YESIM NAZLAR: Start the recording. Good morning, good afternoon, and good evening to everyone. Welcome to the at-large technology taskforce call taking place on Monday 7th May 2018 at 14:00 UTC. On our call today we have Judith Hellerstein, Alfredo Calderon, Gordon Chillcott, Juan Carlos Alcantara, Ricardo Holmquist, Satish Babu, Wendi Hurley, Julf Helsingius, Daniel Nanghaka, Beran Dondeh, as well as Olivier Crepin-Leblond. From staff side we have Sara Caplis, Mario Aleman, and myself Yeşim Nazlar. Before we start, I would like to remind everyone to state their names before speaking for the transcription purposes please, and now I would like to leave the floor back to you Judith. Thank you.

JUDITH HELLERSTEIN: Thanks so much. I think Mario, could you go over the action items from the last call, because I recall at when we were in Puerto Rico we had some action items.

MARIO: Hello, this is Mario. Please excuse me if you have some background noise, I'm actually at the airport but I will be going through the action items that we have from our last meeting, which was actually an in person meeting at ICANN 61 at San Juan. The first one that we have is for staff to follow up on [inaudible], and to touch base with Laura [inaudible], and I understand actually that Laura just created basically, a landing space, which is a working space actually where they are tracking, they are providing [inaudible] tracking by the way, and all the information is in there and I assume actually that if there's something,

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or any other concerns, we can always contact her. That action item has been resolved, and the next one we have, Sharon [inaudible] to appear on a sub committee to [inaudible] as a communication tool. This happened actually when we had the incident of Abode Connect during our ICANN 61 meeting. I assume actually that this will be in [inaudible] was actually to test a new platform, which is Zoom, which we have been using in the last meeting and also create the sub committee. The next one is for staff to revise and prepare a list of funded projects by the technology taskforce in the past. So, this list of projects, actually, could be chaired by Dev [inaudible]. We have contacted Dev, however, we haven't heard back from him. I don't know if he's on the call, but I will make sure to track and touch base again with him to see if he has a list of projects. Back in the dates I was not staff and I was not a member of TTF, and so this is actually something we're doing a little bit more investigation with the past chair. Judith, over to you. If you have any questions, please let us know.

JUDITH HELLERSTEIN: Yes, thanks so much Mario. Judith Hellerstein for the record. As for the [inaudible], I also believe the AI was to touch base with Glenn McKnight, as he had some valid issues and was working on this, and he told me yesterday that no one has touch... Laura has never talked to him.

MARIO: OK. So, let me go over and create an action item to contact directly to Glenn and we'll deliver, basically his concerns to Laura directly.

JUDITH HELLERSTEIN: Thank you so much. [inaudible] is saying that it's not working, I guess he's using free Linux and free BDSC. So hopefully, when we can work with him on that. This is one of the reasons why we want... at the TTF we use, we have a lot of people who use Linux and we would love to get a solution that works for them as well. Satish, I see... I don't know if Justine is on yet, but Satish has been working also with her, and maybe Satish can go on and talk about some of the questions and characteristics that we're looking at in a web conferencing software. Satish, are you able to talk?

SATISH BABU: Yes Judith, can you hear me?

JUDITH HELLERSTEIN: Yes we can.

SATISH BABU: OK. Thanks for that. So we had a presentation made at Puerto Rico on our work so far on the conferencing solutions, and given the fact that at Puerto Rico we had an abrupt stoppage of Adobe Connect, it was quite appropriate that we had done this. The process of examining an alternative... I am sorry for the noise around here... basically we are towards Zoom as an alternative. We presented the pros and cons of Zoom, and several of our participants in that meeting had volunteered to help out in an evaluation process, a more detailed evaluation process and Justine had also remarked after the Puerto Rico meeting in our mailing list the need for a joint process. So, now are not very clear about

the Adobe Connect situation, we had been told that there is a good chance that ICANN will be reverting back to... reverting to Adobe Connect and maybe the pressure will ease. Nevertheless, we think it is good that we continue on this [inaudible] jointly with the other volunteers and come out with our position on Zoom and other alternatives. We can then decide, the TTF and then send this to ICANN. If we think we should have a secondary, a standby solution that we can always switch to in case of an emergency, like what happened at Puerto Rico. I can conclude by saying that the process of testing with the volunteers, including the different platform like Linux and BSB, we would like to now get done and we hope to be starting the process quite soon. Apologies that we haven't got started on it yet. Over to you Judith.

JUDITH HELLERSTEIN: Thanks so much. So, some of the questions that I had on here were, well, before we go with the Zoom... at-large has been testing out Webex a lot, and I've had a lot of complaints from other people that it doesn't work on certain platforms or... and they've been always been relying on Adigo for calls, and so I wanted to notate that and make that get on the record, so that it could be looked into. I know, that all revolves back around to another team I guess, that was working on helping out creating a form, because it would be great if we could document all these issues and there will be a place for all people to send them in. I know we've talked about that a lot of times. Some of the issues I think, the questions I have on Zoom, is I use Zoom a lot for other areas, but in the sharing of the screen we can only see one page and we cannot see, like we had on Adobe, people don't have the ability to scroll down and

I'm wondering if we have the Zoom people here, is that something that, is there an ability to so syncing so we can upload something, or is just sharing the screen the only thing to do, then we rely on the person who is sharing the screen to scroll for us, so that was one of the questions that I had, so for the Zoom people. The second is, we notice that, so the callout numbers Zoom has a limited number of callout numbers, for at-large we use Adigo, so it doesn't really matter as much, but for other constituencies that don't use Adigo, I'm [inaudible] on how can we create additional calling numbers so that more people will be able to use the toll free call. Those are my two questions, I don't know if others have other questions on Zoom.

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi from Zoom, thank you for those questions. I've also got one as well. So, I can go ahead and address that first question about uploading documents for people.

JUDITH HELLERSTEIN: Yes please.

WENDI HURLEY (ZOOM ENGINEER):   So, the way that Zoom is designed, is we make it easy for anyone to share anything, anytime. Because of that we've structured it so that you don't have to upload a document. So, we're designed a little bit differently than what you're probably used to. So, yes, so whoever is actually presenting would actually just click and share the document, now you can have it open on your desktop and click to share. What you

described is that it sounds like somebody is opening a document and somebody else is kind of walking through it. One thing that we've talked about that you could do, since that's your process you're used to doing. Is either everybody has access to that document and just clicks to share it, versus uploading it. Or, you could maybe upload it to a document repository, like a Dropbox or something similar, and then whoever is going to share that, just shares the browser and goes to that drive and opens it up. Kind of would be similar to what you're doing today, just you're not uploading it to the actual meeting platform, if that makes sense.

JUDITH HELLERSTEIN: This is Judith again. So, our documents are on the Wiki, and so we can post it, everyone has the link, but some people are doing it on their mobile, and so they cannot, so they look at the screen and they like to... in Adobe Connect you could... and I think also in some aspects of Webex, you can move the scrollbar so that you can see what was... because it was uploaded what you're seeing and that way people could quickly review it on the... maybe on the next page, for the talk. That's the answer to that. The other question is, can you have multiple documents open at the same time... like, for instance what we've had is people have note taking, or action items and they appeared in the corners, and so that, I'm just wondering, is that possible?

WENDI HURLEY (ZOOM ENGINEER):   OK. That makes sense. So, sounds like the problem you're running into when it comes to that situation is specifically when users

are on their mobile devices trying to share, is that from the Wiki, is that right?

JUDITH HELLERSTEIN: Just trying to see... it is on the... they are.... the call... the person who is managing the call puts up a document, but other people might want to... their screen maybe smaller and so they want to scroll and see on a document without having to go leave the call... go to open a seperate browser to see it on their side.

WENDI HURLEY (ZOOM ENGINEER): OK. Got you. That might be something, maybe we could do a meeting and testing it out on our end to provide some recommendations, I don't know Juan, if you have any other suggestions when it comes to that specific use case.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): Hi, this is Juan Carlos. Is the individual sharing via desktop or is it going to be a mobile, to do the multi-sharing?

JUDITH HELLERSTEIN: Usually the sharing is done by the call manager, and so they're on a desktop.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): OK. So, in the desktop client you can do multi-share, where you have multiple participants sharing different documents, or

use your cell from your own computer, instead of just selecting the presentation like a powerpoint, you can share your desktop, and that way you could show two documents side by side as well.

JUDITH HELLERSTEIN: That's interesting. In Adobe, they have this idea of multiple plots and I think Alfredo has a question on that.

ALFREDO CALDERON: Can you hear me?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Yes.

ALFREDO CALDERON: Yes, actually my question was regarding that, could we have two screens at the same time from two different managers, so that we can view two documents from different desktops at the same time.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Yes, we have a feature called multi-share and I'll go ahead and put that in the chat group as well. That allows you to share two different applications from two different systems at the same time.

ALFREDO CALDERON: OK. But, that means that it has to be from the same manager of the conference call? Or could it be two different instances?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): Two different people, for example, you could start a presentation right now, like a powerpoint, and I can start one as well from my computer, another powerpoint, and the participants will be able to see both presentations.

ALFREDO CALDERON: OK, great. Thank you.

JUDITH HELLERSTEIN: This is Judith again, yes thanks so much. Now, other people, I know... I don't know about it as much as Zoom, as I connect it by sync. There's an issue for other... I know there's always issues in other groups about getting more local numbers and I'm wondering if you can talk about that, because with... in at-large, people can get on the call through using Adigo call them. So, just wanted you to, if you can talk about that. Then Satish, I'll go to you afterwards.

WENDI HURLEY (ZOOM ENGINEER):   Sure, this is Wendi at Zoom. To address the number issues of audio, we do support over 100 countries when it comes to toll free as well as call out, so are there specific countries that you are looking specifically that you are not seeing supported in your account?

JUDITH HELLERSTEIN: Mario, can you address that?

MARIO: Hello, this is Mario for the record. Perhaps, Yesim, who is the call manager could give us a better idea.

YESIM NAZLAR: Hello, this is Yesim. May I please get the question one more time.

JUDITH HELLERSTEIN: Yes, this is Judith. The question is, are there countries not represented in the Zoom local numbers that people are asking for, not necessarily in at-large, but in other places. Because, I know that's been an issue for people saying that they want a local number. In at-large, we use Adigo but constituent... other people at... who are in different working groups don't and they have issues.

YESIM NAZLAR: This is Yesim one more time. So, unfortunately I am not able to answer this question because at at-large we haven't been using Zoom, as you know we have a Webex account, and we have been conducting our call via Webex. So, unfortunately, I cannot give you an answer for this question.

JUDITH HELLERSTEIN: Yesim, the question is how does that help, does Webex have numbers... does Webex leave any countries out that we used to be able to on Adobe. Do you know that?

YESIM NAZLAR: This is Yesim again, as far as I know we haven't received any complaints about Webex, not representing any countries. Again, this does not mean that it's the final answer about this. But, so far as support staff, we haven't received such kind of complaints.

JUDITH HELLERSTEIN: Thank you so much, I know... yes so, we will get back to you on that. We'll pull the list and see if there's questions and then we'll send them to you. Satish.

SATISH BABU: Thank you Judith, Satish for the record. Just to come back to the previous question about countries not covered, I am based in India and I note that two of our neighbors, Sri Lanka and Bangladesh, and in fact Nepal as well, three of our neighbors are not covered in the list given to us by Zoom. This is just a [inaudible] remark, maybe we should dig deeper into this question, because at-large in Asia Pacific is very spread out, especially in the Pacific islands, which is usually out of the loop for some of these things. I think we will get back to you with some more details on this, but there are cases. My questions was on two aspects, one was on real time transcription, whether there is a provision for what used to call [inaudible] in Adobe Connect, which had kind of add ons to the core product, so does Zoom provide for third party, or otherwise open source add ons, that can enhance the functionality of the core product?

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi from Zoom. So we are currently rolling some new features out when it comes to audio, that's a large focus of this year for us, we are working on some different transcription... actually we just rolled out a transcript service, we will be using translation, and that's towards the end of the year will be available, and with the transcript, it's not currently supported today.

JUDITH HELLERSTEIN: This is Judith Hellerstein for the record. I think what he was talking about, what Zoom does already, is the captioning, the pod... the captioning the letters that come up if you have a... if you pay for a... someone who is doing captioning of a call, which we were going to have on this call, but we have a little issue right now, of a contract issue, with out captioning provider, so we couldn't have it. I know Zoom does, because [inaudible] who couldn't be on this call because he is taping another call at this moment, videoing another call, but he has used the captioning have it, and maybe you could describe how you do the captioning, because I know it could be done in two different ways.

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi at Zoom. Yes, when it comes to the closed captioning, we do support a lot of third party devices. I know that there's one that we were talking about at the end of last week, that you guys are using and I think we left at it, you guys are talking to your provider to see if you can get it to work. I don't know what happened at the end of that call with your provider. But, we do work with

[inaudible], is that the one that does not work, it looks like, I'm just seeing the chat. We can talk to you offline, that there are a lot of them that we do support, if you guys are open to maybe looking at other services, or is that something that you are kind of locked into using [inaudible].

JUDITH HELLERSTEIN: This is Judith Hellerstein for the record. [inaudible] does work, but I don't know how Joli used it. I think he super imposes it onto the Zoom screen, but he has got screen text to work, but in a different fashion than the closed captioning that you are using, as he started before you were using it. He has a way of superimposing it on it.

WENDI HURLEY (ZOOM ENGINEER): OK, got you. That makes sense. So, I haven't seen that, so maybe we can have a seperate call with Joli, if that works and see how that's being used.

JUDITH HELLERSTEIN: Yes, I don't know. He couldn't be on this call as he's videoing another call. But he's used that for ISOC several different times. I think... I will get back to him on how he's done with screen text. I know he uses that and does it with some other provider, but I don't know. I will get back to him on that, get back to you on that. Satish, did you have more questions? Your hand is up.

SATISH BABU: Sorry, it is an old hand. I will take it down.

JUDITH HELLERSTEIN: Olivier.

OLIVIER CREPIN-LEBLOND: Thank you very much Judith, Olivier Crepin-Leblond speaking. So I have two questions regarding Zoom. The first one is with regards to the hands up. I ran some call last week and the week before using Zoom and for some reason I don't know why, but it wasn't actually putting the people in the order in which they put their hand up. I don't know if I am doing something wrong. The second problem is that I constantly have to then scroll up and down the whole participants list to find people who had their hand up. It became a bit confusing when the hands started dancing back and forth with people's location. Is this a bug or a feature, or am I doing something wrong? That was the first question, the second question is, is there a calling feature available or possible. Because one of the things we were doing sometimes was pulls, where we would have quick questions being asked and, you know, staff could quickly open a new window and ask the question and people could call online. Unfortunately, we had a call where we needed something like this in the selection of candidates, and we weren't able to use this. Those are the two questions.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Sure, this is Juan Carlos from Zoom and I can answer that. The first question, we are making an enhancement where it would

give you the ability to see who raised their hand in which order, so right now, at the moment, if you raise a hand, you will see the person who raised the hand, and it wont give you the order that it was raised and you do have to scroll up and down the list to see the people that have that raised hand. Again, this is going to be an enhancement that we are already working on. Question number 2, in regards to pulling, we do offer pulling for meetings, and this is currently available for meetings and webinars as well. I'm going to go ahead and include the actual support link on the chat group.

OLIVIER CREPIN-LEBLOND: That's great, thank you.

JUDITH HELLERSTEIN: Yeah, this is Judith Hellerstein for the record. Yeah I understand, his also question, is there a way... so how we... when we were running the calls with Adobe, we could see... what Olivier was saying, the order. So as who had the hand up first, second, third, fourth, fifth, and their names were on the top of the participants. In the order of when they raised their hands up. Is there a way in Zoom for that to happen, so that we would know the person who is chairing the meeting would know who... a short list of who has their hands up, and what order they have their hands up in?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Yes correct, this is something that we're working on at the moment. This is going to be an enhancement that is going to be coming down in the future.

JUDITH HELLERSTEIN: OK, so right now it's not there, because that's something that we use a lot, very frequently on all the calls, and I know, it was a big issue for some other people. That was that. Justine is on, great. So, does anyone else has any other questions for the Zoom people? Or... then maybe Justine do you want to.. you can talk... do you want to give any other questions that you might have?

UNKNOWN SPEAKER: Judith, there are 2 people with their hands up.

JUDITH HELLERSTEIN: Ah yes. I can't see. That's the thing I can't see. Lutz.

LUTZ DONNERHACKE: Lutz Donnerhacke here. Sub question, is there any possibility that Zoom application will run in the browser only, so that we do not have to install software.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Currently we do have a version of that, that goes on the browser itself. It is not an install, it is something that we support. It's through HTML, but there's limited features that's not presented that are

on your desktop client. You can't actually receive video and receive presentation from the foreign participant, but you cannot at the moment, share your video or your presentation. This is something we are working on. To have both way video and audio.

LUTZ DONNERHACKE: But this would be a preference mode for participating in a meeting because usually we have one or two presenters and all the others are more of less consumers for the meetings, so it would be much easier to have such a [inaudible], which is not able to accidentally share the desk to everybody else, it would be fine to have this for me at least. Thanks.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Sure, not a problem. Just to let you know, when you send out an invitation to a guest, they don't need to install any application on their computer, it runs a light version of our desktop client, it's a one time use, it launches the Zoom window for them, not in a browser but in an application form, and they're able to join the meeting that way and use all the supported functions and the features. Once they end the meeting, it will go ahead and wipe out that application, that client. There is no requirement to have any kind of credentials, like administrator credentials to run that application.

JUDITH HELLERSTEIN: Ah, thanks so much, that's really helpful. This is Judith Hellerstein for the record. Because usually when I call in from my phone, it asks me, do

I want to open it in the Zoom client and I say yes. I didn't know there was an option that you can open it in a web based client.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): So, the mobile clients you do need an application, because it's going to be an Android or IOS based application, so that's not going to be run through like a Safari application or Chrome on mobile devices.

JUDITH HELLERSTEIN: OK. Judith Hellerstein again. Do you make them for... so then my other... Olivier, is that a new hand or an old hand?

OLIVIER CREPIN-LEBLOND: That's a new one Judith.

JUDITH HELLERSTEIN: OK. Olivier.

OLIVIER CREPIN-LEBLOND: Thanks very much. Olivier Crepin-Leblond speaking. One more question on recording of the session. Now, of course, we've got audio recordings of all our sessions, but there's also the ability to record something a little bit more complex with video being recorded. Obviously, we tend to not use video because of the bandwidth and we're mindful of some people not having that much bandwidth in some parts of the world, which would make video a bit of a difficulty for them. When speaking in

purely audio mode or without turning the video on, it usually puts either the name of the person, or it puts the picture of the person, if they're registered Zoom user, one way or another. However, I have noticed that it doesn't actually put their real name, as in the name that is given in the participants list. Is this... have you noticed this and is there any way to fix this?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): The participant will join in the meeting with a display name that they actually put in when they join the meeting as a guest. The host of the meeting and yourself, also the participant, they're always welcome to go in there and rename the participant, so it will show different on the list as well.

OLIVIER CREPIN-LEBLOND: But when it gets recorded, the record... it doesn't show on the recording, as far as I understand.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): The recording should show the display name that's being said on the participants list.

OLIVIER CREPIN-LEBLOND: OK. I will need to figure this one out.

JUDITH HELLERSTEIN: Olivier, this is Judith Hellerstein. Sometimes if you have to change the name, because Zoom has a preference for a name that was used once before. I know that happens to me all the time, I always have to change the name because once I used someone else, I used a different account and you just have to, and the best way of doing that, instead of going through the browser, is to go log onto Zoom itself in the desktop. I don't have the issue from the mobile, but on the desktop, I cannot log in from the browser, I have to log in from the Zoom and do join a meeting. Then fix my name, otherwise it will come up with someone else's name. That's just a quirk with Zoom, I think.

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi at Zoom. For clarification, are you looking if the Zoom recording will show the participant list or when you're actually within a meeting.

OLIVIER CREPIN-LEBLOND: The recording. Olivier speaking. I am talking about the recording itself, because here, as you're showing it at the moment. I think it's Mario who is sharing his screen. It looks quite nice actually, because people who have pictures, it says their name underneath. People who don't have pictures, their name is given in full. Perfect. When the recording takes place, I believe that the name underneath, so in your case Wendi Hurley Zoom, or in Juan Carlos' case, Juan Carlos Zoom. That doesn't appear in the recording.

WENDI HURLEY (ZOOM ENGINEER):   Got you. I don't think that actually will show. I know there's different views though. When you set up your recording, you can set it up for gallery view. Juan, do you know if there's a way to control that displayed after the recording.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   No, there is no option for that in the recording itself, to be able to display it on there. This is just going to be in the participant list in the live meeting.

OLIVIER CREPIN-LEBLOND: So, we'll see with the recording here, we'll see that we're all on this. I gather that it is Mario who's recording this, or whoever is recording this then is currently got this gallery view, will see if your names appear below your pictures. But I believe that from past experience that names don't actually appear under the pictures at that point.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Correct. Wendi, are you currently host of the meeting?

WENDI HURLEY (ZOOM ENGINEER):   No I am not, it is hosted on their end.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   I don't see that this meeting is getting recorded at the moment.

JUDITH HELLERSTEIN: Yesim, are you recording it?

YESIM NAZLAR: We are not recording the Zoom room, we are getting the recording from Adigo, we are getting the mp3 audio recording for this call.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   OK, so it's not being recorded on the Zoom side, it's being recorded on your end, is that correct? On your platform?

YESIM NAZLAR: That is correct, we are not recording on Zoom side.

UNKNOWN SPEAKER: We're using a system called Adigo for translation purposes.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   OK. I do see the host as Yesim, is that correct?

YESIM NAZLAR: Yes that's me speaking now.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   I do see that you are calling from your Zoom application on your computer, is that correct?

YESIM NAZLAR: Actually I'm connected on both Zoom, and I am also connected through the phone bridge as well, and currently I am speaking through the phone bridge.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): On the Zoom application, you should have the record button that allows you to record this meeting on Zoom side.

YESIM NAZLAR: Yes, there is. I can see that.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): Alright, can you click on the record button.

YESIM NAZLAR: Sure, record on this computer.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): No, record on the cloud.

YESIM NAZLAR: OK. So I need to stop this one. Record to the cloud.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): Correct.

YESIM NAZLAR: It should be recording, I guess.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   It is recording now.

YESIM NAZLAR: I see that small icon next to my name. Yeah.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   OK. At the end of the meeting we will take a look at that recording for you guys.

JUDITH HELLERSTEIN: Yes, thanks so much. This is Judith. I see now the cloud thing being recorded, this is good. Some other people, maybe... some people were stating they had a hard time getting in this time. Maybe they... Justine, she had a long time, about 15-20 minutes to get in and kept rejecting her. Justine, do you want to explain what happened, or what bugs you were getting, or why you couldn't connect?

JUSTINE CHEW: Hi, this is Justine. I believe I was given the wrong link to try to connect and after 20 minutes I figured it was the wrong link, so I found another link and tried it and got it.

JUDITH HELLERSTEIN: OK. Thank you. So, OK, thanks so much. The other question I had on... which was regarding accessibility. I wanted to know, if we're sharing a screen, how does that work on accessibility with screen readers? Are they able to see what is shared or are they just given a blank screen saying not supported.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Anybody that shares in a meeting, the rest of the participants will be able to see that screen share.

JUDITH HELLERSTEIN: My question is participants who are using screen readers.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Do you mean by screen readers, are they not using a Zoom application?

JUDITH HELLERSTEIN: No, I mean by people who have low vision or are using a screen reader to read what's on the application, and want to know about your accessibility.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   I see. So, that should be able to pick up whatever you share from your desktop, it might be able to pick that up. I haven't tested that out, but can you share your screen right now, if you have a screen reader.

JUDITH HELLERSTEIN: I do not have a screen reader, and Mohamed is not on the call. But, it would be great if you could test it with them. He uses the Apple, the voiceover from Apple.

WENDI HURLEY (ZOOM ENGINEER):   Judith, this is Wendi from Zoom. We had one of our engineers who actually does all of our building of our accessibility features. He was not able to join, unfortunately, but I can definitely check with him afterwards about that specific question if you would like.

JUDITH HELLERSTEIN: Yes, that would be great because that's one of our issues that we have on that. Also, my other question is, I know... I'm wondering if you could talk about the offline chat. One of the issue we've been looking in the TTF, if we have the great chat feature, but can that be taken off... can the conversation be continued offline on this, or do you have... or can it only be done if you are signed in as a Zoom person, and that's one of the questions we were having is... one of the things... if we were choosing a new provider, instead of Adobe, the question is, what would we want in a provider, and one of the questions is, people are chatting on the session whether that chat can be continued after the meeting in a different... could there be a TTF chat and we hook it into the meeting and it continues elsewhere outside the meeting, and I would love you if you could talk about that.

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi at Zoom, so there's two different types of chat that's available in Zoom, so you've got your in meeting chat, which we've been using here. You've also got your desktop chat, which is a seperate, it's outside of the meeting. It's a good question, currently we don't have the ability to transfer that chat and have it continue after the meeting ends, just for security purposes that meeting is over so it gets closed out, by what you can do, is that you can share it in your desktop chat. I'm just going to click my screen here, so you can see what it looks like. So, this is your desktop chat right here, you could see, that you'd be able to create groups and continue chatting after the meeting or even during the meeting, you could use your desktop client to do that. As far as I know Juan, I don't know if there's any other ways to do that, or if there is anything that you're familiar with on the road map, where that chat can continue after the call, if you're aware of that?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   No there isn't, that's on the road map. The in meeting chat is just for the participants in the live meeting. Then we do have your normal chat which is... you could do private chats, or you could do group chats and then you can continue the conversation from there, but the chats that were done in the meeting itself will not be transferred over to the outside chat.

JUDITH HELLERSTEIN: OK thanks. This is Judith Hellerstein. Thanks so much. One more question before I go to Olivier. So, for the outside chat, for the desktop

chat, do you have to be a registered Zoom user to use that desktop chat, or is there another?

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi at Zoom. You do have to be a registered Zoom user, however you can be a basic free user, so you can essentially, anybody can sign up as a free user to have access to the chat, you don't have to pay for that.

JUDITH HELLERSTEIN: Thanks so much. Olivier.

OLIVIER CREPIN-LEBLOND: Thanks very much Judith. Olivier Crepin-Leblond speaking. On the topic of connectivity, does Zoom actually use any non-standard ports, or it works on just port 80. The reason why I'm asking this is some of our members use Zoom from behind a firewall, and some firewalls are more restrictive than others, some block [inaudible] traffic and so on, and I wondered whether this was possibility for the problem that some of our members might have had when joining in and it says opening Zoom and it just hands.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): Yes, so our traffic, it all goes through the internet, it used HTTPS and TLS for the traffic, and also as [inaudible] they have that setup on port 443. So the requirements for the ports are very basic, it's just TCP UDP traffic, and again there are going to be ports 80 and 443

for HTTPS, and also 8801 and 8802 for the media traffic for our desktop clients. What I am going to go ahead and do, is send you a list of all of our TCP UDP port requirements, and also any designated IP addresses, just in case they need to allow that on their firewall.

OLIVIER CREPIN-LEBLOND: It's Olivier speaking. If 8801 and 8802 are blocked by a firewall, effectively the browser will hang, will it or?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Not the browser, but the zoom desktop application.

OLIVIER CREPIN-LEBLOND: The desktop application, yes, that's what I mean. Is there anyway around it?

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Yes. They just have to allow our TCP UDP ports on the firewall, and allow our destination address which would be the domain zoom.us.

OLIVIER CREPIN-LEBLOND: Right, no. Sometimes it doesn't allow that. With the... as you mentioned earlier that there was also a browser based client. Would a browser based client be able to go around that for those people and there are very few of them that might be behind a firewall in their company, or even a firewall in a country.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   No, as it uses the same ports as well, it is going to be HTTPS. If it's blocking that with 80, 443, and also 8801 and 8802, then it wouldn't work either.

OLIVIER CREPIN-LEBLOND: OK. It would be good to know the ports and then we can let people... then these people could send it over to their network manager and maybe get those ports opened up. It's just the priority of systems and in some parts of the world they tend to be a bit more restricted than others. Thanks.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   I understand. We work all over the world, we have customers all over the world. You know, we even work well in China, where they have their great firewall of China, we're able to bypass that firewall as well with our data centres, but again, we hardly run into any kind of issues when they're blocking our traffic, and if they do it's just a simple configuration on the firewall.

JUDITH HELLERSTEIN: Juan, a question for you. Do you work in Iran? We have some participants who are there.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER):   Yes, we do work there as well. We also work in other countries in the Middle East. We allow it to be able to bypass certain firewalls there as well.

JUDITH HELLERSTEIN: Great. I want to ask the people on the phone if they have any questions as they're not able to raise their hand. Does anyone on the phone have any questions? As we only have 9 minutes left.

UNKNOWN SPEAKER: I think everybody is muted, I don't know if there is a way to unmute everybody.

DANIEL NANGHAKA: Daniel for the record, can I take the floor?

JUDITH HELLERSTEIN: Yes.

DANIEL NANGHAKA: OK. I would like to suggest is there a possibility to having connects together with Zoom, at the same time? Because Zoom supports limited connectivity, and with me working in a remote area, I have a challenge of connectivity and I think Zoom is working perfectly for me. What is the possibility of having that? I think staff should be able to answer that. Thank you.

UNKNOWN SPEAKER: I'm sorry, can you repeat the question one more time.

DANIEL NANGHAKA: Daniel speaking. I'm saying, the possibility of inter working both connects together with Zoom, because Zoom is working so well in areas where there is limited connectivity. Me being in rural Uganda, I have that challenge of connectivity and most of it ends among the phone bridge, because of that. So I would suggest that we have both integrated for everything. Thank you.

JUAN CARLOS ALCANTARA (ZOOM ENGINEER): If you're having problems connectivity with Zoom, we could definitely work with you one on one to find out what's the root cause of that issue. I am more than happy to schedule another meeting with you and I could definitely find that out.

WENDI HURLEY (ZOOM ENGINEER):   This is Wendi at Zoom. You also mentioned something about connecting with other devices or systems. If you do have anything like systems that are maybe in office equipment, we do have what we call a cloud room connector that acts as a bridge to some of those devices, like Cisco, [inaudible] devices, so that's a possibility if that's what you may have been referring to as well.

JUDITH HELLERSTEIN: This is Judith again for the record. Thanks so much Daniel. Anyone else on the phone bridge have any questions?

OLIVIER CREPIN-LEBLOND: It's Olivier again.

JUDITH HELLERSTEIN: I know Olivier, I have your hand. I see your hand. I just wanted to see if anyone else on the phone bridge. Anyone else, if not Olivier?

OLIVIER CREPIN-LEBLOND: Thanks for this Judith, it's Olivier Crepin-Leblond speaking. No, just mentioning what I understood from what Daniel was saying, is that, he asked that this was not a question or a comment aimed at Zoom staff, at ICANN at-large staff to take a note that in the future, if Adobe Connect is used for other meetings, that Zoom might be interfaced with Adobe Connect, so that he could use Zoom on his side, rather than using Adobe Connect because the connectivity in Zoom appears to be a lot better for lower bandwidth. It works a lot better in lower bandwidth areas. That is the jist from what I understood from Daniel.

WENDI HURLEY (ZOOM ENGINEER):   Great, thank you for clarifying. Yeah we can talk about that offline to see if we can get access to Daniel or who wants to use Zoom.

JUDITH HELLERSTEIN: Thanks so much. Olivier do you have another hand, as we only have 5 minutes left. Thank you.

OLIVIER CREPIN-LEBLOND: I am done, thanks.

JUDITH HELLERSTEIN: Thank you. So, thanks so much. I know we wanted... we couldn't get the screen text to work but I'm hopeful Joli will be able to chat with Sara offline and get that. It will be great if we could, if people who can't... where Adobe Connect has too much bandwidth, that they could hook into in a different manner, that I think would also be great. I guess we'll talk offline about that, but I just wanted to know the last minute before, what you were saying is that you could... for people where Adobe Connect is too heavy a bandwidth, there is a possibility of linking, merging a Zoom call with an Adobe call, is that what they were saying?

WENDI HURLEY (ZOOM ENGINEER):   No, we don't have that capability from what I understood. It sounded that they prefer using Zoom better than Adobe. So, they would be able to use it if they had a license. But, we don't currently connect with Adobe.

JUDITH HELLERSTEIN: I think what our problem... in Adobe, it's extremely bandwidth intensive, and they are always dropping off on the call, so that's why they could never see the full screen. They are always on just audio

bridge, and I think you'll see on the call that he had with Zoom, it was much easier, the audio was much better and he could log in on different calls. That's great to know for that. The three minutes left, I wanted maybe, Sara could give a little update, when are we going... are we going back to Adobe, or what is the decision being done, are we continuing?

SARA CAPLIS: Hi, this is Sara for the record. The current time, we are continuing our Zoom and Webex trials, the testing for Adobe Connect continues so there has been no final decision for any single platform at this point.

JUDITH HELLERSTEIN: Sara, this is Judith again. Thank you so much. So, I guess maybe if people want in at-large, we might be able to go more with having a mixture of Zoom and Webex and not just Webex, as it seems to many of them in at-large seem to like Zoom better, but that's a different issue for you. Wendi and Juan Carlos, we want to thank you so much for being on the call and answering our questions. Carlton, do you want to talk about your point there in the last two minutes? You put on the chat. So Carlton writes, if Zoom is better than Adobe Connect for those participants at the edge of the empire, why would we not seriously consider it as a replacement? And that is up to, those all points are good to be noted, this is why we read it in the chat. Because we would like to use Zoom. Unfortunately, at-large didn't really have any Zoom clients during this trial so we will use it as well. That's why we have requested it. Thanks so much, this has been really helpful, and we will... Sara I will

get you connected with Joli and he will explain how he's been using stream text on it with ISOC and look forward to hearing more about your accessibility issues when they get said and more about the road map, and maybe if you could send out the road map to us, that would be helpful, so that people who use Zoom, we could argue for more use of it instead of Adobe, instead of Webex. But thanks again for being on the call and I really appreciate it and it's great talking to all of you. Thanks so much. Hopefully Yesim, you can get all the names that are on the call, because a lot came on later on.

YESIM NAZLAR: Sure, I got them all.

JUDITH HELLERSTEIN: OK. Thanks so much.

UNKNOWN SPEAKER: Thank you. This meeting is now adjourned. Have a lovely rest of the day. Bye-bye.

[END OF TRANSCRIPTION]