPLIS:

Hello and welcome, everybody. We're going to get started. A quick reminder to download the application using the QR code being shared in Zoom by clicking on the URL in the mobile browser or searching for Congress Rental Network in the apps or on your phone. Mike, can we go to the next slide, please?

Welcome to the first of many ICANN68 Prep Sessions. This prep session will provide an introduction to the remote simultaneous interpretation platform that we'll be using during ICANN68. Before we begin, please note that this session is being recorded. We'll provide an opportunity to have questions and answers at the end of the session but you can also feel free to put your questions in the chat.

My name is Sara Caplis and I'm the Manager of Meetings Technical Services of ICANN. With me is Mike Brennan, he's a Project Manager for Meetings Technical Services, and Christina Rodriguez, the Senior Director of Language Services at ICANN. More importantly, we have our team of interpreters providing remote simultaneous interpretation for us today with support from Congress Rental Network. Next slide, please.

First, we're going to do a quick review of how to download and navigate the platform. We'll provide a brief introduction to how the platforms work with the interpretation and give each of you a chance to test the stuff yourself if you would like. We'll review Frequently

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***Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.***

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Asked Questions and answer any questions you may have. Next slide, please.

So before we launch into the guide, please note that any time we reference remote simultaneous interpretation or the acronym RSI, we're referring to the platform that we've had you download to your mobile app. This is going to be the way that you'll listen to all interpretation for our sessions during ICANN68. It will be seen as Congress Rental Network. They're the ones providing this application. Next slide, please.

First, we'd like to begin by reviewing the equipment that each of us will need to participate using interpretation. We're recommending that we have two devices, the first being a laptop or a phone to operate Zoom. You'll think of this as the physical meeting room at an ICANN meeting. It had the component such as slides, a chat, and access the microphone in place of the push to talk microphone you typically have in a meeting room. Your second device, which is your mobile phone, will operate the RSI application. This is the way that you'll listen to the interpretation. So think of this as the headset that you'd pick up in the physical meeting room in order to hear interpretation.

Then finally, we do recommend that you use headphones with your phone being used for remote simultaneous interpretation. This is just to separate the audio between Zoom and the interpretation to prevent feedback loops or other interference between audio sources. Next slide.

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Obviously, step one to getting this platform is to download it. You can either search your mobile app store for Congress Rental Network or you can scan this QR code in front of you or you can also open the link in a mobile browser. So I'll give everybody who has not yet done that a second to do so. I will put the link in chat for everybody. If you've done this and it's asking you for a token, the token is just going to be ICANN68-PREP. That should be in all caps and I've also placed that in the chat. Next slide please.

Once you have the application open on your mobile device, you'll simply put in the token. It's ICANN68-PREP as we see here, and then you hit Connect. In the case that you hit this link that I've also placed in the chat, it will automatically enter that token for you so you just get to skip the step. Next slide, please.

Once you're logged in, you'll be able to select the language of your choice. This session includes English, French, Spanish, Chinese, Russian, Arabic, and Portuguese.

In the top corner of your screen, you'll see some little slider icons on the top right. If you click on those, you can just see a few settings that's just testing your connection, playing with incoming audio volume, etc. Once you've selected this language, you'll be able to listen to that for the remainder of the session using this platform rather than listening to the Zoom audio. I'll give everybody a moment to get to this step. Next slide, please.

During ICANN68, the sessions that are receiving interpretation will be plenary sessions, ALAC sessions, and GAC sessions. If you visit the

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schedule for ICANN68 and click on the full schedule, you can navigate to each session and you can find out the different information for each of the sessions you'll be attending. So I will put a link to the Schedule website in chat as well. That's just [68.schedule.icann.org](https://68.schedule.icann.org).

The session information for today's session is shown on the screen in Zoom and this basically provides the Zoom links that you'll need as well as any interpretation provided. It includes the languages that are available to you, a link to downloading the mobile app, the session token as well as the mobile browser link for each of these. Next slide, please.

We have some basic guidelines for participating in sessions with interpretation. These are mainly best practices. So the first is that whenever you have a chance, please join these sessions a little bit early so that you can open both the Zoom meeting and the RSI session prior to the start of the meeting. You should be listening to the language of your choice using the RSI application. I think for some of us that are English speakers, we typically get the benefit of always listening to the Zoom meeting in English and that might change for this. So just be prepared, no matter what language you speak to use this platform. In some cases, not all languages might be offered so it may just be English, French, and Spanish, for instance, or it might be all the languages offered today.

When you join the Zoom session, you'll leave your microphone muted and your video off. You only need to unmute your microphone if you wish to speak during the meeting to make a comment or ask a

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question. And as always, you can leave your video off if you wish. If you do want to make a verbal interaction, we just ask that you raise your hand in Zoom and this can be done using the tool bar in Zoom.

Once it's your chance to speak, the session moderator will call on you and you'll need to mute or lower the volume on the interpretation platform and unmute your Zoom microphone. Having a headset plugged into your second device will help separate those and make this step a little simple.

After you've made your intervention, you will re-mute your microphone in Zoom and at that point you can resume listening to the remote interpretation platform. So just to be very simple, Zoom is for speaking and the interpretation platform is for listening. Next slide, please.

So this is a bit of a review from the previous slide, but a lot of this bears repeating. First and foremost, the interpreters are the allies and conveying your message to the audience and you can help them to do this by following some fairly simple guidelines. One is that before you speak, make sure that you've actually unmuted your microphone in Zoom, and when you're done speaking, you mute your microphone. If you're going to speak in language other than English, please inform the audience of this. This gives everybody a chance to prepare.

The first thing you'll do is state your name every time you take the floor. I know for some of us, we speak frequently throughout meetings, but we do want you to get in the habit of always saying your first and last name.

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Use proper microphone technique. You'll need to either be close enough or far away enough from your microphone to make sure there's no interference. This includes using a headset microphone. So just be aware of your surroundings, eliminate background noise, etc. We request that you mute all of your other devices and this includes quieting any notifications you may have for other devices, other applications, and trying to eliminate the noise in the background of wherever you are. As always, if you intend to read a statement, provide that statement to your session moderator in advance. And last but not least, regardless of the language you will speak, speak at a reasonable pace and I will work on slowing down. Next slide please.

So I'd like to introduce the teams and platforms that will support the services during ICANN68. During ICANN68, the Language Services Team will have 34 interpreters located in six countries, providing remote simultaneous interpretation. The Meetings team and Meetings Technical Services team are providing logistical and technical support. And then we also have our team from Congress Rental Network located in Australia and Singapore helping with the platform on the back end. You probably recognize several of the faces in this picture, and they will be with us for the duration of ICANN68. Next slide, please.

So as an introduction to the remote simultaneous interpretation application, all ICANN68 sessions that include interpretation will use this platform. It is provided by Congress Rental Network and it will be used in conjunction with the Zoom platform. For language spoken in Zoom might vary throughout the session, depending on who is

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speaking so all participants should be prepared to use the RSI application. This means that people that do not speak English as a primary language can speak the language they are accustomed to speaking into Zoom. This is a change from previous meetings so we should be prepared for that change in advance, meaning all of those who are accustomed to listening to English in Zoom should also move to this platform as I mentioned.

The only language that we should be speaking during a session are the languages that are supported. So for instance, if interpretation is only being provided in English, French, and Spanish, those are the languages participants should feel free to speak during that session. In the instance of this one, we have seven languages supported so seven languages may be spoken.

The remote simultaneous interpretation platform is listen-only. As we mentioned, this is taking the place of the headset that you would pick up on site during a face-to-face meeting. So, at no time will you use this platform to make a verbal intervention. And then we are recommending again that you operate Zoom and the RSI application on different devices. While we recognize that that might be a challenge for some and it is possible to have both platforms running on a single device, doing so will create confusion in managing your audio. It will require muting and unmuting, connecting and disconnecting, and ultimately may impact your ability to participate. So again, please use two devices, whenever possible. Next slide, please.

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And then this is just a brief introduction to Zoom. I think at this point most of us are familiar with the platform. All sessions during ICANN68 will be conducted using Zoom. A Zoom account will not be required to join a session, but you will need the session link or the meeting ID to participate. You can optimize your Zoom experience and have access to all of its features by downloading the Zoom application to your desktop. If you're participating via your mobile phone or tablet, you will need the platform and you will need to be running it on Zoom 5.0 to participate. Next slide, please.

So now we're going to do a brief demonstration of what this means if somebody speaks a language other than English into the Zoom platform. So we're going to transition between English, Chinese, and Russian and what I'll do is I will read the statement below in English first. Then I will call upon Jesse to speak the same statement in Chinese, followed by Maya, who will speak this in Russian. So this will give everybody a chance to listen to the meeting using the RSI platform to the language of their choice.

And I'm just going to quickly read chat. And yes, that's correct. If you're only going to listen to the meeting, that's still workable.

Okay, so I will read this following statement in English. Everybody at this point should be listening to the RSI application in the language of your choice. So the English is as follows. The mission of the Internet Corporation for Assigned Names and Numbers (ICANN) is to coordinate, at the overall level, the global Internet's systems of unique



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identifiers, and in particular to ensure the stable and secure [audio break].

JESSE: The mission of the Internet Corporation for Assigned Names and Numbers (ICANN) is to coordinate, at the overall level, the global Internet’s systems of unique identifiers, and in particular to ensure the stable and secure operation of the Internet’s unique identifier systems.

SARA CAPLIS: Thank you, Jesse. Next, our request that Maya from Language Services Team, go ahead and read the same statement in Russian after unmuting your microphone in Zoom.

MAYA: Hello. Can you hear me?

SARA CAPLIS: I can hear you.

MAYA: The mission of the Internet Corporation for Assigned Names and Numbers (ICANN) is to coordinate, at the overall level, the global Internet’s systems of unique identifiers, and in particular to ensure the stable and secure operation of the Internet’s unique identifier system.

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SARA CAPLIS:

... to in RSI application, you should have been able to understand it in the language of your choice. If anybody did have difficulties with that, go ahead and raise your hand in Zoom and we can try this again. I'm seeing none, we will move on from the demonstration. Next slide, please.

So some of you might be a little bit concerned about how does this work for you. We'd like to provide an opportunity for anyone who wishes to practice speaking into Zoom. We're asking that everybody follows the same basic best practices that we followed before. If you'd like to go ahead and test your microphone in Zoom, what we'll have you do is raise your hand. When called upon, we'll have you mute or silence the volume of the interpretation platform, unmute your Zoom microphone. State your name for the record in the language you would like to speak, and then you can either ask a question or make a comment. And then remute your microphone and resume listening to the interpretation platform. We also have a Q&A portion a little bit later if you'd like to try this then as well. Feel free to raise hands. Don't be shy.

All right, seeing no hands raised, we can go ahead and move on to the—oh, Rob, I see your hand. Would you like to unmute and speak?

ROB HOGGARTH:

I very much would, Sara. This is Rob Hoggarth. Can you hear me?

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SARA CAPLIS: I can hear you.

ROB HOGGARTH: Maybe you can give some advice to folks, or I'm maybe I didn't follow instructions. I'm hearing myself speaking. So when I speak, I imagine, I should take my earbuds out.

SARA CAPLIS: Yeah, for some people hearing themselves speaking back can be distracting. So, at times it is useful to separate yourself from completely from the remote simultaneous interpretation platform by either removing your earbuds or turning that off real quick. That's good advice and something that we can add to the best practices list.

ROB HOGGARTH: This is Rob Hogarth again. Thank you very much, Sara. This is an excellent demonstration. Many thanks to our Language Services team, now the interpreters who were helping us test the system.

SARA CAPLIS: Thank you Rob. Yaovi, I see your hand raised. Would you like to make a comment or ask a question?

YAOVI ATOHOUN: Thank you, Sara. This is working perfectly because I just downloaded the application and listening in to French. So a question for people speaking French attending this session, my understanding is that they

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will need to use Zoom to ask a question or just tell me how they can answer the question by using the audio. Thank you.

SARA CAPLIS:

Yes, if somebody wants to ask a question in French, they will ask it via Zoom. And then whoever is the person that will be answering questions, whether that's the moderator or a panel of people, they will listen to that interpretation in the remote simultaneous interpretation platform. They'll listen to the language they need to speak. And then when they answer back into Zoom, they'll answer using the language they speak so then the French speakers would resume listening to the audio to hear that interpretation of the answer, if that makes sense. Thank you, Yaovi.

Jian Chuan, do you have a question or a comment?

JIAN CHUAN ZHANG:

A question. So your instruction, the #4 item is state your name for the record. When they say their names, I guess it's hard to recognize because they are going to speak their Chinese names. So do they need to type in the room to make sure that the interpreter and the participants really understand their names? I just wonder.

SARA CAPLIS:

I'm not so sure that it matters necessarily that the spelling is correct. If they would like to enter into the chat each time they speak, they're welcome to. Having them announce who they are in the language that

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they're going to speak just provides an opportunity for the team to make the switch that we're going to change the language that we're speaking in that everybody should move to the channel that they need to listen to. It would be helpful. I imagine to put that in chat, but it's definitely not required in order to make an intervention.

JIAN CHUAN ZHANG: Okay, thanks.

SARA CAPLIS: Thank you. Any other questions or comments? Or would anybody like to test out using their microphone using both platforms at the same time? If not, I think we can move to the next slide, please.

So before we move to the Question and Answer session, we do recognize that there's probably some questions that will be frequently asked, so I'll just go over those really quick. Next slide, please.

So one question that we have been receiving is that people are wondering where can they find the guides. How do I participate? How do I keep track of all of this? So we have written a participation guide that details most of this information, if not more, and that can be found on the Schedule website. I've gone ahead and put the link to that in the chat under the Participation Tools. The guide can be found in seven different languages.

And another question we're receiving is "Why aren't we using telephone bridges as we normally do between ICANN meetings?" So

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as many of you know, we often use Adigo phone bridges to provide the service between meetings. We have opted not to do that because that's not a true remote simultaneous interpretation platform. By using a true platform of this nature, we can provide interpretation two more sessions per day. This gives an opportunity for the community to participate using the languages of their choice and that they're comfortable with and we felt that was more important than using something such as an Adigo phone bridge.

We've also been asked why we're not using Zoom's built-in interpretation of feature. I know that other teams or other organizations might be using this, but this feature is still in beta, meaning it's still being developed by Zoom. We did some testing on this feature and we face challenges in terms of the consistency of it. So we determined that this feature does not meet our needs at this time.

And then the final question, of course, why are the two devices required? This system is basically replicating the environment of a face-to-face meeting. As I mentioned, it is basically Zoom representing the components of a physical meeting room. It's the room itself. It's the screen where you view slides and documents. And it's the push to talk microphone that sits in front of you on a table. And then the second device, which is your mobile phone, is representing the headset that you'd pick up in the main room, the GAC room or the ALAC rooms that you can listen to the language of your choice. Next slide, please.

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So all of this being said, I'm sure that you have questions or comments. Mike, Christina and I are happy to answer them. We'll ask that anybody that has one raise their hand and we'll call on you. Before we move to that, I'm going to allow Christina to make the comments before we get started. Christina. Go ahead.

CHRISTINA RODRIGUEZ:

Yes. Thank you, Sara. Hello, everyone, and thank you for joining this webinar. We really appreciate it and we hope that it's very useful for all of you.

A few quick comments that I wanted to make are as follows. Because I think the easier that we've explained the basic, it will be to understand. I tend to see these and then this is how I explain it so people has a better understanding on what the environment really is.

Zoom—it's where we represent exactly when we are in a face-to-face meeting the room where you walk into. So when you are in a room and if you are planning to speak other language or to be able to hear the interpretation into English, for example, or into any other language, you will pick up a headset at this, at the front of the room before you go in, and you'll have a device and the actual headset that goes plugged into the device. That is what will be used and that device will have different channels for you to change from language to language.

So, because we are virtual and because we are doing this in a remote manner, what you are going to do is you're going walk into Zoom—that will be your room—and then you're going to pick up your headset

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and that will be your cell phone that will become that device and you need to plug in the headset to the telephone. So the devices, the telephone and the headset is for you to hear through.

I've heard and we've heard through these past months when we were doing test and trying and seeing how everything was going to work that people were a bit confused when they heard them because they kept saying that they hear themselves when they were listening to another language. We find out that a few persons were actually—since they have the cell phone being used as a headset put the speaker on instead of introducing a headset to it. So that was one of the things that was—that actually you will not do if you are at an ICANN face-to-face meeting, so please do refrain from doing that.

Also, always, always, always remember as Sara had mentioned before—and we cannot reiterate this enough actually—to mute your Zoom microphone. If you don't want to hear the voice coming through Zoom and you'd rather have English or any other languages coming through the headset, perhaps that makes it easier. The other will be when you speak any other language, the naming as Sara also said, please make sure that you do let us know that you are going to speak into another language so that everybody can prepare. Remember that what we are missing when we are doing or working through a virtual or remote meeting is the cues that we get from the body language from seeing people doing things and what's going to happen next. So we need to be a little bit more slow because of that and we do need to be extra careful on doing that.



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We really hope that this platform is of a good help and it provides you a tool that is we know very much needed for you to be able to interact in your native language and also be able to hear other colleagues and people from the community and ICANN team speaking to this other language. We'll be happy to answer any questions that you might have. Thank you.

SARA CAPLIS:

All right, so I have seen some questions in the chat. At the very bottom is that yes, the token is case sensitive, so you should be using all capital letters to use the token if you're entering that. Let me scroll up.

And yes, if you would like to ask a question in Chinese, that would be great. Just go ahead and raise your hand and I'll give you the floor.

And anybody else who has a question, feel free to raise your hand as well. Go ahead and state your question in Chinese, please.

JIAN CHUAN ZHANG:

Hi, this is just for the purpose of a test. I we change to Chinese based on the instruction Sara has mentioned.

Hello. I'm Jian Chuan Zhang from Beijing. Now I would like to say, "Speak Chinese." So I have a question. So for each session's token, so it has to be capital letters or lower case or uppercase letters. Is that correct?

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SARA CAPLIS:

So to answer your question, the token should be all capital letters. And then to answer Beatrice's question that the token is the same for everybody in this session, but it may change based on the session you're attending and that information will be available in the session description on the Schedule website. So again, I'll put a link to the schedule in the chat. And you can explore GAC, ALAC, and plenary sessions, and you'll see tokens in there. Thank you for asking that question in Chinese. That gives me good experience switching between the two.

Yaovi, did you want to ask a question or make a comment?

YAOVI ATOHOUN:

Thank you very much. I am testing the French channel for the participants who will be following in French. That's why I'm doing this exercise right now. And I would like to take this opportunity to ask some necessary information that I need. For French speakers, who would like to attend tonight's session, I sent them all of the necessary information for ICANN68 participants and I wanted to make sure that they download the software before they connect for tonight. So basically, I'm asking all of this to test the system mostly. Thank you very much.

SARA CAPLIS:

Thank you. And yes, for French speakers that would like to join the session this afternoon, they can download the application using the QR code that was provided in the invite, or they can go to the schedule

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and navigate to this session in order to get that information. Thank you for asking the question in French.

Do we have any other questions or comments from anybody? If so, go ahead and put them in chat or raise your hand and you may ask them aloud.

CHRISTINA RODRIGUEZ: This is Christina again. Just to quickly clarify because I saw through the chat that a lot of people had the same question in regards to the token and then to access the different rooms. So we are going to have a token that is specifically for that session. So let's say the GAC Zoom room and we are going to have a different token for the ALAC Zoom room, and then we have also this token that we are using today for all the sessions that are actually for let's say webinars that will actually be offered throughout this previous two weeks to the meeting, which are the prep weeks that we usually have. So I don't know if that provides a little bit more clarity. And Sara, if you can add to it or correct me if I was mistaken in any way.

SARA CAPLIS: That's correct. So there'll be repeating token for all GAC sessions, all ALAC sessions, and all plenary sessions. I will go ahead and put those in the chat again. And then if you attend any further prep sessions this week, that do include interpretation. I believe there's four in addition to these introductions. You can use the ICANN68-PREP.

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I'm just going to give anybody else a moment to raise their hand or put a question in chat if they've got them.

CHRISTINA RODRIGUEZ: Again, Christina. This is Christina Rodriguez. While we wait for anybody else to ask an additional question, if they may want to do that, I would like to also let everybody know that we will also, as we do with every single ICANN meeting, have all the audio recorded. We will upload those audio for each session on to the ICANN meeting website and the transcriptions to each session will also be available shortly after each day or each session day. I see that Jian Chuan has a question.

JIAN CHUAN ZHANG: Yes, a quick question. So we know that when we use Zoom, if it gets disconnected, it will reconnect automatically. So for the [inaudible], is that the same way just to automatically reconnect?

SARA CAPLIS: That is a very good question, one that I might need to ask our tech team for an answer to. Jeremy, can any of your team confirm that if someone's disconnected from the Congress Rental Network application, will they be automatically reconnected, or will they need to hit the Connect button again?

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JEREMY: They will need to press the Connect button if there's a drop out on the Internet. Yeah, they would need to reconnect again if there's a drop out on their Internet side.

SARA CAPLIS: Okay. So for anybody, if you do lose your connection to the interpretation, simply go back to the app and hit the Connect button one more time and it should take you back into the session. Thanks, Jeremy.

And I see a question in chat, a clarification. "Does it mean I cannot listen to the presenter from Zoom in English without a second device?" So you can listen to the English in Zoom but for any of the sessions that include interpretation, another participant may speak a different language, at which point you would need to listen to the interpretation platform in order to hear the interpreted English. Does that answer your question, Hamza? And again, if anybody has questions or comments, feel free to raise your hand or put them in chat.

And then just to know, obviously this is a new system for us so we would love to get feedback. If you have additional questions or feedback, you can e-mail our team at [MTS@icann.org](mailto:MTS@icann.org). I will put that e-mail address in the chat as well.

I see a question from Angela asking, "I know ICANN has been concerned about security of the meeting tools, hence why we all have to be on the latest Zoom version. I just wanted to ask is Congress

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Rental Network a safe platform?” Yes, we did an info sec review of this platform prior to adopting it. And we do feel that it meets the requirements of ICANN’s Information Security team. Thank you for asking.

For anybody who’s interested or if you know people in the community that might want to attend, we will have another session today on the same exact topic at 22:00 UTC. Again, that session information is posted on the ICANN68 Schedule website.

I’ll give just a moment or two more if anybody has additional questions or comments. Christina, did you have anything else you wanted to add before we close?

CHRISTINA RODRIGUEZ:

Again, I don’t think so, Sara. Just again to say that remember Zoom is the room that you walk into, and your phone now, the headset that you pick up. And we’re hoping you enjoy this ICANN meeting and we really hope that we can see you physically soon in the near future, and please do not hesitate to contact us, or if you have any questions or if you need any additional information or you feel a little lost, I will be happy to help.

SARA CAPLIS:

Thank you, Christina. So to echo Christina’s comments, we do look forward to seeing you all hopefully soon face to face. But in the meantime, we look forward to seeing you virtually during ICANN68. Thank you for attending our prep session and we wish you a good

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evening, good afternoon, or good morning, wherever you are. Take care.

**[END OF TRANSCRIPTION]**