
NATHALIE PEREGRINE: Good morning, good afternoon, good evening everybody. This is the At Large Technology Taskforce call for testing of the Go To Meeting Now Conferencing Tool on the 9th of September 2013. On the call today we have Dev Anand Teelucksingh, Gordon Chillcott, Glenn McKnight. We have an apology from Olivier Crepin-Leblond.

And from staff we have Heidi Ullrich, Matt Ashtiani, and myself Nathalie Peregrine. I'd like to remind all participants to please say their names before speaking for transcription purposes. Thank you very much and over to you Dev.

DEV ANAND TEELUCKSINGH: Okay. Thank you Nathalie. Good morning, good afternoon everyone. Just jumping into this Go Meet Now conferencing tool. I do note perhaps one serious thing is this, there doesn't seem to be our [? 0:00:52] as such. I could be wrong, because all I'm saying, if I understand what I'm seeing here is Nathalie, I'm seeing your screen, your desktop screen. Is that correct?

NATHALIE PEREGRINE: You see my desktop screen?

DEV ANAND TEELUCKSINGH: Yes I am.

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.

NATHALIE PEREGRINE: Okay. That's interesting. Let's see if I change hosts, if I change the [? 0:01:16] what happens.

DEV ANAND TEELUCKSINGH: Okay.

GORDON CHILLCOTT: Dev, this is Gordon.

DEV ANAND TEELUCKSINGH: Gordon? Go ahead.

GORDON CHILLCOTT: I'm seeing across the top of that screen, a couple of switches that look interesting, and one of them is I quote, "switch to interactive meetings."

DEV ANAND TEELUCKSINGH: Where do you see that Glenn? This is Dev.

GLENN MCKNIGHT: I see right now Nathalie, has a Skype, that's what's on my screen, and behind that... Okay. Do you see my webcam?

DEV ANAND TEELUCKSINGH: Yes I do.

GLENN MCKNIGHT: Okay, because I enabled my webcam and again, I'm seeing somebody's desktop...

DEV ANAND TEELUCKSINGH: My desktop now. Yeah because now I realize that what this does, and Gordon, I do see the streams of icons on the side of this thing. So, let me see. So under this, I can also turn on my webcam but I'm not going to do that at this point. So this interesting.

So this is interesting. I guess it can do things like a whiteboard, which I'm going to open up. And the whiteboard is essentially MS Paint. I don't know if you can see my screen at this point.

GLENN MCKNIGHT: Yeah.

DEV ANAND TEELUCKSINGH: Yeah? Which is very... I guess there is a familiarity but a bit surprising.

GLENN MCKNIGHT: Now I assume, if you can open Paint to show us, I assume you can do the same thing with slideshows or a short video I take it?

DEV ANAND TEELUCKSINGH: I image so. So I guess I can... If I minimize, just to make sure... So I assume that everybody is seeing my desktop, correct?

GLENN MCKNIGHT: Is that yours with the boat?

DEV ANAND TEELUCKSINGH: Yup with the boat. Yeah. So whatever you can see on my desktop, which is kind of strange. I have to admit that the Go To Meeting thing does not, would be a huge shock I think to persons not aware of what's happening when they become a presenter.

NATHALIE PEREGRINE: Dev, if you look at the top screen, you have it showing mine, you have a drop down meeting showing which screen and the default is which screen of what is the present icons click down to see what the other options are, either of those options show what is happening on your desktop?

DEV ANAND TEELUCKSINGH: I'm trying to figure out, okay. Let me do this. I can show whatever shows up on my screen, whoops. Let me do this again. Yes I do see a small little bar on the side, so I can annotate, for example, I can click on and use a pen. And I can also go something on the screen. So this is the ICANN logo and so forth.

So I can do highlighting of what's on my screen. So what happens when it goes into annotation mode, it freezes the screen and then I'm able to take a snap shot of it so to speak, and that I'm able to mark it up. And I can add things like a highlighter, which is what I'm... And so forth.

That's one thing. In terms of the chat, there is... I see I can send chat messages to a person, so there is private chat. Well, underneath the chat there is a button, drop down, that says – that currently says all, and when you click on the drop down.... Actually let me stop annotations so then you see my live screen again.

If you look at the bottom, I can click on all and set it to staff, or to Glenn, or to Gordon, or to Matt on this call. So you have private chat, but I have to say, there is no way to really control the agenda or anything of that sort.

It's good for just showing your screen and just launching into something. Here is my document, take a look at it. And I can give control to somebody else to control my computer if I need to. I can record it, I can record the session, and I see. I'm seeing a hand, so people can raise their hands. Although as a presenter, I'm probably not able to raise my own hand.

Does anyone want to raise their hand just to see how that works?
Glenn or Gordon?

GLENN MCKNIGHT: Yeah, I did earlier.

DEV ANAND TEELUCKSINGH: Okay. Now I see it. All right, yes I see it now. So I can see the hands coming up. And I see Glenn was the first one and then Gordon. So participants can raise their hands.

GLENN MCKNIGHT: Can you unmute us in the... I guess you have to do that in the Adobe...
[? 0:07:34] I forgot.

DEV ANAND TEELUCKSINGH: Yes. Because we're using Adobe here, we're not using Go To Meeting's voice, so to speak.

GLENN MCKNIGHT: Yeah because if you look below the names, it says audio, it says use telephone or use mic and speakers. I'm just curious how good that is.

DEV ANAND TEELUCKSINGH: By the way Gordon, I noticed that it says here that you're using a Flash client to join the meeting. So that means, I take it, you are using your Fedora, I take it you're using Fedora right now.

GORDON CHILLCOTT: No I'm not actually. The information website suggested that Linux was not an option. Right now I'm using my tablet, which is rather handy because it seems to operate fairly well with the tablet's browser. So far anyway.

DEV ANAND TEELUCKSINGH: Okay. I see Glenn is now; you beat me to it, to send the file. So everybody could send a file to each other. Okay I can accept it. and

then I can then... Okay, so it downloads fairly quickly. I have to say, this is a very minimal type of system in the sense that there is no real room or anything of that sort.

There is no way to control an agenda, or to see an agenda, unless it's being displayed on the person's screen.

GLENN MCKNIGHT: Yeah, it really does require the facilitator thinking this through ahead of time and having the agenda on the screen. It's a little sloppy. I have no way to evaluate it from an accessibility point of view either. And as you just said with Gordon, it's not available cross-platform.

DEV ANAND TEELUCKSINGH: Correct. I had to download the... It does bill itself as being, anybody could connect to this because if any indication, there is an option of downloading software for the Windows, and there is also a link that if you're not able to download the software for any reason, you can click and you'll be in the view only mode, meaning there won't be any of the raised hands or anything like that.

I have to say, we probably won't need to take 10, 20 minutes on this because there is no other features that I'm thinking of. Let's see, what else is there? The sharing of the desktop works well. I'm sure the remote control will work very well.

GLENN MCKNIGHT: Sorry. Dev can I interrupt for a sec?

DEV ANAND TEELUCKSINGH: Go ahead Glenn, go ahead.

GLENN MCKNIGHT: I'm just looking at the features on their main site, and we have a truncated version. If we had the other versions of what they are talking about, we would have folding and surveying, we'd have more features. This is a very limited version of this Go To Meeting, as opposed to other products in the list.

They have something called Go To Webinar, which has a much more extensive list of features, similar to what we've been talking about in our matrix.

DEV ANAND TEELUCKSINGH: Okay. This is Dev here. Thanks Glenn. The thing is though... Let me see, I'm just clicking on the features. I see what you're saying, yeah. Connected there is a call in feature, privacy protection, and so forth. Having said that, though, this still doesn't feel like... It's really about sharing a desktop first and foremost, from the presenters standpoint, rather than being in a room like in Adobe Connect or a few of the other conference tools we've tested.

At least this entire session could be recorded so that we can then play it back like after. I have to admit, the thing is because I'm sharing my screen. Obviously the Go To Meeting stuff hides away in the background, so it's hard for me to see who has raised their hand and so

forth. I have to manually bring it back up every now and then just to see what's happening, or to see the chat myself.

I guess what I also have to do would be to have this chat up properly, and then do something like this, where I can see everything still. So yeah, you really have to plan out before hand, okay I'm going to share my screen, I'm just going to open the PDF, and everybody will see that, or whatever I do.

Is there anything else that we should think of? Because there is no room to talk about. We can do file transfer. The whiteboard feature works. The webcam works because we're seeing Glenn. There is a rudimentary hands raised, I can lower the hands raised now. I could be wrong, but I think we've pretty much covered the key points.

Is there any particular feature that we haven't tested as yet?

GLENN MCKNIGHT:

I think we have a product that is very limited in terms of what it can do. We'd have to evaluate the other one that they have. I'd be curious if you can stream a short video just to see the speed on it.

DEV ANAND TEELUCKSINGH:

Oh, a video. All right. I'm trying to think of a video that I can stream live. I'll just go to YouTube unfortunately. So I'm playing something in YouTube, and we'll see what happens. Is anybody hearing sound or anything?

GLENN MCKNIGHT: No. It's up to 10 seconds already. But no sound. It's not 30 frames per second; you can see that it is really jumpy, so it's not delivering the video at right speeds.

DEV ANAND TEELUCKSINGH: Actually it looks very choppy on my end and I can...

GLENN MCKNIGHT: No sound and choppy.

DEV ANAND TEELUCKSINGH: So it doesn't really work for video. You can do stills, I suppose, images, but not video. So it's not really good for streaming and such, like a webinar or such, rather than the webcam. All right. Well I think we pretty much covered the key points. Anything else Glenn or Gordon?

GLENN MCKNIGHT: Like I said, I can't test the testability, I can get the URL to...

DEV ANAND TEELUCKSINGH: I'm just showing my desktop to you, there is no text to read or anything like that. So I doubt there is going to be anything really in terms of accessibility, you're just seeing a visual of my desktop. I doubt it's recognizing anything in terms of text of this thing, it's just streaming the video from my desktop.

I think we can also put an end to this call then. Gordon, any thoughts, observations?

GORDON CHILLCOTT: No. I'm going to pretty much echo what Glenn said on this. His observations and mine fairly well match I believe.

DEV ANAND TEELUCKSINGH: All right. I suppose it's good for a small group, I guess, but for an At Large structure it might be useful, but yeah. I mean there is no way to coordinate a meeting as such. There is no way... Unless I have an agenda as a PDF on the screen, or in the browser tab I guess, and do things that way.

GORDON CHILLCOTT: ...for example, on Lucid there is that meeting aide which basically helps you carry through the meeting.

DEV ANAND TEELUCKSINGH: Correct. And you see the agenda and you can add to it, and add comments to it, and so forth. So I think we pretty, at least we probably will fall within the 20 minute limit of this.

GLENN MCKNIGHT: Yeah. The only thing that I would say that there might be some consideration, the Go To training product, which is their third product; it might be a value for the ICANN Academy. There are some elements in it

that's quite promising but the Academy needs to look at it as a viable product.

DEV ANAND TEELUCKSINGH: It's strange that they don't really... I don't know why they don't make this as part of the demo though. I do see international language support. They support English, Spanish, Japanese, Chinese... Remote printing. That's kind of interesting. So I can send something to print onto other person's printers.

I think we pretty much covered the key points in this. Anything else? Any other questions, thoughts, comments? Okay. Gordon? Anything?

GORDON CHILLCOTT: The same thing should be aimed at collaboration work. You're remark about remote printing got me. But beyond that, no I've no further comment.

DEV ANAND TEELUCKSINGH: Okay. So just to confirm Gordon, when you logged in you developed a program to download as well?

GORDON CHILLCOTT: No. I simply logged in as just using Android's browsers.

DEV ANAND TEELUCKSINGH: I see. So you logged into the browser as such. Okay. I think... You are seeing the file list...

GORDON CHILLCOTT: I'm seeing your desktop. I'm seeing Glenn. I'm seeing the chat screen with the buttons across the top of the screen, and at the very bottom, it says something about this page has been shown to you for five seconds, click here. I haven't done that.

DEV ANAND TEELUCKSINGH: Okay. So you really don't get an integrated chat as such. I'm mean you're just seeing my screen capture of it – my chat window so to speak.

GORDON CHILLCOTT: No. I have a chat, I can chat.

DEV ANAND TEELUCKSINGH: Okay.

GORDON CHILLCOTT: My chat works.

DEV ANAND TEELUCKSINGH: Okay. Very minimal, I suppose it's good for small collaboration stuff. Okay. I think we've pretty much covered this. If there is no objection, I

think we can end this call. And we have 30 minutes to enjoy life. Okay.
All right.

Well, the call for next week should be up soon. Again, take a look at our previous action items from the previous call, as we'll be using Lucid and it will be a regular TTF call. All right? In which case, I thank you all for attending. Glenn, I see your hand waving, oh, it's just waving goodbye.

GLENN MCKNIGHT: I'm waving goodbye.

DEV ANAND TEELUCKSINGH: Okay. I thought you were raising your hand to say something. Okay.
Thank you everyone. This call is now adjourned.

[Various people saying thank you and good bye]

DEV ANAND TEELUCKSINGH: Now how do I end this?

GLENN MCKNIGHT: I'm trying to figure the same thing, and I've got too much stuff open.
I'm scrambling to find where the damn thing would shut off.

DEV ANAND TEELUCKSINGH: That's a hell of a thing, time is running completely for...

GLENN MCKNIGHT: This is, for the cost, it's overinflated. Come on, bunch of shit. It's sucking up my resources, I need that to get back to work.

DEV ANAND TEELUCKSINGH: I think I found... I now see there is a poll question. I'm taking it now...

GLENN MCKNIGHT: I didn't see a poll.

DEV ANAND TEELUCKSINGH: Okay. It did end. I'm happy it ended.

GLENN MCKNIGHT: The only thing is this online training tool they have, the Go To training, might have merit for the ICANN Academy. I think the cost to fly people in and the training, this is extremely cheap. And what I've seen in terms of the features, it's really value added.

As my recommendation to the committee is that if there is new people coming in and the curriculum because I think it can have some real merit for remote training. But that's where I see maybe it has some merit.

GORDON CHILLCOTT: Spend some time comparing it to Moodle though because the argument for Moodle is fairly persuasive.

GLENN MCKNIGHT: Well, for the longest time, they didn't call Moodle, even though we created the Moodle for the ICANN Academy, so this has tools that Moodle doesn't have. From my experience.

DEV ANAND TEELUCKSINGH: My thinking though is okay, I guess it's good for like, again, [? 0:24:48] that to a large number of people though. I mean, I guess unless that is broadcast via slide in the presentation, I mean I suppose for like webcam...

I guess ultimately webcam use, you can probably have like four persons. Actually this might be good for Nom Com.

GLENN MCKNIGHT: To be honest, considering how we did that interview at Nom Com with the guy in Switzerland, it was an absolute joke. First of all, we're using the cam from one of the laptops in a very large room, and without a proper sound system, like he was using speakers and he had no headset.

So we really need to provide a short video to people how to do a Skype call or any kind of video conferencing so that they look and sound okay. And nobody is investing time and energy in that, which is pretty sad.

DEV ANAND TEELUCKSINGH: I would imagine what has happen, sort of like a pre-call to work out all of these kinks. And then have the actual interview itself. I suppose the

Nom Com secretary or whatever... People in staff assigned to Nom Com would try to sort that out.

GLENN MCKNIGHT:

Yeah. We have a meeting tomorrow with our recommendations, which I'm actually giving. See, I don't like to criticize without coming up with a solution. There is some really great articles that I've read on how to do a proper Skype or video conference call. Very simple steps, in lighting, in sound, in doing it right, and doing a test ahead of time. It's just good business, right?

And with the right mic, you and I talked about that Logic Tech mic as well. It's a bit of an investment, but it's a much better mic. This doesn't look good. It didn't fair very well.

DEV ANAND TEELUCKSINGH:

At least we tried it, and do a write up on it and that's that. And again, I think these types of things would help At Large structures for their internal meetings and their online meetings and so forth.

That was the thing that surprised me; most At Large structures don't do online meetings, at least in 2010. Maybe it has changed, circumstances have changed now.

GORDON CHILLCOTT:

Same thing for us, for an interesting reason, Dev, it's that Toronto is a rather large city, and some of the meetings... There have been times when ad hoc meetings have turned... I, for example, have some

difficulty attending, which is a reason why we've been looking at a couple of these things ourselves.

And we're a meeting face to face organization.

DEV ANAND TEELUCKSINGH: And that's the challenge Gordon, because we're facing the same thing too. The thing is, of course, everyone is using different technology. I'm using a Mac, I'm using Linux, I'm using my phone. And then everybody wants to, what's the one thing that binds everybody together seamlessly? Without going through, can you hear me now?

And do it cheaply, without telephone support and so on. Yeah. Okay. Well pretty short call, meeting. See you all next week.

[END OF TRANSCRIPT]