Sound inSIGHT 👁

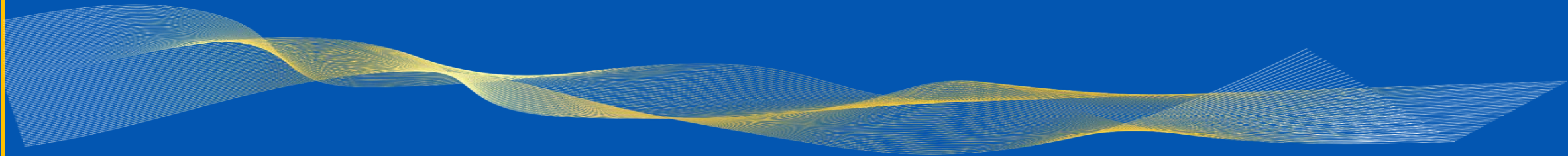## Holistic approach to sound quality
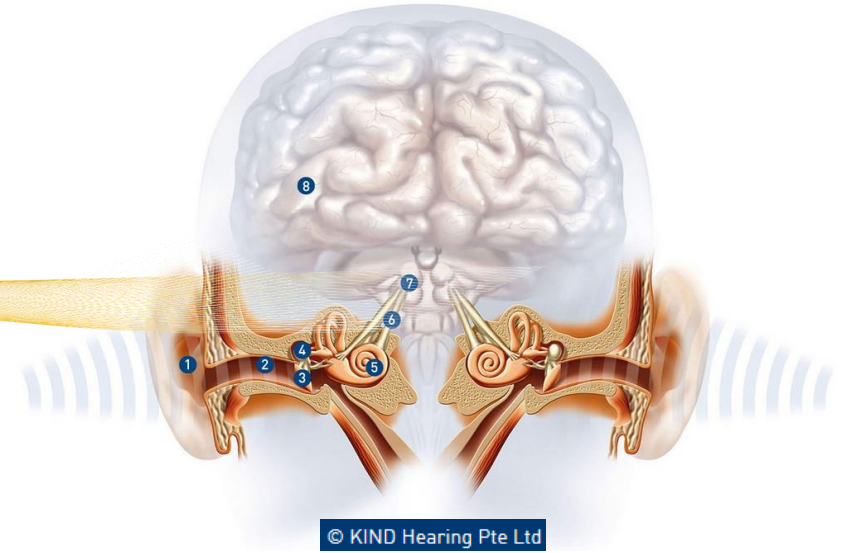
Why is the sound quality so important

Interpreting requires:

- listening and speaking effort

- capability of discerning the speaker's voice from one's own

- very high cognitive effort

Impact:

- accuracy of interpretation

- interpreters' and participants' strain

- listeners focus and participation

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Perceiving sound

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- Equipment - headphones, loudspeakers

- Environment - meeting room, office, home-office,...

- Brain processing

Psychoacoustics

branch of science dealing with
the perception of sound, the sensations
produced by sounds
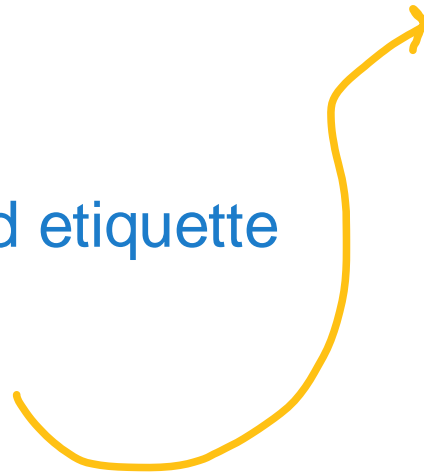
Producing & transmitting sound

SCIC's holistic approach to multiple controllable factors

- Hardware – equipment and connection

- Software - platforms

- Behaviour – environment and etiquette

Guiding principles

- Ensuring safety
- Following ISO-standards
- Meeting tests
- Awareness-raising
- Training

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Etiquette & Code of Conduct

- Materials - Code of conduct, etiquette, guides, videos…

- Trainings, wikis, social media

- Awareness-raising

CODE OF CONDUCT FOR REMOTE SPEAKERS IN MULTILINGUAL MEETINGS AND CONFERENCES

To make the best out of your participation and ensure that your message comes across in all languages, *watch your sound quality!*

It is all about the connection

- Connect with an Ethernet cable for stable internet and clear sound.
- Otherwise, only very strong and stable WiFi provides the needed sound quality.
- Have your connection and sound tested before the meeting, when invited by the meeting organiser.

Equipment that makes the difference

It is your responsibility to use the appropriate connection and equipment.

- Use an external USB unidirectional desktop microphone.
- Do not use Bluetooth headphones, headphones with an integrated microphone, smartphone-style headphones, microphones built into your PC/Webcam, collective or omnidirectional microphones/ speakerphones.
- Connect from your computer. Do not connect from your phone or tablet.
- Once you connect a microphone to your computer, select it in the audio settings of the software you will use.

Know your turn

- Only speak when given the floor.
- Check if your microphone and camera are on.
- Mute your microphone at all times when not taking the floor.

Choose the right setting

- Connect from a well-lit and quiet office-like environment.
- Avoid large, sparsely furnished rooms as they can create an echo.
- Do not connect from noisy interiors, public places, outdoors or on the move. Do not connect without image.
- Moreover, public locations put security at risk, since you may be overheard by others.
- Always switch your camera on: non-verbal cues are crucial for communication.

Make it your own

- Speak naturally and avoid reading out.
- If you must read, read slowly. Include pauses and clearly enunciate key elements.
- Send your speaking notes in advance to your meeting organiser that will share them with the interpreters.

Help interpreters help you

- Observe this code of conduct to be understood by all participants.
- If your sound is poor, interpreters will not be able to interpret you.
- For more information, check the *disclaimer*.

*As we work in close cooperation with the European Parliament, please check the following **video** for more tips.*

European Commission | Interpretation

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Technical assessments & ISO-standards

Current ISO-standards

- Simultaneous interpreting – Requirements:

  ➢ 2603:2016 Permanent booths

  ➢ 4043:2016 Mobile booths

  ➢ 20109:2016 Equipment

  ➢ 20108:2017 Quality and transmission of sound and image input

- 22259:2019 Conference systems – Equipment - Requirements

- 24019:2022 Simultaneous interpreting delivery platforms – Requirements and recommendations

Assessments organised by SCIC

- Platforms conformity – with KU Leuven (June 2021)

- July 2022 Microphones – with AIIC and EC/EP/CJEU interpreters (July 2022)

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Microphones providing sound quality needed for interpretation

★ Rode
NT USB Mini

Beyerdynamic
FOX

using high-gain function

★ AKG
ARA

using cardioid pattern

Blue
Yeti Nano

using cardioid pattern

★ Razer
Seiren Mini

Blue
Snowball

using cardioid pattern

Shure
MV5

using neutral setting

Shure
MV7 USB

+ a stand/tripod

★ Very strong hardware features (stand, shock mount) and ease-of-use (pattern switch)

Collaboration and sharing

Active collaboration with all stakeholders

- staff interpreters and ACIs

- hardware and software manufacturers – AV&C3

- ISO community

- other EC technical services

- partner institutions, international interpretation & event management services (IAMLADP, IWGCT,…)

- universities

International sign language interpretation

- Novelty

- Collaborating to find the optimal solution
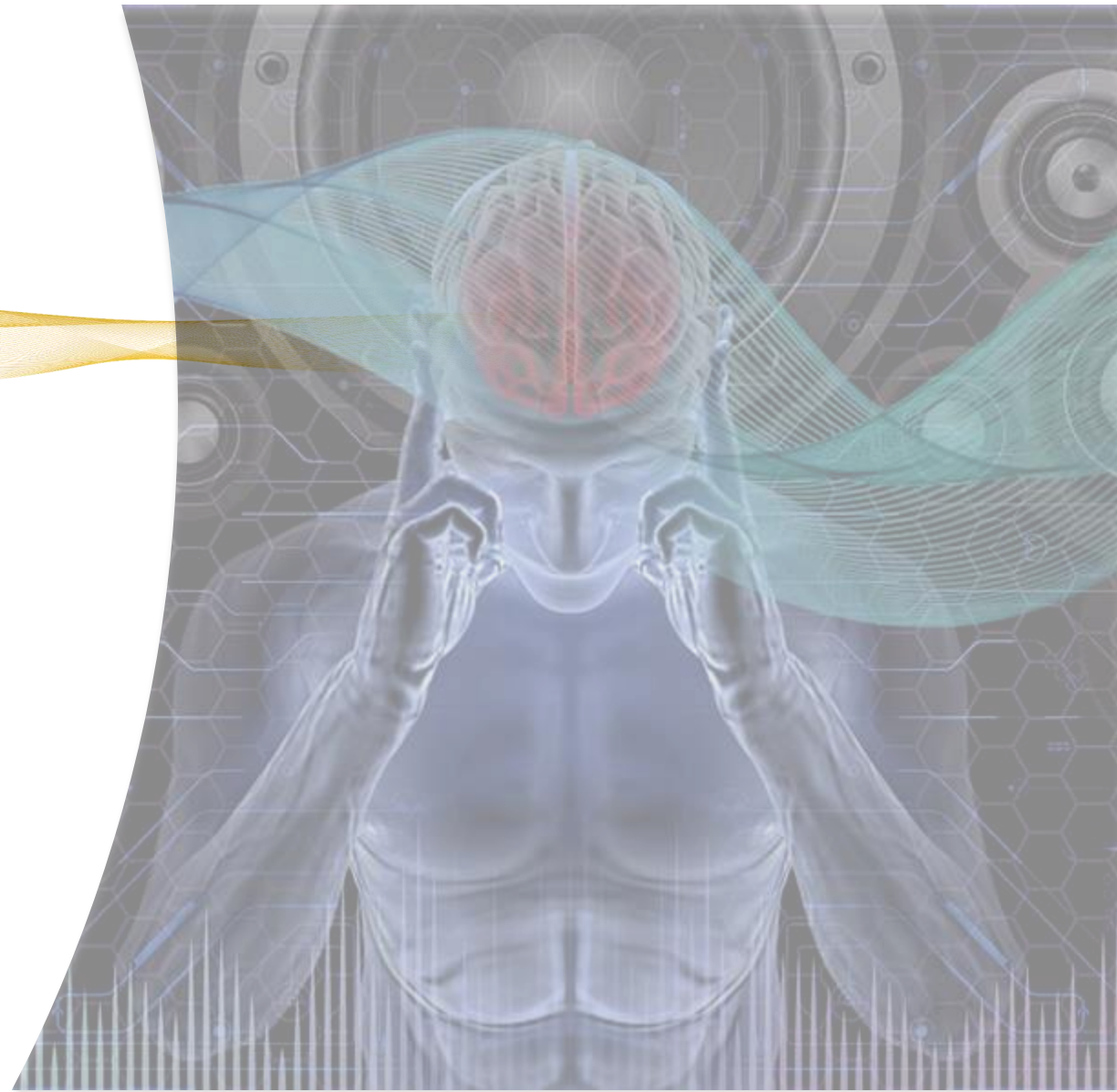
- Improving the set-up:

1st

2nd

3rd

Potential assessments

- Psychoacoustics

- Detection of listening effort

- Comfort

- Evaluation of ISO-compliance – recurrent exercise

Horizon 2020 research

- Project funded by the EU's Horizon 2020 research and innovation programme

- Danish research center Eriksholm - world's largest psychoacoustic research facility

- Detection of listening effort - combining features from the pupil and cardiovascular system

Thank you!