
ICANN68 | Prep Sessions – Interpretation Platform Kick-Off Webinar
Tuesday, June 9, 2020 – 06:00 to 07:00 MYT

SARA CAPLIS:

Hello, everyone. We're going to give everybody just one more moment to join. If you haven't yet downloaded the app onto your phone, you can either scan the QR code that's being shared in Zoom, you can use the link, which I will enter into the chat now, or you can search for Congress Rental Network, which Mike has placed into the chat. I'll give you all a moment to do that and then we'll start the session.

Hello and welcome, everybody, to the ICANN 68 Prep Sessions. This is the session that will lead us through the Remote Simultaneous Interpretation application we'll be using for interpreted sessions during ICANN 68. For those of you that are wondering how to download the app, the QR that's being shared in Zoom can be scanned by your mobile phone, using your camera, or you can open the link, which is below that, on the mobile browser. I'll also go ahead and place that in the chat again. And then, if you are needing the token, the token is ICANN68-PREP. And that is going to be case-sensitive for you. We'll put that in chat as well.

This prep session is going to be recorded. And at the end of the session we'll have time for questions and answers. And you can also put your questions in the chat if you would like. This session will follow the expected standards of behavior and I'll put the formatting for questions in the chat as well. Mike, could you go to the next slide, please? Next slide, please.

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.

My name is Sara Caplis and I'm the manager of the Meetings Technical Services team. With me today is Mike Brennan, the 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 and Congress Rentals Network supporting the application. Next slide.

So, our first agenda item is to go through the guide. We're going to go ahead and review how to download and navigate the platform. So, before I launch into that, please note that any time we reference Remote Simultaneous Interpretation or the acronym RSI platform, I'm referencing the Congress Rental Network application that we requested you download. Next slide. Stay here for just one moment.

So, essentially what we need to get started is a set of equipment. We'll have your first device, which is a laptop or a phone. This will operate Zoom. And you're going to think of this as the components of a physical meeting room at a face-to-face meeting. So, if you think of this as the Zoom microphone taking the place of a push-to-talk microphone and the ability to see a screen as the same as the sharing within Zoom. This also provides an area for you to chat.

Then, you'll have a second device, which is a phone. This will operate the Remote Simultaneous Interpretation application. And you're going to think of this application and this phone as the headset that you would pick up in a physical meeting room, in order to hear the interpretation.

Then, we will recommend that you use a set of headphones plugged into at least one of your two devices, ideally your phone, which is operating the interpretation platform. And this will just prevent feedback loops and interference between audio sources. Next slide, please.

So, the first step, which we went over a bit before the session started officially, is to download the RSI application, which is called Congress Rental Network, from the app store on your mobile phone. You can do so by either searching the app store for Congress Rental Network, scanning the QR code, which is being shared in Zoom, or opening the following link on your mobile device. I'll give everybody a minute to do so before we move to step two. And just as a note, if you're unable to download this, you should be able to listen via the mobile browser. Next slide, please.

So, step two is after you've got the application downloaded, you're going to enter a session token. So, for this one, the session token is ICANN68-PREP. And these are case sensitive, so please make sure you're using all capital letters when you enter it. And then, you'll simply hit "connect." Next slide, please.

So, once you are in the actual session, you'll get a list of languages that are available for that session. So, in the case of this session, we've got Arabic, Chinese, English, French, Portuguese, Russian, and Spanish. In the event that a language is not available, you'll just see the language reflected. So, for instance, some sessions may only have English and French or English, French, and Spanish. You simply click

on the language you want to hear and that's what you'll listen to for the duration of the session.

And then, when you're looking at your device, in the top righthand corner there will be some little sliders. And if you click on those, you can view different settings for incoming audio volume, testing your connection, etc. Next slide, please.

And then, in terms of finding this session information, you can visit the schedule website and click on an individual session to find out information about how to participate. In chat, I've put the link to the schedule website. And on the slide, you're viewing the session information for this session. So, you'll notice that there's participation links for Zoom. And below that, there are interpretation service links. It includes the languages that we're providing. It includes the participation guide, a mobile app download link, the session token, and the mobile browser link. Next slide, please.

So, this slide is just reviewing some best practices for how to participate in sessions that include interpretation. So, the first thing that we're going to ask is that whenever possible, you join sessions a few minutes early and have both Zoom and the RSI platform open. We will have technical support for each session, who can assist if you're having trouble. During ICANN 68, simply put a note in chat asking for assistance and we'll walk you through the steps to get the platform downloaded.

On the RSI platform, you will listen to the language of your choice. Please note that not all languages are available for every session. In

some cases, it may be English, French, and Spanish, for instance. When you join Zoom, we ask that you leave your microphone muted and your video off. You will only need to unmute your microphone if you wish to speak into the meeting to make a comment or a question. As always, you can leave your video off if you wish. That's your preference.

If you would like to make a verbal intervention during a session, we ask that you kindly raise your hand in Zoom. This can be done using the toolbar at the bottom of your Zoom screen. The session moderator will call on you when it's your turn to speak and you'll need to mute or lower the volume on the interpretation platform and unmute your microphone in Zoom.

After you make your intervention, you will mute your microphone. At that point, you can resume listening to the remote interpretation platform. So, just to be clear, Zoom is for speaking and the interpretation platform is for listening. Next slide, please.

So, this is a bit of a review but it's also a guide to helping our Language Services Team. So, the interpreters are your allies in conveying your message to the audience. And by following these steps and guidelines, you can help them to do so. So again, before you speak, please make sure that your microphone is on. And when done speaking, mute your microphone.

We ask that you inform the audience if you're speaking a language other than English and that you state your name every time you take the floor. So, a simple, "Hello. My name is Sara Caplis and I will ask my

question is French,” will help the interpreters prepare to translate in that way, or interpret in that way.

We ask that you use proper microphone technique. You’ll need to be close enough to your computer microphone or your headset microphone to be heard. But please do not speak too closely or it creates an interference. We ask that you will mute all of your other devices, including quieting the interpretation platform while you speak into Zoom. It’s helpful to mute your device notifications and eliminate background noise whenever possible.

If you intend to read a statement, please provide your statement to the session moderator in advance of the session. And last but not least, regardless of the language that you will speak, please speak at a reasonable pace. Next slide, please.

So, now I’d like to introduce the teams and the platforms that will support these services during ICANN 68. Next slide, please.

So, during ICANN 68, Remote Simultaneous Interpretation will be provided by 34 interpreters, located in six countries, providing remote simultaneous interpretation for several sessions. Many of you recognize this team from onsite meetings. And they will be taking care of us again during ICANN 68. As a team, they’re committed to providing an interpretation solution that best represents the experience of a face-to-face meeting. And as you can imagine, due to current circumstances, this has taken considerable time and effort.

So, the Meetings Team and the Meetings Technical Services Team, along with our application provider, Congress Rental Network, will provide logistical and technical support. And we're happy to answer any questions you have about the services. Next slide, please.

So, the Remote Simultaneous Interpretation Application. This is the application that we've just had you download. And all ICANN 68 sessions that include interpretation will be conducted using both Zoom and this platform. One thing that's a little bit different for this meeting is that the language spoken in Zoom may vary throughout the session, depending on who is speaking. This means all participants should be prepared to use the RSI application.

Only the languages supported for a given session should be spoken in Zoom. So, for instance, if interpretation is going to be provided in English, French, and Spanish, those are the only languages participants should speak during that session.

As a reminder, the RSI platform is listen-only. It mimics the headset you'd pick up in a physical meeting room. The platform simply is taking the place of that device. And you should use Zoom to speak into the meeting room.

It's recommended that you operate Zoom and the RSI application on different devices. We recognize that this might be a challenge for some and it is possible to have both platforms running on a single device. However, doing so may create confusion in managing your audio. It will require lots of muting and connecting and disconnecting audio within platforms in order to eliminate feedback loops. So, whenever

possible, please operate Zoom and the RSI application on different devices. Next slide, please.

This slide is just a brief introduction to Zoom. I believe we're all familiar with it at this point. Again, all ICANN 68 sessions will be conducted using Zoom. A Zoom account is not required to join a session but you will need the Zoom link or meeting ID to participate in a session. And again, you can find all of that information on the schedule website.

You can optimize your Zoom experience and have all of the features available to you by downloading the Zoom application to your desktop. And if you're participating in Zoom via a mobile phone or tablet, you will the application on your device to access the meeting sessions. If using the application, please take the time to update to Zoom 5.0 or higher to participate. Next slide, please.

So, at this time, we're going to provide a brief demonstration of what happens when someone speaks a language other than English into the Zoom session. Next slide, please.

The goal of this period is just to show that if someone speaks a different language into the Zoom session, everybody will need to be making using of the platform so that they can hear the language that they understand. So, in order to show you this feature, I'm going to go ahead and read the statement in English, and then that will be followed by Chinese, and then Russian.

So, I'll go ahead and read the statement first. And the statement is, "The mission of the Internet Corporation for Assigned Names and Numbers, ICANN, is to coordinate, at the overall level, the global internet systems of unique identifiers, and in particular, to ensure the stable and secure operation of the internet's unique identifier systems."

So, everyone using the RSI application should have been able to understand me. And next, I will request that Jessie from Language Services Team kindly speak the same statement into Zoom in Chinese.

JESSIE DOHERTY:

Hello, everyone. "The mission of the Internet Corporation for Assigned Names and Numbers, ICANN, is to coordinate, at the overall level, the global internet's system of unique identifiers, and in particular, to ensure the stable and secured operation of the internet unique identifier systems."

SARA CAPLIS:

Thank you, Jessie. And I can confirm that I heard you in English on the English channel. Next, I will ask Maya from Language Services to please unmute her microphone and make the same statement in Russian for us.

MAYA SMUNDAK:

Hello. This is Maya and I will be speaking in Russian. "The mission of the Internet Corporation for Assigned Names and Numbers, ICANN, is

to coordinate, at overall level, the global internet systems of unique identifiers, and in particular, to ensure the stable and secure operation of the internet’s unique identifier systems.”

SARA CAPLIS:

As you can see, this allows you to hear any language spoken in Zoom, via the platform, in a language you understand. Next slide, please.

So, some of you might be concerned about how this will work for you, managing balancing two platforms. So now, we’d like to provide an opportunity for anyone who wishes to practice speaking into Zoom. Next slide, please.

So, here are the steps that we will ask you to follow, if you’d like to test this out. First, we’ll ask that you raise your hand. When called upon, mute or silence the volume of your interpretation platform. Unmute your Zoom microphone. State your name for the record and the language you speak. Ask your question or make your comment. Re-mute your microphone and resume listening to the interpretation platform.

And if you’d like to try this out, this can be as simple as saying, “Hi. My name is Sara Caplis. I will speak English. I’d like to test my microphone.” And if you would rather wait to do this during the Q&A portion, that’s fine as well. So, seeing no hands raised, we’ll move to ... Oh! David Olive, I see your hand raised. Would you like to ask a question or make a comment?

DAVID OLIVE: My name is David Olive and I welcome everyone here. Thank you for this exciting new tool for us to use interpretation for the ICANN 68 meeting.

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

ALEJANDRA REYNOSO: Yes. Hi, everyone. My name is Alejandra and I will do my test in Spanish. This is Alejandra and this is a test. I just wanted to check how it worked. Thank you very much for this session.

SARA CAPLIS: Thank you for testing. I was able to hear you in English via the platform and appreciate your willingness to test. Mary, I see your hand raised. Would you like to make a statement or ask a question? Mary, you're still muted. If you'd like to ask a question or make a statement, you can unmute your mic. Okay. I see you've lowered your hand so we can go ahead and move to the next slide, please.

So, before we move to the question and answer section, I'd like to answer some of the frequently asked questions that we have received so far. Next slide, please.

So, one of the first questions we've received is where you can find guides detailing how to participate in sessions that include interpretation. I'm going to go ahead and put this link in the chat that

is also on the slide. Language Services has translated this into, I believe, seven languages.

The next question is why aren't we using telephone bridges as we normally do between ICANN meetings? So, as many of you know, we typically use Adigo phone bridges for sessions between ICANN meetings, with each language assigned to a different bridge. Providing remote interpretation via a phone bridge is not as easy as providing the service using an actual remote interpretation platform. So, by using the RSI platform, we're able to provide interpretations for more sessions per day.

The next question, why aren't we using Zoom's interpretation feature? So, the feature that Zoom offers is currently still in beta and they are developing this feature within Zoom. So, we have tested the feature. And while we were doing this testing, we faced a few challenges with the consistency and determined that it does not quite meet our needs. So, we've opted to go with a platform that actually meets all of the requirements.

And then, the final question is why are two devices required? So, the system replicates the environment of a face-to-face meeting. The second device represents the headset that you would normally pick up in a physical meeting room. So, Zoom is the components of this physical meeting room, including visuals, a chat, and the microphone that you would normally use. And your second device is simply your headset. As we mentioned, it's possible to use one device instead of

two but it will create some confusion with managing your audio. Next slide, please.

So, I'm going to give the floor to Christina Rodriguez so that she can make some comments of her own. And then, we'll move to Q&A. Christina, would you like to go ahead?

CHRISTINA RODRIGUEZ: Yes. Thank you, Sara. Hello, everyone. I would like to share some thoughts so that perhaps I can bring you more clarity in a very simple way. So, the RSI platform, it's actually a platform that represents the booths for the interpreters. So, the reason why ... If you could see what I am going to describe, perhaps you can have a better understanding on how this works.

So, Zoom will actually be the room that you walk into when you are at an ICANN meeting. So, you go into the room. And if it is the session that you are going to participate on, it's a session that will interpretation or provide the service of interpretation, what you would normally do is pick up a device and a headset. The device, it's the one that you hold in your hand. And you actually can change channels to move from language to language. And the headset is what you plug into the device.

So, the same way that your computer, or your laptop, when you connect to the Zoom Room becomes the room that you actually walk into when you are at ICANN meeting, your cell phone, when you download the application and you use it with a headset, becomes the

device and the headset that provides you with the ability to listen to the meeting in any language of your choice, of, of course, the ones that we support.

What the interpreters are doing, they're working from the different places in the world. They're all over the place, in six different countries, as a matter of fact. And they are connected to a platform that, for them, what it is, is the equal or most close to being in a booth will be. They have the ability to pass on the microphone to their colleague. As you know, when we are in a physical meeting, there are either two, three interpreters per booth and they take turns to interpret. With a professional platform, what they are able to do is actually pass on the mic to each other and support each other during this meeting.

We hope that this brings you the support that you need to go through the ICANN meetings. We worked very diligently to make sure that we could bring this to all of you. And if you have any questions or any comments that you would like to make, we will be very happy to answer you and to provide any more information that you might like to have or need.

As I said before, the telephone represents, actually, the headset, as I said before. And the computer or the laptop that you will connect to Zoom will be the room itself. If you only want to listen to the meeting and you don't connect to Zoom, you would only be able ... You could do that only with your phone and, actually, the application and listen to any language that you want to listen to.

Also, just as you will walk into the microphone in a session when you are in physical meeting, you will actually need to talk in whichever language you decide to do so into the Zoom Room because that is the physical room for you. And the participants and the rest of the people will be able to hear you, whether in English or other languages, as you speak.

Again, thank you so much for joining us. And if you need more information, please do not hesitate to download the guide that was prepared. It was also, as Sara commented before, translated into all the language that we support to make it easier for you to use. Thank you.

SARA CAPLIS:

Okay, everybody. I'm just going to review the chat real quick and see what types of questions or comments we have that want to be read aloud. Let me scroll up.

So, I believe we answered Alperen's question, which was, "Would it be possible to use both Zoom and this tool together on a single mobile device if we could mute Zoom completely on mobile devices? Can we ask Zoom for such a development?"

So, yes. You can use both of the tools on a single mobile device. The way to mute Zoom completely is to disconnect the Zoom audio completely. That's the only way, at this point, to mute Zoom. We can ask Zoom for this as a feature request. They currently have a delay in

their development as they focus on the security features of the platform. But that is definitely something we can request of them.

The next question I see in chat ... I see a comment from Judith Hellerstein. It says, “Hopefully the system will work with mobiles and desktop with interpretation, as it did not work like it was promised at last week’s ITU meeting. They were using the same platform.”

So, Judith, thank you for that feedback. As you know, this is a new platform for us as well and we’re all looking forward to testing it further. We had our first webinar using this platform this morning, which we had no issues during and we hope to get feedback from everybody if they face any challenges. I’m going to be an email address in chat. It’s simply mts@icann.org. And anybody who would like to provide feedback on their experience today is welcome to do so.

Let me keep looking. So, in terms of, “What other platforms did you look at?” This is another question from Judith Hellerstein. So, we tested this platform extensively. We’ve tested the Adigo platform combined with Zoom extensively. And then, we tested Zoom’s native feature. Unfortunately, we had a limited time between ICANN 67 and 68 to come up with this solution and we believe that this is the best solution, given the constraints of having all of our language services teams spread out throughout the world.

If anybody has any additional questions that they would like to ask aloud, they may. If anybody would like to put a question or a comment in chat, I’ll go ahead and put the correct notation to do so.

And Judith, I see your comment, “I was wondering why you did not KUDO.” We’ve actually previously done two testing periods with KUDO. And while the language services feature might be there, there were some other elements of it that were not quite developed out to meet the needs of the organization.

So, we continue to look at platforms and we’re definitely open to testing those that the community wishes us to take a look at. Like I said, if anybody would like to email mts@icann.org with their feedback about this setup, we’re happy to take the feedback into consideration.

If you have any other questions, feel free to raise your hand or put them in chat. And we’ll give everybody a few more minutes. Okay. So, it looks like we don’t have any further questions or comments. Oh! I see one.

So, this is a question from Judith Hellerstein, “What is the bandwidth requirement for this system?” So, I believe that it is 0.5 megabit per second to run the RSI application. Is that the platform you’re speaking of or are you speaking of Zoom? Yes, Judith. So, for the RSI platform, it’s 0.5 megabits per second.

And I’ll give just a few more moments for any follow-up questions you might have or anybody else in attendance. I see a comment from Patricio, “The app has crashed twice on my Samsung Galaxy S8 phone.” Thank you for the comment. I think the first thing that we’d recommend, whenever anybody has an issue on their device, is to try one, restarting the platform, two, restarting the device. We’ll look in to

see if there is any specific information, device-related as to why that might be happening. In the meantime, you can also use the mobile browser link to listen to the audio outside of the application.

And I would just like to mention that there will be additional sessions this week during the prep sessions and next week that will include interpretation. If you'd like to take an opportunity to get more familiar with the two platforms, those are available via the schedule website. I'll again drop that link into the chat. And then, the recordings of this session and the earlier session we held on the Remote Simultaneous Interpretation Platform will be made available.

Not seeing any other questions or comments. I'll go ahead and give you some of your time back. We wish you a good evening, good afternoon, and good morning wherever you are. And thank you for attending.

[END OF TRANSCRIPTION]