

# ICANN Meeting Virtual Participation Guide

17 September 2020



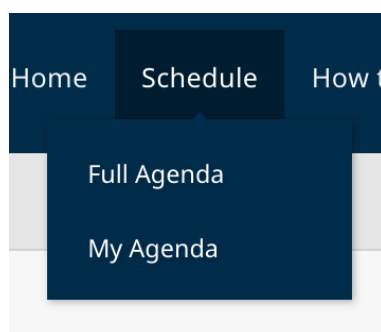
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## Get Started

- Virtual sessions at ICANN Public Meetings are conducted using Zoom.
- A Zoom account is not required, but you need the session Zoom link or Zoom 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 session Zoom link or Meeting ID in the ICANN Public Meeting [schedule](#). Under the **Schedule** tab, click the arrow, and select **Full Agenda**.



- Click on an individual session and you will find remote participation links or Zoom Meeting IDs.

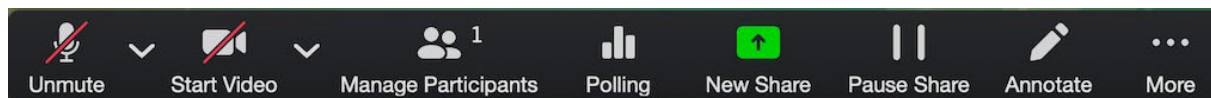
Schedule Listing Example: Zoom Links
<ul style="list-style-type: none"><li>• <b>Participation Links</b> Zoom Meeting Link: <a href="https://icann.zoom.us/j/94642077830">https://icann.zoom.us/j/94642077830</a> Zoom Meeting ID: <b>946 4207 7830</b> Zoom International Dial-In Numbers: <a href="https://icann.zoom.us/u/aeHgxySi8D">https://icann.zoom.us/u/aeHgxySi8D</a> Scribe – Closed Captioning: <a href="https://streamtext.net">https://streamtext.net</a></li></ul>

- 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](https://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.

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## Participating in the Session

- Make sure you are on mute when you enter the session. Your video will be off by default. You can control the mute and sharing settings in the meeting controls.



- 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 raise your hand to request to speak. You can access those functions in the meeting controls.



## Language Services

- Real Time Transcription (RTT), or closed captioning, will be provided for several sessions. You can view the RTT within Zoom by clicking the “Closed Caption” icon on the toolbar or opening the Scribed Closed Captioning link listed in the relevant session description on the [schedule](#).
- All sessions that include interpretation will be conducted using both Zoom and the remote simultaneous interpretation (RSI) platform operated by Congress Rental Network (CRN).

## Equipment Needed for Interpretation

- Laptop or mobile device to operate Zoom.
- Separate device to operate the RSI application and listen to the interpretation audio feed.
- Headset for the device operating the RSI application.

## Operating the Interpretation Platform

- The RSI is a listen-only application and takes the place of the headset we would typically provide on-site.
- Click on an individual session and you will find a link to download the mobile app
- You will also find the session token to enter once you open the application.
- Open the RSI application, enter the token, and select connect.

## Interpretation Service

### Schedule Listing Example: Language Service

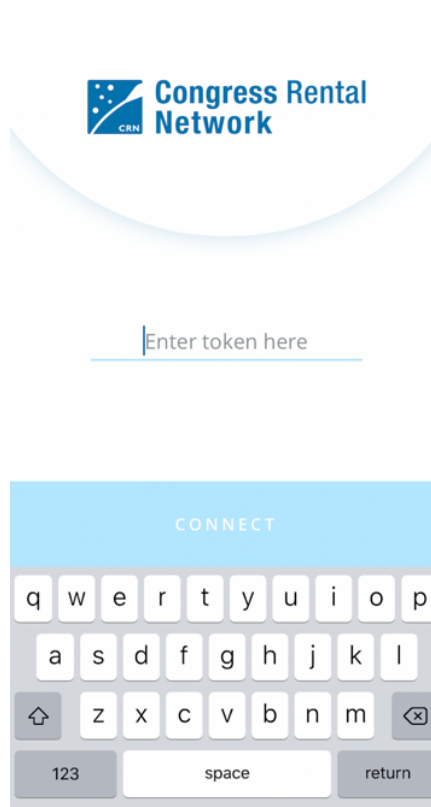
Languages Available: English, Français, Español, 中文, العربية, Русский, Português

Mobile App Download: <https://urlgeni.us/ICANN-GAC>

Session Token: **ICANN-GAC**

Mobile Browser Link:

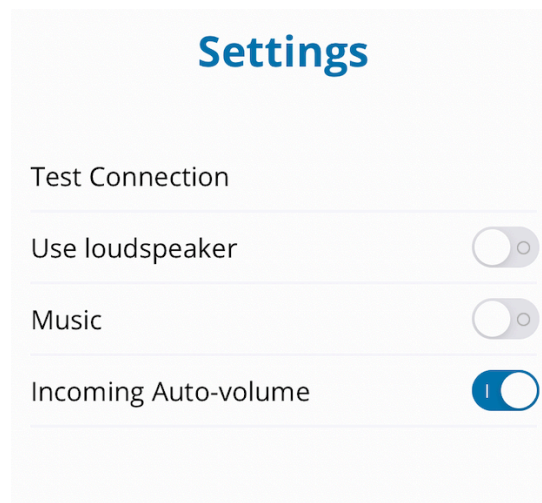
<https://crn.interpret.world/loginlink?token=ICANN-GAC&lang=SRC>



- Select the desired language



- Settings can be changed by clicking on the slider icon in the top right corner.



- 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, 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, including the interpretation feed from the RSI application.
- When you are done speaking in the Zoom session, mute or disconnect Zoom audio and listen to the language of your choice on the RSI application.

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### 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 ICANN Public Meeting sessions are subject to ICANN's [Expected Standards of Behavior](#) and the [ICANN Community Anti-Harassment Policy](#).
- We encourage you to stay connected after the meeting through news updates and regional newsletters. [Sign up here](#).

### Additional Zoom Resources and Tutorials

[Download Zoom](#)

[Zoom Help Center](#)

[Zoom Tutorials](#)

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

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# Zoom Streaming to YouTube

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Select sessions will be streamed on YouTube to accommodate community members who may not have the bandwidth to effectively participate via Zoom. To ask a question, comment, or interact with presenters or other attendees, you will still need to utilize Zoom.

- If a session includes YouTube streaming, a link will be provided in the session description on the [schedule](#).
- To view the YouTube stream, click on the link listed in the session description and it will open in a browser.
- Ensure the volume on your device and within YouTube are not muted.
- Please note: The YouTube stream will not have simultaneous interpretation. Please see the [remote simultaneous interpretation section](#) of this guide to get more information on how to access language service tools.

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# Remote Simultaneous Interpretation (RSI) FAQ

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## Getting started

The remote simultaneous interpretation (RSI) application is provided by Congress Rental Network. To listen to the interpretation during the select sessions that feature it, you will need to connect to this platform via the mobile application or a browser.

## How do I download the RSI mobile application?

Open <https://urlgeni.us/ICANN-GETAPP> on your mobile device. You will be prompted to download the application.

You may also search for “Congress Rental Network” in the app store on your mobile device to download the mobile application. The app works on both Android and iOS systems.

If you are unable to download the mobile application, please use the browser link

## Is there a desktop application I should download if I will be using my computer to listen to the interpretation?

No. If you will be using a computer to listen to the interpretation, you will simply click on the browser link located in the session information on the schedule website.

## How do I find the RSI links to listen to the interpretation?

1. [Register](#) for the meeting.
2. Visit the [event website](#) and navigate to the **Schedule** tab.
3. Navigate to the session of your choice and click on it to view the participation details.
4. If the session includes interpretation, you will find the necessary links in the session information.

## What do the various links mean and when do I use them?

**Mobile App Link:** This link will prompt you to download the mobile application. If you’ve already downloaded the mobile app, this link will launch the app and log you into the session automatically.

**Browser Link:** This link will open the RSI session in a browser, rather than prompting you to download the app. If you are unable to download the mobile app, you should use the browser link. This will work on both mobile devices and computers.



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Token: The token can be entered manually if you already have the mobile app open on your device. Type in the token and select connect. The token is case sensitive.

### **Is it possible to have both Zoom and the RSI application managed on a single device?**

This is possible, but not recommended as you may get your audio streams confused.

If you are not planning to speak during a session, simply open both the Zoom session and the RSI session. Listen to the language of your choice via the RSI application. You will not need to connect your audio in Zoom.

If you will be speaking during a session, open both the Zoom session and the RSI session. Listen to the language of your choice via the RSI application. When it comes time for you to speak, disconnect the audio from the RSI application and connect your audio in Zoom. This will prevent a feedback loop.

### **Can I speak into the RSI application instead of Zoom?**

No, the RSI application is a listen-only platform during ICANN Meetings.

If you need to speak, please raise your hand in Zoom. When given the floor, mute the RSI audio, connect Zoom audio, and unmute your Zoom microphone to speak.

### **Why isn't the browser link working on my device?**

Based on the combination of device and browser type, each person's experience may be different. We recommend you download the RSI mobile application from the app store on your mobile device to optimize your experience.

If this is not possible and you will be using the browser version, please ensure your browser has been updated to the current version. If the page will not load, try a different browser.

We have found Chrome and Firefox work consistently across multiple device types.

### **How much bandwidth is required to run this platform?**

Streaming the audio from the RSI application requires bandwidth of .5 mbps, on average.

To improve your experience, please limit the number of devices on your network. Close any unnecessary programs or applications that might be using bandwidth.

### **How do I troubleshoot the platform on my device?**

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While we cannot troubleshoot individual devices, there are some basic things you may wish to do to optimize your experience. Regularly rebooting your devices and keeping your applications up to date can improve your experience.

If you do experience persistent issues, try closing and reopening the application, restarting your device, or deleting the application and downloading it again.

