Virtual meeting etiquette

Ensure smooth high-quality services in virtual meetings

Poor sound quality can impact interpreters' health
can lead to the interruption of their services.

Difficulty Understanding

Auditory Stress

Medical Problems

Interpreters always strive to support multilingualism and provide high quality services. However, high-quality audio is essential if interpreters are to provide this service. The risk of disruptions in interpretation and of damage to the hearing and auditory health of interpreters increases whenever the audio quality is not compliant with the applicable (ISO) standards.

The best way of achieving the best possible audio quality is to observe the following requirements.

When taking the floor

- Your microphone should be turned on only when taking the floor.

- Speak slowly; no more than 120 words per minute.

- If reading from a statement, this should be provided in advance and the interpreters will check against delivery.

- Papers should be kept away from the microphone while speaking to avoid rustling that drowns out the sound.

- The microphone should be turned off at the conclusion of each statement, and remain muted, to avoid sound distortion.

Microphone

- See next slide for recommended microphones.
- Use separate headphones to listen to speakers. Headphones should not have an integrated microphone.
- Avoid using EarPods or earbud microphones (e.g., Apple EarPods).
- Built-in computer microphones <u>must not be used</u>.
- Position the microphone at a reasonable distance and speak directly into it.
- Ensure that the platform recognizes the microphone.

RECOMMENDED MICROPHONES

o Table mic
- Razer Seiren mini
- Razer Seiren X
- Shure MV7
- Rode NT1 USB

o Headset
- AKG HSC15
- BOSCH HDP

Device

• Connect to the meeting from a desktop or laptop computer, never a tablet or smartphone.

• Make sure you use the platform-recommended application, and that said application is fully updated.

Internet connection

• Use an ethernet cable to ensure maximum stability.

• In the absence of an ethernet cable, ensure your Wi-Fi signal is excellent, moving closer to the modem if needed.

• Minimum upload and download speed should be 10 Mbps. This can be measured on sites such as www.speedcheck.org or www.speedtest.net
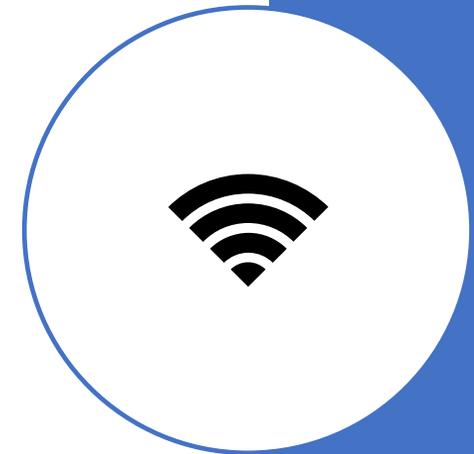
Setting

• Participate from a small, quiet indoor room with the doors and windows closed and with all other sources of background noise and interference eliminated (turn off loud air conditioning, etc.). Avoid rooms with high ceilings as this causes reverberation that distorts the sound.

• All sound notifications and applications on all devices should be turned off before the meeting starts.
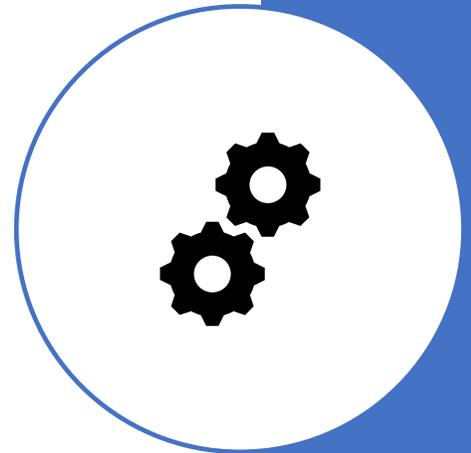
Camera and image

• Participants who wish to take the floor should have access to a camera as interpreters rely heavily on the facial expressions and body language of participants to do their job properly.

• The camera should provide a clear, frontal view of the speaker, ideally from the shoulders up.

• Avoid strong backlight, such as windows.

Pre-meeting testing

• You are strongly recommended to log into the meeting 10 minutes before it starts, to check your equipment, connection and setting with the technical moderators.

Audio and Video Quality

- You have three options to test this fully virtually:

- Self-test. You can go to https://zoom.us/test - Opens in new window, click on "Join", and follow the instructions.

- Multiple participants test with a free Zoom account.

    - Register to get a free Zoom account at https://zoom.us/signup - Opens in new window
      NOTE: Do not use a un.org account for a test account.

    - Login to the test account and create a meeting there.

    - Share the meeting link with the other parties you would like to conduct your tests with.
      NOTE: There is a 40-minute limit per meeting with free accounts.

- Multiple participants test with a corporate Zoom account. If your entity already has Zoom licenses linked to un.org e-mails, you can use those similarly to option (2) but without the 40-minute limit.

Connectivity

- You can check your connectivity speed by using a tool such as https://fast.com/ - Opens in new window

If you see 10 Mbps or higher, your connection strength should be sufficient. Otherwise, depending on the type of event you are joining, please check your connection speed based on the following:

- For 1:1 video calling:
    - For high-quality video: 600kbps (up/down)
    - For 720p HD video: 1.2Mbps (up/down)
    - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)
- For group video calling:
    - For high-quality video: 1.0 Mbps/600kbps (up/down)
    - For 720p HD video: 2.6Mbps/1.8Mbps (up/down)
    - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)
    - For gallery view receiving: 2.0Mbps (25 views), 4.0Mbps (49 views)
- For screen sharing only (no video thumbnail): 50-75kbps
- For screen sharing with video thumbnail: 50-150kbps
- For audio VoiP: 60-80kbps
- For Zoom Phone: 60-100kbps

Hear from UN Interpreters

- Your message is important, and UN interpreters play an essential role in getting your point across in UN meetings. But our interpreters depend on adequate sound quality to serve you in this way.

- https://youtu.be/jS7C64N14i8