

## KUDO Interpreter Onboarding Webinar Script

Objectives: provide hands-on practice and make sure interpreters are comfortable using KUDO

Suggested process:

STEP1 explaining the different features

STEP2 asking them to switch on their microphone one by one to make sure they can be heard

asking Interpreter1 to switch on mic while Interpreter2 use the dual-listening

asking them to handover and same process again

STEP3 mock session

### INTRODUCTION

Greetings

Introduction

Introduce the operator if any

### STEP1 Walk-through

Prior notice

Just to let you know, that I am not able to see you or hear you unless I tune into your channel so please, bear with me while I am walking you through the different features and then, I will listen to you one by one. For now, feel free to use the Messaging on the upper right corner of your interface if you have any questions.

Sequence/Plan

So, here is the plan today, a) we will assign you to a booth, b) do the soundcheck, you may try the handover feature and dual listening feature, which allows you to listen to the floor and your boothmate at the same time, and c) then you will interpret a 10/20... -min speech with your boothmate to test all these features at once.

If you have any issues, please send your message in the messaging box and we will be there to support you.

Before we start, I would like you to check a few things.

- 1) Make sure you are on Google Chrome, KUDO works best with Google Chrome
- 2) Please double check that you have allowed access to your mic. To the left of the URL, in the address bar, click on the padlock icon to give access to your mic/camera (on Chrome) 【make sure the microphone says allow】

Configuring Outgoing/Incoming

Let me start by assigning you with a channel-which may not match your language combination, but this is totally fine. We just need to have two interpreters per booth for you to practice handing over.

To configure your Outgoing/Incoming channels, you need to first close the chat in case it's open, then you go to outgoing channel, you click on configure, then you will see a pop up window with three different options, which means that you are able to configure up to three different outgoing languages.

In the Spanish booth, I'll have ...

Everyone, please choose your assigned outgoing language. If you can't see your assigned language, you simply scroll down until you find it.

Then, you have to click on the three-letter label (it can be SPA, JPN ...) so it turns red (red according to ISO standards) for you to engage in the booth.

Then you should be able to turn on your microphone, which becomes red when turned on.

### Dual-listening

To hear your boothmate, you can configure the incoming channel the same as your incoming channel. And click on the label as well so it turns red.

To hear your boothmate and the floor, please, click now on the LOW, MEDIUM or HIGH grey buttons underneath the Incoming Channel Box.

Remember that the Floor mix only allows you to listen to your boothmate and the floor at the same time. If you want to listen to your boothmate and the relay provided by another booth, you will need (for now) to use another device (smartphone, etc.)

By using the Floor mix, you are able to listen to your boothmate's language **and** the Floor directly in KUDO. However, if you wanted to *simultaneously* listen to relay and your boothmate when you are not actively interpreting, you would have to:

1. Download the [KUDO Live app](#) on your phone (iOS and Android download links at the bottom of the page)
2. Tap on the top left button (Settings) and select the **Server ID** to be either US, Europe, Asia.
  1. Prior to your assignment, verify in the link you get whether the meeting will take place in the US or EU server. e.g. (live.kudoway.com/ or live.kudoway.eu/).
3. Join with a different **viewer ID #** or click on the **viewer link** from your phone > Kindly ask for it to the event coordinator
4. Enter a different email address (otherwise you will be ejected from your interpreter interface)
5. Select your boothmate's outgoing language in the language selector
6. Listen along using earbuds. You can use an earbud and cover it by your headset.
7. When it's your turn to interpret, just remove the earbuds or close the app on your smartphone.

### Handover and Override

Now, moving on to handover. For the handover to take place, two interpreters need be in a both, they need to select the same outgoing channel, and engage in the booth, one of them need to be the active interpreter in the booth.

The active interpreter should see the "start Handover button" in blue while the passive interpreter will see "nudge"

I will explain the process and then you can try it out. For the active interpreter, when you click on handover, you will hear a ding, and a 15-seconds countdown will start, at which point the label for the active interpreter will be "Waiting for reply" and the passive interpreters label will become "Ready to stretch. Yes". So, you have 15 seconds to ask the passive interpreter to reply and click on "Yes, I am ready to switch".

If you don't get back to your partner during those 15 seconds, then the countdown will reset, and the handover will not happen.

Once the passive interpreter has said yes, then both of you will hear another ding and a 60-seconds countdown will start. Then the active interpreter will have 60 seconds to do the **actual handover**. So, once the speaker has finished a sentence, that's when you as the active interpreter, click on Go, your mic is immediately cut off.

But as a passive interpreter, your label will say "Turn on your mic, request completed." You will have to **manually** turn on your microphone.

Please note that both interpreters (passive and active) can start the Handover. The active does so by pressing on "Start handover". The passive does so by pressing on "Nudge".

If your boothmate is interpreting and you turn on a mic, you'll get a pop-up notification saying, "do you want to override". If you say yes, then this automatically cut your boothmate mic. The override is not recommended unless there is an emergency.

### STEP2 Soundcheck

In the [language] booth, I'd like Interpreter1 to come in while Interpreter2 selects the same language in the Incoming Channel Box, and chooses the low, medium or high in the floor mix underneath it.

Great, now please, Interpreter1 hand over to Interpreter2, and let's go through the same process.

Okay, if this is clear, if you don't have any questions, I will go to each both to do the soundcheck. In the meantime, other booths can play around as both the active and passive interpreter, but always be mindful of your Outgoing channel so you don't override a colleague.

### STEP3 Mock session with relay

Next, let's try relay. I am going to speak **Chinese** to introduce the user interface for about 10 minutes. **Chinese Booth** will interpret my speech into English. All the other interpreters will take relay from her. So xx, remember to switch to the English as your outgoing channel when I start in **Chinese**.

Everyone else, please configure English as your incoming channel, so you can take relay. In the [language] booth, Interpreter1 will go first and after 5/10 minutes, hand over to Interpreter2, etc.

You may switch and handover anytime during my speech.  
Is everyone ready?

Here is one reminder: You don't need to re-engage your mic when switching languages

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### WRAP-UP

That's all for today. I hope I explained everything clearly. If you have any more questions, please send the message in the chat box.