
CHERYL LANGDON-ORR: First of all, because we have a guest and a major purpose for today's meeting, I want to thank Nathalie for putting up the Accountability Task Force Action Items from our previous meeting. Let's note that the meeting that we had running today is the [unclear 00:00:15]. Let's leave that aside with most of the other administrivia, other than asking for any apologies that may have been sent to staff?

NATHALIE PEREGRINE: We have an apology from Siranush Vardanyan.

CHERYL LANGDON-ORR: Thank you. Siranush, representing a disability group, it is important to note that she would be here if she could. Obviously time, being what it is, it's not always friendly for everyone around the world – although I must say Gunela and I are rather spoilt with this time slot. Let's move on, as quickly as humanly possible. We are focusing today particularly on the captioning and the mechanisms of using captioning, both in the AC rooms but later on in some other forms as well. I recognize many of us are familiar with being the passive recipients of captioning. I certainly appreciate being able to read real-time written word at the same time as being at various meetings.

ICANN does have captioning available in some contexts with their face-to-face meetings, but we're exploring here is the use of captioning in the wonderful world of AC, which still seems to be, Josh, the most popular collaboration, online meeting tool that is running ICANN-wide –

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.

recognizing there are some other small group tools being used as well. We may as well focus on the ones that are the popular favorites at this stage. We can get rid of the AIs. We'll come back to those briefly in our face-to-face meeting. At this point, because I wasn't at the Technology Taskforce Meeting last year, where they explored the use of captioning pods within the AC world, I see Glenn hasn't been able to join us.

Can we note Glenn as an apology, staff? He does have another meeting today, which is clashing with this one. Judith and Dev, you've got the experience on all of this. Dev, I might pass to you and ask you and Judith to introduce Heather and bring us through the demo. Over to you, Dev.

DEV ANAND TEELUCKSINGH: Thanks. I would defer to Judith, because she was the one that organized the Technology Taskforce call, more than me, on that aspect.

CHERYL LANGDON-ORR: Over to you, Judith. Dev, jump in and save her.

DEV ANAND TEELUCKSINGH: Okay. Well, Caption First service has an AC plugin where we can see the text as people are speaking. I see Pat is on now as well. Pat is from Caption First. I think that... Judith, yes.

JUDITH HELLERSTEIN: Hi. Sorry about that. On this one we have two – we have Heather, who's going to be our captioner today, and then we also have Pat, who's

from Caption First. Pat is the one who's been working diligently with us in getting caption. She's going to demonstrate two different platforms. One is going to demonstrate AC's own plugin, and then they're also going to demonstrate Caption First's plugin on AC. Pat and Heather are going to explain the differences between the two and show why we thought, in the Technology Taskforce, why the Caption First platform was the better one to use. I'll pass over to them.

PAT GRAVES:

Let me take this opportunity for a brief introduction. I'm the president of Caption First and we have been working with different UN agencies around the world, so it's a pleasure that I have this opportunity to demonstrate Adobe and captioning to you. Thank you very much for that. As Judith mentioned we'll be demonstrating two different pods. I'm not sure who's going to be building the pods, but I'm going to talk through what I need done. I think Nathalie's going to be loading pods. At this point, I'd like you to please elevate Heather to the host status.

NATHALIE PEREGRINE:

She is.

PAT GRAVES:

If you could elevate her?

CHERYL LANGDON-ORR:

She is.

PAT GRAVES: Okay.

NATHALIE PEREGRINE: Do you mean the AC caption pod or the Caption First pod?

PAT GRAVES: What I'd like to do is launch the Caption First pod, and if you wouldn't mind, put it where you normally would put the PowerPoint. Great. What we're going to do now is there will be a moment of silence and Heather is going to get herself into this pod. The way this pod works is we feed our text into a server located in Wisconsin, and then the server directs it to the Adobe pod. I'm filing time right now because in the background Heather is doing a couple of clicks, and as soon as Heather is ready we will see text flowing.

For every Adobe job there will be this moment where the captioner has to do a couple of clicks. I believe you can all see the text flowing nicely now. Feel free to interrupt, or if you want to wait until the end of this couple of minutes demo, that's fine also. What you see here is the Caption First pod. Another name for it is the Caption Stream pod. On the left hand side... Every individual person has the ability to change their own settings; whether they're a host or a participant. If it's just a participant they'll only be changing what they're saying on their computer, and the same for the host. I invite everyone to go through these steps, as I show them to you, so that you can see your own individual screens changing.

I'll start out. On the left hand side, under the word "transcript" there are two buttons. On the very left is highlighted, and that's the text that you're seeing now. If everyone would just click on the sheet of paper next to it, as you hover over that icon it says "modern" and if everyone could click on that, what you'll see is a difference. I will ask Heather at this point to put in a change of speaker. Then we will go back to me, and you will see that the individual speaker is highlighted so that this pod allows us to have a differentiation when two or more speakers are participating. For me personally, I rather like the first icon, which is "transcript" but this modern view is powerful because the colors change.

Has anyone had any trouble with these two clicks? I'll continue on. To the right of that there's the colors, and it says "White" with "B" for black. If you hit the dropdown – and there's also a toolbar – I ask everyone to hit blue, which is the last option. What you'll see is the background color and the font changes. This is a choice per individual user. The next tab is a font, 12pt is what we usually use, but again, an individual user could change the font size. Next to that is Tahoma, and that's the type of font. Again, it can be changed. The button to the right of that says "English".

If, in the beginning, as we set up this meeting, if someone wanted to have machine translation into a different language, that can happen. The caveat is it's machine translation, so the accuracy is not as high. Let me ask if there are any questions for those six buttons so far?

JUDITH HELLERSTEIN: Yes. The demonstration on the iPad is not working, because it says “unsupported content”.

PAT GRAVES: That is correct. I know that was one of the questions. Unfortunately, with the Adobe pod and with the Caption Stream pod, the iPad and the iPhone do not support the caption pod.

CHERYL LANGDON-ORR: Neither of my android operating systems on mobile are supporting it either.

JOSH BAULCH Pat, this is Josh, if I can jump in for a second. One of the ways we’d be able to mitigate this issue is that we’d be able to provide the URL like we normally would at an ICANN Meeting, or whether you guys are hosting this. That would be from a stream text, directly, so for those users the application is not working on, you’d still be able to see that text. But it would just be from the website, versus not from the ICANN... Exactly. You’d still be able to see it the same way. That’s pretty much it.

CHERYL LANGDON-ORR: Josh, for example right now, the only places that link you just put in is live, for me, Josh, is in my Microsoft operating system, where everything is working fine anyway. On the Adobe systems that I’m running on either of the mobile applications, no links are every live.

JOSH BAULCH

That's interesting to know. I didn't realize that Adobe hadn't fixed that.

CHERYL LANGDON-ORR:

Yes. I know they were supposed to. Part of the exercise today is so we can maybe get a little shortlist of fixes and as a client you can go to Adobe and go, "Come on, guys." Sorry, back to you Pat. We're just really trying to get this to work as opposed to all of us have problems.

PAT GRAVES:

Right. I understand that perfectly well. Thank you. Let me just back up. What you are used to seeing is the stream text URL. Many of you are used to that, and the stream text URL is working now. I know the streaming text can go onto iPhones, androids, iPads. That works fine. It's just when you add in the captioning pod for Adobe or the Caption Stream pod that it's not quite working correctly. That is an Adobe issue that indeed does need to be looked at. What we could do is open up another browser and put that text underneath the Adobe screen. If you're on your computer you could have two browsers open – one with the text and one with the Adobe screen.

You wouldn't need to do that with the pod loaded but that is an option. One some of the mobile devices it's just not quite there yet, and I'm sorry. So knowing that there are those limitations, what I'd like to do is point out a couple more things on the Caption Stream pod, and then I'll have Nathalie add in the Adobe pod, and if nothing else we'll see the differences between the two. Over on the right hand side you'll see the

word “find” and if you type in the word “the” for instance, what happens is you’ll get all of the instances that the word “the” has shown up. You’ll see it’s a very long list. If you click on any of the entries for the word “the” you’ll be brought immediately to that point in the transcript so that you can go backwards and read what was going on.

Then to get out of that window you would hit the “X” and the text would continue scrolling. Would anyone else like to take a minute to research and find a word?

CHERYL LANGDON-ORR: I’m finding my own name very effectively. Great.

PAT GRAVES: Excellent. Up above the word “find” is “autoscroll” and there’s a green checkmark. So when you come out of the find function it should always go back to the bottom and start scrolling. But if ever, for some reason, the scrolling doesn’t happen, it’s this little checkmark that has to be viewable to get the scrolling.

CHERYL LANGDON-ORR: One of the things I get annoyed about in the stream text world is where I’m trying to go back and look at something we’ve recently said in a transcript, and it keeps forcing you to the new text coming up. If that was unchecked that would allow that look back? For some of us, that would be a very handy thing as well.

PAT GRAVES:

That is correct, because in stream text also, if you are just getting the words, there is a scroll and un-scroll check. So if ever you want to go back and read something, just un-scroll it, read what you want to read, and then check it again so that you can catch up at the bottom of the transcript. That's how you get around that. A few more things I want to point out. On the screen you can see the text is going completely left to right, all the way across, and there's a difference between this and the Adobe pod. Keep this in mind.

The final thing I want to point out is under the word "English" there's a little white bar and it's got an up arrow in it. If you click that up arrow – again, this is an individual click on everyone's computer – what you do is you get rid of all of the formatting; the color, the font size, et cetera, and you have a few more lines of text. If you want to unclick it, you could type in the find box or you could scroll or un-scroll, and then again collapse that formatting with that up arrow. That's pretty much the demo for the Caption Stream pod. Nathalie, would you mind loading in the Adobe pod? I was hoping to have them side by side?

Again, during this point, Heather is going to go ahead and get herself into the Adobe pod. Nathalie, did you close off that Adobe pod or had you just hidden it?

NATHALIE PEREGRINE:

I stopped sharing it.

PAT GRAVES: Okay. Heather will probably have to get herself into both pods. We will just be patient because we'll be able to see the text flowing in both pods as soon as she is ready. I'll point out that sometimes, depending upon your screen layout, the captioner will have to resize the pod temporarily and do the specific clicks and checks that we have to do, and then she or he will put the pod back exactly where you have it. It's just that some of this, there are things on the right-hand side that are hidden that we have to get at. I can see Heather going into both of these pods. Again, for the Adobe pod, which is the one on the bottom, you can change the font color, the size, and the type of font, just as you could on the Caption Stream pod.

There is not the find feature on the Adobe pod. Let me double-check that. Does anyone see, on the Adobe Caption pod, is there a find feature?

CHERYL LANGDON-ORR: I'm not seeing one.

PAT GRAVES: I didn't think so. The biggest difference on the Adobe pod of course is the line length. On the Caption Stream pod the words come up one word at a time and on the Adobe pod the lines come up a line at a time and the line is only 32 characters long, so you can see the truncation happening between the two pods. That's really the Adobe pod demonstration they are similar, but yet have some pretty obvious differences, in my mind. The Adobe pod also has the collapse arrow and the ability to change the font colors and sizes.

This is the end of the demo, and I want to circle back to the issue with loading the Adobe and any of the captioning pods onto the iPod, iPhone and some of these other browsers. It's just not working. I have to say it that way. It's just not working at this point. Again, the workaround would be that the URL I gave, people could simply just read the words. Are there any other questions? I know people are on this phone with a lot more technology-savvy than I have, but I can answer any question that you have or I will get back to you.

CHERYL LANGDON-ORR:

One of the reasons I always assumed that the Adobe Caption pod was only so fewer characters long was the possibility of having it scrolling in a position within the Adobe landscape that would allow it to run. We for example have AIs or web links at the moment, so one could still have a collaborative space or PowerPoint or sharing happening in the center. Am I correct in assuming with the Caption First pod, if it was made smaller, it would simply compensate; so its line length would shrink to whatever size the pod is on the configuration?

PAT GRAVES:

Because I have the host status I just changed it on my computer, and yes, you can see that the line length has changed.

CHERYL LANGDON-ORR:

Yes. So there's no difference in the end game of where you put it, it's just that the landscape has all this white space in the AC where yours can still be put into a smaller space as needs be? Thank you for that.

PAT GRAVES: Sure. Actually, I do want to point out the differences. I'm having this connection loss up on the Adobe pod, but what I want to point out is the way that the words are set. In the Adobe pod it's only a line at a time, where in our pod it comes up one word at a time. Is everyone seeing that difference?

CHERYL LANGDON-ORR: Yes.

PAT GRAVES: Even though the two pods might only allow 32 characters, the look and feel of it is very different, between the two pods, because of the line feed versus the word feed.

CHERYL LANGDON-ORR: Dev, you have a question?

DEV ANAND TEELUCKSINGH: Just a question on the Caption First pod. There's a feed button I'm seeing there. Is it that you can save the entire transcript from the AC session afterwards?

PAT GRAVES: That's correct, you can save it afterwards. In the captioning world we always like to have the option to clean up the file just a little bit in case

we've made some mistakes, but indeed, yes, you could save it if you wanted to. We ask always that unedited files don't get posted for posterity on the Internet, for everyone to read, but internally if you want this unedited file, that's a place to send it, or we can send it to you.

DEV ANAND TEELUCKSINGH: Okay. Second question: in the streamed text, on the Technology Taskforce call I noticed there was a way of getting that streamed text URL being able to Google Translate the live transcript. Can that feature be turned on at any time?

PAT GRAVES: Thank you for that question. In stream text, you have to set it up ahead of time, but we can have stream text. They will use Google Translate and they will translate it, machine translation, into another language. If you are only looking at the stream text streaming words, you can go back and forth between the languages that are chosen. Yes, you can get different languages. As far as having two pods, in Adobe, as I understand it, you'd have to load two separate pods. Someone would have to load the pod with the URL that's streaming say, French, and then load a separate pod with the English streaming.

DEV ANAND TEELUCKSINGH: Thanks.

CHERYL LANGDON-ORR: Thanks Pat. Josh and then Gunela.

JOSH BAULCH

One thing I wanted to point out for you guys is that the AC pod at the bottom, the way that text is broke up, it actually saves the transcript that way as well, which in my mind is a little obnoxious in trying to read through it. The other thing I wanted to point out was this is specifically why we chose not to do it from an ICANN Meetings perspective, because we were only aware of the AC captioning, so we avoided it because in our mind this was not a good venue. The other thing I wanted to bring up was the language side of it. When this was tested with the Technology Taskforce, I would really encourage us to avoid using the machine translation at this point, just because it's bad.

When we tested it, it translates word-for-word, which is not really an accurate interpretation of what's being said, and so those users in those other languages would really have a hard time following. Then there's also the issue that some words would inaccurately be transcribed – not saying that's not something we could try and go to in the future, but I think at this point it's not really something we want to encourage use of, because I think it would cause us more harm with the communities than it would help. That's just my opinion. Thanks.

CHERYL LANGDON-ORR:

Thanks Josh. You may see my great big green tick up next to my name with what you were saying. We do need to ensure that the experiences are successful. That doesn't mean we stop working on ways to try and get them successful, but I get what you said. Gunela?

GUNELA ASTBRINK: I have a couple of questions, at least. Thank you Pat for the demonstration. I wanted to follow up on Josh's point on Google Translate. It is a problem with compatibility with the way Google Translate works now. Maybe in the future it would improve. I did participate in the demonstration that was tested for the Technology Taskforce. We spoke then about Spanish and the possibility of doing real translation into Spanish, and I'm not sure if there were other languages as well. That's one question.

PAT GRAVES: Indeed, we do have Spanish captioners on our roll of real-time captioners, and so we do Spanish captioning. It would have to be Spanish to Spanish. We can't listen to English and write in Spanish. That's quite a few steps and that would be very difficult. We'd have to have it translated into Spanish. We'd then write it into Spanish and the Spanish text would come up. Again, that would have to be a separate pod, or if we're only using stream text, just the streaming, then that would be a separate URL. But we can do Spanish.

We have "access to" German real-time captioners, and French, but the German and French have very limited availability. But the Spanish is much easier to cover, because we have several Spanish captioners we work with.

GUNELA ASTBRINK: Thank you Pat. There are certainly complex issues to deal with there; with languages. I also wanted to know... Cheryl asked about the positioning of the captions when there are PowerPoints and screen

sharing, and how you can reduce the size of the caption pod. Sometimes there's a need to make use of the space in the middle. I'm presuming that the captions can then be placed in the bottom right-hand corner and be reduced. Then I'm wondering who does that. Would that be the captioner who organizes the movement of the pod to another part of the screen?

PAT GRAVES:

It would be whoever is moderating or running the meeting. You could change it any way you want. If you wanted to put up a PowerPoint... I'm going to play a bit. Because I'm a host status I believe that I will alter everyone's world, and so I'm going to change the chat a little bit and I'm going to pull down the Caption First pod and I am going to adjust it, and then I'll ask everyone to hit that up arrow. Then if you wanted to add in a PowerPoint right here, it will cover up the Adobe pod. If you want to rearrange that way? This is a long way of saying no. The captioner would not adjust it. It would always be whoever's running it.

GUNELA ASTBRINK:

Okay. I like that flexibility. Thank you. Cheryl, I've got one more question. Are there many of your clients using this pod? How long has it been in operation? Also, are you still working on enhancements to it?

PAT GRAVES:

We have tweaked this pod with the Streaming Text company – thus the name Caption Stream, because we've worked in conjunction with them – and we've been static on it for now, because we've done as much as

we can do, and as far as getting the pods to load nicely onto other devices and other mobile devices that's an Adobe issue and we've not been able to get Adobe to make those changes.

GUNELA ASTBRINK: Thanks. I just wondered if there have been any clients who've been using this pod, and if you've received any feedback from it?

PAT GRAVES: We have several different universities that use this pod, and it's been an interesting sales [cycle 00:40:31]. More and more companies, as they use Adobe, they definitely use the pod for webinars, et cetera, so it's been a slowly building menu item for us, and with this pod. Our pod is free, there's no charge for it. It's just it looks so much better. To answer you, it's just been a slow, steady increase of people using the pod.

GUNELA ASTBRINK: Thank you very much Pat.

CHERYL LANGDON-ORR: Are there any other questions for Pat? Not seeing any. Olivier, did you have anything you wanted to raise?

OLIVIER CRÉPIN-LEBLOND: I'm very pleased with this. Of course, a downside is unsupported content on the Adobe, but as far as captioning is concerned, as long as one an open two windows it works really well. I've looked at the caption

and how they come out and they're both readable on the android device that I have and on the iPad as well, and they're very clear, so great.

CHERYL LANGDON-ORR: Excellent. Getting the blessing from the Ex Chair of the ALAC and someone I know is as passionate as most of us are about getting the accessibility issues to the large community, to be engaged with ICANN, is a bit step forward. Thank you for that Olivier. Pat, I know you've done this before with the Technology Taskforce, but the Accessibility Working Group are having to look at this aspect and at other aspects of making it easier and more effective for engagement with ICANN. Most of us are great believers in the benefit of captioning, even for parts of our community that are not the "traditional" captioning users.

Quite frequently, particularly with accents coming through one's headsets at meetings, being able to read a written word will have greater clarity and understanding. I know that a number of people, myself included, find being able to look at words on screen, as well as listen to audio input, is a great assistance, particularly after very long periods of interaction. Some of our meetings we're talking, even on teleconferences, they're running minimums of 90 minutes to two and three hours, and after that, believe me, anyone's brains are getting pretty tired, but the more input opportunities you've got, the more likely you are to be effectively engaged.

There's a lot to benefit captioning – not just from the traditional user communities, but I think most people think of we need to caption for. Thank you for taking the time, Pat and Heather, for joining us a second

time – but it is a different group. You’ve got some of the senior staff at ICANN, whose reasons for being involved in the Accessibility Working Group is that part of making ICANN more accessible and more interactive with the wider community is part of our mandate. Laura and others who are on this call will of course now have a chat. I’d like to say this has been a very successful demonstration.

Thank you for your time. Thank you Judith for acting as the “go out and get them and drag them in to do this for us” because we can talk about captioning and what does and doesn’t happen until the cows come home, but until we all sit down, test it and experience it together and have a Q&A, once we’re on a platform where we all understand what the benefits and limitations are, now we can move on and have some discussion – including of course the very important one, which is building a business case.

The pod might be free, but the captioners I’m sure are not, so we need to then look at how, when and why ICANN needs to use this vital and very important tool. I’d love to see it just be a standard fait accompli, as in many cases, now at least in the At-Large world, the use of real-time interpreters has become much more standard. We’ve gone through the fights, haven’t we, Olivier, of getting other languages? We have language channels now on audio. Hopefully we won’t have to fight so hard to get effective use of captioning in future meetings.

Thank you Heather, thank you Pat. You’re more than welcome to stay, but we’ll now move into the gory details of what else is wrong with AC and why some of these things aren’t working. Judith, over to you.

JUDITH HELLERSTEIN: When Josh put the link for the stream on, the link comes up on the iPad but it's not clickable, but it does come up on the PowerPoint. So it does come up on the iPad, the stream text link, but it seems you can't click on it.

JOSH BAULCH Yes. That's what I wanted to test, to see... I suspected it, but yes, it looks like both from a PowerPoint and a PDF that any links that we put in, you can see they're not clickable – at least not on both devices.

JUDITH HELLERSTEIN: Think what you could do if you could see it. You could easily either write it down or put it in the small stream while you're typing in your browser and it will come up and be easier to see.

JOSH BAULCH Completely agree.

CHERYL LANGDON-ORR: Well, we're getting into a discussion point now. Judith, do you have anything you want to say to Heather and Pat before they take the opportunity to leave, or say something themselves in parting?

JUDITH HELLERSTEIN: No. I was just saying that when it's in there on the iPad, you can easily move back and forth, and so it's easier to type into another browser – much easier than when it was in the chat or on the small side.

CHERYL LANGDON-ORR: Thanks Judith. Gunela?

GUNELA ASTBRINK: Just for interest, obviously we're checking the AC, but does the caption pod work with other web conferencing tools as well?

PAT GRAVES: Sure. We are constantly working with other conferencing people – for example GoTo Meeting and WebEx, et cetera. Some of them say they have pods and we're able to get the text into the pod – some more successfully than others. My broad answer would be yes. We are able to work with other pods and more web conferencing people, not all of them as successfully as we'd like them to be, because they are still of the mentality that we'd have to press enter at the end of each sentence. So we have a little bit of a way to go. We are great advocates of the double browser – let me put it that way – because that is certainly a way around things.

It doesn't help for the recording, unless you record a shared screen. We've not arrived yet, but the web testers are not seeing the merit. We're working on that. I know you have to continue with your meeting, so unless there are other questions I'll take this opportunity to thank you very much for the ability to demonstrate this to you. Even though there

are a few limitations I feel very strongly that people are well-served, and that's what all of us are about – ICANN and Caption First. I have to say that. I thank Heather for her stellar work. Unless there's something else you need from us, we will both disconnect and you can continue on with your meeting. Thank you.

CHERYL LANGDON-ORR:

Thank you very much. I must say, I think most of us, even those of us who've experienced captioning before, has really benefited from this additional demonstration. Thank you very much Heather, thank you very much Pat, and Heather, thank you very much in particular because unlike so often you obviously get very used to working out whose voice is what. Not all of us, especially me, were very good at saying who we were at the beginning, but you didn't go wrong at all. So kudos, and thanks. Bye for now.

Okay, ladies and gentlemen, with the little bit of time we've got left, I'm going to suggest we probably need, in our Singapore Meeting, to have a little bit of a conversation about some of the variability – I will use the word "limitations" – of the AC tool. Josh, I'd like it if it were possible for you to be around with us during our Accessibility Task Force Meeting in Singapore. I think that would be hugely valuable. A lot of what I've got today has been screen shots from all the things I have open, and even within the mobile app, running on two mobile devices. The text link PDF, for example on one is visible, and on another it's still listing as unsupported content.

So we do have a little bit of stuff that I think we can at least start to catalogue and work out what the limitations are of the favored tool, which at the moment is AC. The other thing I wanted to raise very briefly is yes, I agree, the stream text is an excellent way forward. That's how Olivier's done it, and certainly how I've opened it up on my laptop. I haven't done it on my mobile phone, only because I was stretching myself over only four screens today, as well as photos for [unclear 00:53:03].

But on my pad, which is an android pad – and this is possibly a limitation of Adobe, but we need to check this – whenever I switch between a screen, a Skype screen, looking at a PDF, whatever it is, as soon as I move away from the AC room, when I come back I have to re-login. So Nathalie, as you know, it's not uncommon on a busy meeting for me to have to log in 8, 9, 12, 15 times. That's not always loss of connectivity. That is sometimes me having to re-login because for some reason, on at least the mobile, it's disconnecting me instead of switching between screens. If we could master that, that would make the use of the stream text option really viable.

Right now I do want to stop at the top of the hour. I'm going to put further discussion off and I'm going to modify or review our meeting, which is in Singapore, Tuesday February 10th. It will be in the VIP room between 12:15 and 13:15 local Singapore time, which is UTC+8. We will have remote participation, but I think what we'll do is spend part of that Agenda time picking up on Item #3 from today. Thank you one and all. I have another call I have to get to right now. Josh?

JOSH BAULCH

What I want to let you guys know is that we are using the Caption First pod for this next ICANN Meeting, so you'll be able to see it, first hand. I also wanted to say yes, I have no problem joining your meeting. I did have a quick question for you guys. Because of the limitation on the mobile devices with this, traditionally at ICANN we've just done a screen share so that everyone sees the same scroll, but they're not able to download the transcript. What I want to ask you guys, maybe we'd planned on moving forward with the Caption First, but not realizing it was very limited to the mobile users.

Would you advise us on holding off on it, or going ahead and proceeding through with that?

CHERYL LANGDON-ORR:

Josh, that's a huge question. We need to balance the concept of the better user experience or not. I think if we're going to move on with it – and my gut reaction is yes – then we also need to let the community know what the limitations are, and the fact that something is going to be tried to be done about those limitations. I see Dev going, "Hmm." That's not a knee-jerk answer. I think we're going to have to really think about this. Dev, what's your view?

DEV ANAND TEELUCKSINGH:

It's a Catch 22, because the Caption First pod and the stream text URL allows for accessible tools to read the text to a person who's blind, for example. A video cam would obviously not work for those persons. On the other hand, the video camera would make it work in the sense that

it will work with all devices. Catch 22, depending on what you're trying to achieve.

CHERYL LANGDON-ORR: Judith?

JUDITH HELLERSTEIN: I think we should go ahead with it, because I think something is better than nothing, and I think we can go ahead on a trial or pilot basis and see how it's working, and maybe we could go out and run around some other things, some mobile devices, and see how that works. I do think we do need something, and this seems to be the best tool we've found around, and like with everything, the perfect is the enemy of the good, so if we keep looking for perfection we won't solve some of the problems. There are some problems this way, but it just may be the best option we have right now.

CHERYL LANGDON-ORR: Thank you. Olivier?

OLIVIER CRÉPIN-LEBLOND: Dev mentioned that if you do a stream capture then this would not be helpful for blind users to use special systems to read what's coming up on the screen, but this is captioning of someone actually talking. I don't understand why one would need to be processing the captions to listen to them when you can listen to the original person speak at that point.

JUDITH HELLERSTEIN: I don't think he meant that. I think what DEv meant is a video camera. If you're showing a video camera of the line, then they can't read it, but I think if you're just showing this, they can read the text.

DEV ANAND TEELUCKSINGH: Yes, that's what I mean.

CHERYL LANGDON-ORR: Gunela?

GUNELA ASTBRINK: Just to answer Olivier's question, sure, a blind person would be listening, but it's how a blind person navigates all the different screens in AC, and if they want to raise their hand, do all of those things we do; check the chat screen and so forth. They are the issues that we need to work with to make it accessible for blind people.

CHERYL LANGDON-ORR: Thanks Gunela. That is a huge issue. It's certainly something that we will pursue, but we've got to pick the low-hanging fruit first. Josh, it sounds to me like the advice here is to go ahead with it, but let's manage our end user expectations carefully.

JOSH BAULCH

Great. We'll do that, starting with the opening ceremony. If you guys have any feedback, I'm going to add some notes so that people can at least copy and paste the link into a separate one for mobile users. We'll try and accommodate the best we can, but yes, we'll move forward with it. I'd love you guys' feedback on your impressions and things we can try and do differently. I'd love to meet with you guys in Singapore.

CHERYL LANGDON-ORR:

Look forward to it, Josh. I think the reason for us being as a group is to help ICANN do a better job of being the most accessible organization that it can. I look forward to working with you. It sounds like it's going to be as good as working with Laura. That's a great joy indeed. Everybody, thank you one and all. We will meet in Singapore. Please don't forget to use the email listing if you've got some thoughts to share between now and then. Bye for now.

[END OF TRANSCRIPTION]