

Webinar: 6462 - Wired Wednesday: AT Bits & Bytes

Date: 4/14/2021

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>> Tori Hughes: We are 1 minute away. We will start promptly at 2 o'clock. Glad to have everyone with us. We have at least one more person joining right now. We'll start right at 2. We may even delay by one minute.

>> Tori Hughes: All right. It is 2 o'clock. Martha, if you are ready, I can press record and we with get started.

>> Martha Rust: Good afternoon, good morning, where ever you are today. We appreciate you joining us for our Wired Wednesday: AT bits and bytes with TFL and WATAP. This is a partnership between Tools for Life here in Georgia and WATAP, the Washington Assistive Technology Act Program. We started this last year at the start of the COVID-19 pandemic and we've just kept it going because we are finding that people are enjoying and wanting to learn more by these live assistive technology sessions.

If you would like more information or one on one demonstration, please let us know. Our Tools for Life number is... [Reading from PowerPoint].

If you are not in the state of Georgia or Washington state, please do reach out to us. We can connect you

to your states assistive technology program and try to help answer any questions you have.

So, today we have a presentation by Robert Palmquist. I'm going to pass the mic over to Ciara to introduce our guest speaker for today.

>> Ciara Montes: Thank you, Martha. Robert Palmquist will be telling us about Streamer today.

>> Robert Palmquist: Hi, everybody. Thanks for joining. Let me turn on my video and we'll get going here. Hopefully you can see that. I'm going to share a screen and we'll get started that way.

Let me click a few more buttons here.

Can everybody see the captioning right now? Is that working for you?

>> Martha Rust: I can see it. It's small on your screen but I can see your screen and I see Heather's captions as well.

>> Robert Palmquist: Let me make it bigger. This is the first demonstration of the captioning software. I can come up to the chrome settings and zoom in to make that easier to read. Is that better?

>> Martha Rust: Yes. It's bigger.

>> Robert Palmquist: Thank you for joining us today. I'm sure everybody is really busy but thank you for

taking the time to learn more about this captioning system. Captioning translation and note taking. We have Heather typing away with the captions. That's awesome. If you have the advance notice to schedule a transcriptionist and the budget to do that that's a great way to provide captioning services. So we're definitely supportive of that. Here we're going to show another approach. If you don't have advance notice or a budget, you can use an automatic captioning to generate a transcription. You can also display and hear that presentation in whatever language you want. So if you had a person that would prefer to see a presentation in Russian they would be able to do that.

We're going to show you some of the basics. We're not going to get into the advance stuff. Also for those of you who stick around at the end we'll show you how to get a free 30-day unlimited captioning and translation services using this product which is called Streamer.

So stick around at the end and we'll show you how to do that. There's no signing up or credit card required for that. It's completely free. It will give you unlimited captioning and translation services for 30 days.

So you see the captioning that Streamer produces. I'm going to pull over some slides here, but I promise not to bore you too much with PowerPoint slides.

I will pull this up. I think you can see the captioning at the bottom. So we probably have two captions

going on here. One from Heather and one from mine. I will cover up mine, so it doesn't confuse people too much. In this particular presentation I'm going to talk more on schools and teachers and that sort of setting. The product is identical. If you're using this in a work place or church service or whatever it might be, it's identical products. So I will cover both for you a little bit here.

So just some back ground of where Streamer came from. So if you ever watched a James Bond movie there's a character called Q. This is the guy in the laboratory that creates all these gadgets for James to use as he goes on his missions. I was Q for the U.S. military. I did that for 12 years. Very interesting technology. Certainly challenging from a technology standpoint. I loved it. From the way the technologies were being used, I didn't enjoy that so much. So after a dozen years of doing that I left.

I wanted to make the world a better place. So the simple concept was it would be nice if everybody could simply talk to each other. That's where it started. Working with the U.S. marine core and developing a secure translation system for peace keeping operations overseas. So that started in 2001. So that's the back ground of the company of developing a secure translation system.

Before COVID I spent two weeks -- one week in Vienna and one week in Geneva. There the UN did a host of

procedures. This is the project team. After the two-week testing they selected us. That's as big as you can get when you're a captioning and translation firm to have the united nations to do a deep dig into your performance and select you over the human typist to generate all the languages. 7 languages that they formally support but with Streamer now we expanded that to over 100.

Again, going back to our beginning working with the marine core every we do is private and secure. That's ingrained into my culture and back ground and all the software that we do. So we go beyond for example Zoom security or something like this. So we're definitely compliant with whatever regulations that you're dealing with. Be it student privacy or medical records. We can go into great detail with your team of the things that go beyond what most people think about in terms of security and the ability for somebody to breach that security.

So definitely that's part of what we do.

Because this is a website it runs on basically anything that connects to the internet. So the same interface, the same accounts, the same everything whether you're using a cloud [indistinct speech]. Chris will be able to view what the teacher and other students are saying.

The voice is going to match what I want it to match. The one that I want to cover in some detail is the

ability for a student or an employee or whoever it might be to add their own personal and private notes to the transcript. So all you do is click on this. So for example if this is an important item I'm going to double click. When I do that, that note gets added to my copy of the transcript. Nobody else can see that. All I need to do is double click and that note gets inserted to my private copy. I have the ability to edit notes. If I single click I can say ask Tom about this item. So now I have a note that got inserted where it's bolded the part that I modified. So very easy to add notes. I don't have to type everything from scratch. As I'm typing I'm not listening to what the presenter is saying. So this way I can double, or single click and I have the ability to create my own note categories. This case I use green, blue and tan.

>> Martha Rust: Alice wants to know are the note icon keyboard accessible for screen reader users?

>> Robert Palmquist: Great question. So for screen readers we have a separate usage mode called normal user mode. So with that then the screen becomes readable by a braille keyboard or whatever sort of interface you're using. Instead of going into detail right now it's best if you contact us and we'll set up a separate training session on how to make the system more readable. It would take some time. Definitely we do that, and it is a special mode that we created specifically to support that, okay?

When you call, ask about setting up for the normal user mode. If we have time I will demonstrate that at the end. Any other questions?

>> Martha Rust: That was it so far. Our captionist is having some difficulty with our blackboard system. So it's good that you are captioning as well.

>> Robert Palmquist: Why don't I show you one more thing for captioning. I didn't realize that. Thanks for pointing that out. Let me rearrange my screens here. I'm going to change this background. I'm going to make this a solid background. It's easier to read. At the bottom what you see now is the overlay. If I pull up a PowerPoint, you can still see the captioning in this case I have yellow text on a black background but you can choose whatever colors you want. Definitely if you want a dark blue background or a white background with black text you can change those settings. Over on the left side here you see a picture of the person who's speaking. I like visual things. So in addition to the name you also have a picture. If we were in a team-teaching situation or panel discussion, any time someone speaks you see their image pop up. I like that.

I mentioned user accounts. These are accounts -- this is how you access the software. This is how you will always access the software. There are no URLs or invite codes or anything that you have to send out. We have created user

accounts that have a password. Each account is set for the person's preferred language. So if you are in a situation where you had a meeting where you're speaking English but you have one person that speaks another language -- back to the united nations type scenario but this could be a church service where you have people that are not familiar with English or an ESL class where you have students that are not proficient in English, each individual can view and hear the presentation in their preferred language because that's how they will set up their user account. So anything in English will be presented in Spanish, the other person in mandarin. When the fourth person goes from Russian to Vietnamese and so on. This is multidirectional translation where everybody will see and hear that being spoken out loud. So we went over user accounts a little bit with a Streamer room you can have as many people in it as you want, and you just click on the desk top icon.

I will talk more about accounts. I hope this doesn't get into the weeds in terms of details. You sign up for the free trial at the end and we will create an all-powerful admin account for you. This is an account that can see everything in your system and do everything. So any secure system you need to have that one all-powerful account that can do everything. So that's your admin account. You will use that to manage your system, to manage all sorts of access permissions. So if you have a student or employee that will use

this system you will grant them access. You will define permissions. Each individual account you decide what they can do. Can they just view the captioning, can they clear the transcript, can they add to it, can they download notes, all those features you decide because everything we treat that data is very much private and secure. So you as the admin will decide what each individual will be able to see. We also have shared accounts. I want to cover this quickly. If you are in a presentation like this one where I don't know everybody that's joining, I can create a single shared account. Here you have done that using some sort of streaming window for the captioning. We can do the same thing here where everybody can log in using a single account and view the captioning using that account. So we'll do all of that set up for you and do everything. So I don't want your eyes to glaze over too much in terms of what's happening there.

>> Martha Rust: Hey, sorry to interrupt. How does it do with voices maybe someone -- I know with the different languages that's awesome but what about someone who has speaking difficulty? Maybe they have cerebral palsy?

>> Robert Palmquist: It's a great question and it's a difficult question to appropriately answer because it's hard to define that intonation ability that they have. If you have difficulty understanding the person then odds are the software will have difficulty. It does self-tune to the voice.

So there is no training, but the software does continually adapt to a particular person's speech. And that adaptation happens quickly. It levels out after 10 minutes of speech. If you can understand what the person is saying then the software will be able to understand them. Accents are not a problem. We do a good job of handling the accents. Sometimes intonation issues do become a problem. Great question.

>> Martha Rust: Not that I see. Everyone feel free to click on that chat box and type any questions.

>> Robert Palmquist: So we showed you the basic captioning. The ability to caption. All you're doing is clicking on the desk top icon that will place you in the room. You have the ability to turn on and off your microphone. If I turn it off here now you can't see my captioning. So I will leave it on. When I leave it on you will be able to see the captioning. So you can turn it on and off that way. We show the ability to add notes to your copy of the transcript. Nobody else sees your private notes. What I want to show you next is the ability to save that transcript. I'm going to go to settings. I can hide the side bar. Down here I have the ability to download the transcript. I will click on that. What I can do is select the time frame and format. I prefer doc X. We have the ability to include a summary of the transcript. So be it a class lecture or a church service or a business meeting. Streamer will go through that transcript and identify the

highlights. You can choose whether you want short, medium, or long. I typically do short just to give you a reference. Long means that we are condensing that transcript to about 1/3 of its normal size. So it's a cliff notes version. If you had 10 pages of transcript when you click the long it will reduce to 3 and a half pages. So it's the cliff notes summary. Very popular with college students when we do surveys. Because they have an hour-long lecture from a professor that's being done on Zoom and instead of having to go back and watch that entire hour-long lecture now they can read the summary and catch the highlights. So I prefer short. I'm going to do that. Download it to my crowded desk top. I hope I can find this. We'll just say today's -- if I could type that would help. There we go. So now if I open up my desk top I can show that to you. Let's see if I can share this and drag this over and go to my desk top. I don't see it. Here it is.

Word is launching. So here is that transcript very small font size. Let's see if I can make this bigger so you can see it. So here you can see the notes that I entered. They're color coded. If you remember I said study this ask tom about this item. So here's the entire transcript. At the top is my summary. So that's how they works. It's a really nice way to be able to have a live transcript of what's being said, to add your own personal notes throughout the transcript as it's being generated and then be able to save that along with a summary of

what's being said. A lot of features going on there. We're about 30 minutes into it. I wanted to target for about 45 minutes total. So I was going to leave this open for questions. One thing I think I will show you real quick here is the language translation side.

So I will collapse this side panel.

I have two screens that are open. Two accounts logged into the same Streamer room. On the left side is the English. On the right side you see a student that's logged in. I'm going to change the language setting on this. Right now it's set for English. I'm going to pick another language to use. Let's pick something interesting more than Spanish. Let's go to India. We'll pick -- what language? Hindi. Something a little more fun. So I'll click on that. Now when we go back in what you'll see is everything being displayed in Hindi. So as I'm talking, everything is being translated. I hope you can see how that works. There's a lot going on in the screen. I hope you see everything is translated into that particular language. Okay? I'm going to close out of that. So let me open it up for questions and see what you have. At the end I'm going to show you how to sign up for a free trial.

>> Martha Rust: Great. Thank you. That was very cool. I don't think I have ever seen Hindi typed. Are there any questions? I don't have any in the chat box but please go ahead and ask them. I'm impressed how fast this is.

>> Robert Palmquist: Certainly it's going to keep up with however fast I speak. Right now I'm speaking very fast. Hopefully nobody talks this fast in real life. It's hard to breathe that fast.

>> Martha Rust: That's great. Can you do it again.

>> Robert Palmquist: It will certainly keep up in real time. I want to show everybody how to sign up for a free trial.

There are -- we're going to get you copies of these slides. So here's various tutorials and such that you can use. Again, anything in blue is going to bring you to a particular page with more information. If, for example, you are using Streamer in a work place, you would go to this particular one and Streamer-workplace. Here's one that I want to offer to you. We talked about this in advance. We want to give every participant the chance to sign up for unlimited captioning, translation and note taking services. There's no credit card. You don't have to worry about canceling before 30 days or you'll get charged. We don't do that. I hate that when they do that. I will sign up for the 30-day trial and then I forget to cancel and then I get billed. We don't do that. So you go to the link there, [Streamer.Solutions](#). We need a valid e-mail address. That's where we send the account information. You enter your name, so we know who you are. Then enter the name of

your Streamer account. If you're setting this up for yourself, use your last name-admin or for a place of work use something like auditory sciences-admin. If it's a school do the school district-admin. The dash admin at the end makes life similar because that is the all-powerful admin account that you are going to keep to yourself. You're not going to share that with other people. That account has all permissions at all times, and they can never be revoked. The first Streamer room same thing. If you're doing this for yourself use your name dash 1. As you add additional rooms to your account -- we'll go number 1, 2, 3, 4. Think of those as rooms in a building. You'll add a label to each room. So that label could be the name of a student that is going to use this for all 06 their class rooms or the same of an employee or whatever you want. So in a school building you walk in and see room 101 and a label on the door that says Ms. Peterson 7th grade English. So same concept. When you fill in the form remember to click the button on the bottom. That's all it takes to sign up for a 30-day trial. When you sign up, one hour later we will send you an e-mail with information on how to log in and how to use the system. We use mail chimp as our tool for managing these sign up. Mail chimp limits us to 1 e-mail per hour per customer. So we are limited. So look for that e-mail. It may be filtered to a junk folder.

>> Martha Rust: I have a question regarding the Streamer and using it in a classroom. How do you set that up

with the teacher? Just wearing a mic? Also Amanda is giving you a shout out. We use Streamer in our district, and this is great.

>> Robert Palmquist: Great. Whatever tools you have, we're supportive of that. How would you use it in a classroom? In a physical classroom -- meaning the students are on campus and the students are in the room, what typically happens is the teacher will wear a wireless microphone and the receiver will be connected to the student's lap top or chrome book or phone or whatever they're using, and the student will view the captioning sitting at their desk. So the teacher would need to wear a wireless microphone. A lapel mic that's clipped to the teacher's mask. We have a little bit of time. One important point that's come up over and over again now is as students are returning to the classroom, we're seeing students that have never asked for captioning services before -- they certainly would not qualify for an IEP but now they're asking for captioning services. The reason is the teacher is wearing a mask. Their voice is muffled, and the student can no longer see lip movement. We've just taken that visual cue for granted. Being able to see facial expressions is part of the way everybody understands speech and now that we have a mask on that's removed. So now we have students saying can you talk louder, and the teachers are say I can't shout all day. My voice isn't going to last. So we are seeing a lot of deployment

of captioning systems for an entire district, for everybody in the student body. Same thing for employees in a meeting room. Just on the line with people with these masks are saying I can't understand what you're saying. We're definitely seeing that.

>> Martha Rust: Alice has a question. You might have answered it. I think it would be the same way. Alice said can you talk about how it works for a community college from a disability service as an accommodation for students? Are you working with some colleges with that? I think it would be the same way. The teacher is wearing the mic as well in a college classroom. Alice says we're using Zoom.

>> Robert Palmquist: Let's talk about the [indistinct speech] I'm going to point you to a website here. So right now students in a classroom setting be it a JC or a university or K-12 it's probably our largest market. Churches is our rapidly becoming larger. The workplace used to be our largest pre-COVID. Schools really built up. So there's a website. Streamer solutions click to caption. I hope you can see that. Click 2-caption. I'll include this. When you go there you see three videos. One for your admin team. That shows you how to set up accounts and things like that. One that would be viewed by the teachers showing them how they use it and one viewed by students on how they use it. It's 5 or 6 minutes long. This one is a little bit longer. That will step you

through the details in a school setting. It's basically the same for a workplace. Replace teachers and staff with employers and employees. I'll include that in the link. That will go over in detail. You ask specifically about Zoom. I can jump into that. I'm cognizant of the time here. We do have this option. I did that quick. In the upper-right I click on Streamer settings. Then I came down to Zoom closed caption. I have the ability to take what Zoom calls their token API. They named it. We didn't. We use their name. I don't like the name obviously. So you paste that into here. Let me shrink down the size here. Then what you have is buffer size, operating system and then the ability to translate the subtitles. So within Zoom if you want the subtitles displayed in Hindi, you can do that.

With buffer size what we're doing with Streamer -- let me go back to the captioning here and make that bigger. We do something magical here. Why are we more accurate than live transcribe or Microsoft? Many reasons. One of the reasons is we do both forward and reverse contextual mapping. Everybody does forward contextual mapping. So we're looking backwards in time and using context in order to determine the appropriate spelling of that new word. We also do the reverse approach. Where every new word that is spoken we look backwards and update those previous words. So I'm going to say something that's wrong and you'll see how it corrects itself. If I say he is deaf and hard of hearing. Did you see how the word deaf got

updated to deaf? He is deaf and hard of hearing. We go backwards in time and we update the transcript. That's how we get high accuracy. So that buffer setting delays the captioning a little bit -- about a half second and allows time for the reverse context mapping to open up. So when I do my Zoom setting I pick medium or long. Medium is a point 4 delay. Long is a point 7 second. It makes the captioning smoother in order to read verses continually updated.

>> Martha Rust: That's fascinating to me. Alice has another question. Is a transcript and note taking still available when Zoom is used?

>> Robert Palmquist: Say that again? What's the first one?

>> Martha Rust: Is a transcript and note taking still available when Zoom is used?

>> Robert Palmquist: No. I want to be more precise. You can use the Zoom settings and the API tokens and display the subtitles and they display the subtitles within the Zoom meeting. As an individual user if you want at the same time is open up a second Streamer window. So Zoom on the left side maybe and Streamer on the right side and then you'll be able to see the live transcript and add personal notes to your copy of the transcript. So the two are running in parallel with each other. Some people view subtitles and others may decide to have two windows open. Whatever you prefer you are able to do

that.

>> Martha Rust: While you're doing that. Do the students have to download something in order to access this?

>> Robert Palmquist: No. This is all web base. There are no apps to download or install. It's pure web based. We dealt with a lot of schools where teachers simply are locked out of being able to do anything with their computer. So any time you have to install anything you have to bring it down to somebody and it's a headache. So with this version there's nothing you have to download and install.

>> Martha Rust: We are out of time. It's about 2:44. I want to have time to put the survey link up for everyone. I have learned a lot and I totally appreciate it. Some really great questions. We are looking forward to getting those slides and stuff from you. So if you all have questions or what to do this and try it for a month fill out that information you had. Robert, they ask if we can post your e-mail. If you can type it in the chat box for us. Before everyone takes off, if you have a minute to fill out the survey we do listen a lot to the feedback and that's how we come up with our Wired Wednesday. Robert I wish we had more time. Here's my contact information. I'm not sure how to use the chat box. Martha you can share your screen again. Heather wants to know why did captioning stop when I started talking. Heather

was asking why the captioning stopped when Martha started talking. I don't know.

>> Tori Hughes: Maybe because the Streamer was only picking up Robert's voice because it's connected to his computer?

>> Robert Palmquist: Can you see my screen now?

>> Martha Rust: Yes.

>> Robert Palmquist: There's the contact information. We'll include that in the handouts that get sent. Okay?

>> Martha Rust: Thank you all. I appreciate everyone.

>> Robert Palmquist: Thank you for inviting me. I appreciate it.

>> Martha Rust: Have a great afternoon. I see that Tori and Ciara have put some information at audiosciences.com. Gina says thank you very much. Great info. People are saying that they are looking forward to getting the slides. We will also have this up on our Tools for Life. Thank you so much. Have a great day.