

Remote Participation Guide: Using Remote Simultaneous Interpretation Tools

18 November 2020



Get Started

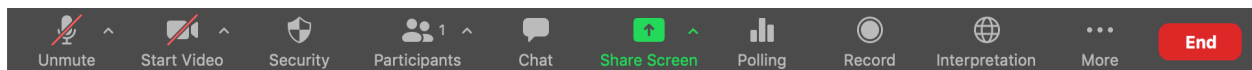
- All virtual sessions will be conducted using the Zoom platform.
- A Zoom account is not required, but you need the session Zoom link or Meeting ID to participate in the session.
- You can optimize your Zoom experience by downloading the Zoom application to your desktop.
- If you are participating via your mobile phone or tablet, you need the Zoom application on your device to access the session Zoom links.
- If using the Zoom application, please update to the most current version.

Finding Session Zoom Links

- You can find the information about event registration as well as Zoom link or Meeting ID for your session on the event website. If Zoom registration is required, you will receive the session access information once your registration is complete.
- To join a session from your desktop:
 - If you have downloaded the Zoom application, simply click on the Zoom link in the relevant session description.
 - If you have not downloaded the application, go to zoom.us/join and enter the Meeting ID. This is available in the session description.
- To join a session from your mobile phone or tablet:
 - You need the Zoom application on your device to access the session. Once the application is on your device, simply click on the link in the relevant session description.

Participating in the Session

- You will be muted and your video will be off by default. If you would like the speak, raise your hand to join the queue.
- Each session will be moderated by a Remote Participation Manager (RPM). The RPM will handle any Q&As and group interaction.
- Each session will handle questions differently. At the beginning of the session, the RPM will explain how to ask questions in the chat window or by raising your hand to request to speak. You can access those functions in the meeting controls.



Language Services

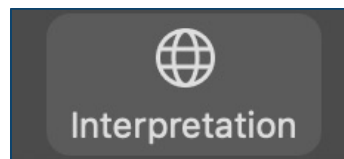
- All sessions that include interpretation will be conducted using Zoom. Interpretation will be provided using the Zoom interpretation feature.

Equipment Needed for Interpretation

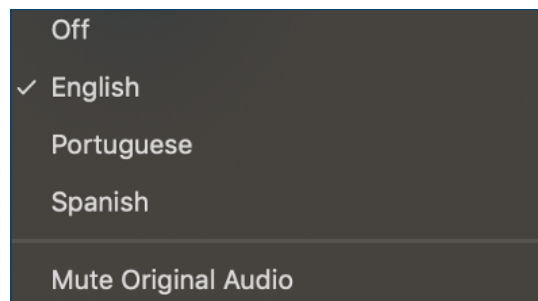
- Laptop or mobile device to operate Zoom.
- Headset with microphone is strongly recommended.

Interpretation

- In the Zoom Meeting Controls, click on the interpretation icon.



- Select the language you will listen to and/or speak.



- The Original Audio is heard by default if the presenter is speaking in your chosen language. If you are listening to the interpretation in another language, you will hear the original audio at a very low level in the background
- “Mute Original Audio“ will remove the low-level original audio from your interpretation, but it will also remove the presenter original Audio.
- If you would like to ask a question or make a comment in one of the supported languages, raise your virtual hand in the Zoom platform.
- When called upon, ensure the language you will speak is selected and

unmute your microphone in Zoom. State your name for the record, the language you will speak, and ask your question or make your comment.

- Mute all other devices while speaking and silence notifications.
- When you are done speaking in the Zoom session, mute your microphone.

Moderators and Presenters

- To ensure the interpreters can hear you properly, please join the session 10-15 minutes prior to the session start time.
- The moderator will request that you complete an audio test for the interpretation team. Please say the following sentence :

“Hello, my name is _____ and I am participating during this session in a speaking role. I am testing my audio to confirm whether all technical service providers are able to hear me clearly. If you would like me to repeat this test, please let me know. Thank you.”

- Select the language you will speak from the interpretation menu prior to speaking.
- If you will speak multiple languages, please make sure to select the corresponding language each time by clicking on the interpretation icon.

Tips to Make the Most of a Virtual Meeting:

- Consider using a headset if you are planning to speak during a session. Headsets often have better microphones and sound quality than the built-in microphones and speakers in your laptop or mobile phone.
- Say your name for the record before you make your comment. Speak clearly and directly.
- We are a global community and different cultures have different communication styles. Without the benefit of facial expressions and body language, misunderstanding can occur. Try to be succinct when interacting virtually to avoid miscommunications.
- Be aware that all sessions are subject to ICANN's [Expected Standards of Behavior](#) and the [ICANN Community Anti-Harassment Policy](#).

Additional Zoom Resources and Tutorials

[Download Zoom](#)
[Zoom Help Center](#)
[Zoom Tutorials](#)

Zoom also offers free [Live Training](#) for anyone interested in learning more.

