
**Simultaneous interpreting delivery
platforms — Requirements and
recommendations**

*Plateformes de distribution d'interprétation simultanée — Exigences
et recommandations*

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Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/SS A07, *Translation and Interpretation services*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This first edition cancels and replaces ISO/PAS 24019:2020, which has been technically revised.

The main changes are as follows:

- the document has been restructured to attribute requirements and recommendations to the different parties in the audio and video path;
- a simultaneous interpreting delivery platform can be used in conjunction with another system;
- a new clause has been added, entitled “Overall performance”;
- the clause on continuity of transmission has been altered;
- a new clause has been added, entitled “Information on the quality of the speaker or signer’s input”;
- requirements for signed language interpreting have been added;
- communication between interpreters with sound and image has been added;
- requirements about the working environment of both speakers and signers have been added;
- the original annex on information security has been incorporated into the body of the document;
- an annex on audible and visual disturbance has been added;
- an annex including recommendations for microphones has been added;
- an annex including recommendations for test protocols has been added.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Using simultaneous interpreting delivery platforms is relatively new to conference organizers, participants and interpreters alike. Parameters and conditions for using these platforms in settings where the interpreters are not at the same venue as participants, speakers and signers or each other are evolving.

In January 2020, ISO/PAS 24019 was published to provide guidance to those developing simultaneous interpreting delivery platforms. At the same time, it was decided that an International Standard was needed to go into more depth regarding the requirements and recommendations for such platforms.

This document covers simultaneous interpreting delivery platforms for spoken and signed language interpreting.

Equipment and facilities for simultaneous interpreting are covered in ISO 2603, ISO 4043, ISO 20108 and ISO 20109. Conference systems, and their related interpreting systems, are covered in ISO 22259.

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Simultaneous interpreting delivery platforms — Requirements and recommendations

1 Scope

This document specifies requirements and recommendations for using simultaneous interpreting delivery platforms at communicative events where interpreters are not at the same venue as participants, speakers and signers.

In conjunction with ISO 20108, this document also provides requirements and recommendations for ensuring the quality of sound and images and their transmission from speakers and signers to interpreters, and from interpreters to participants, and for the configuration of the interpreter's working environment.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 639-3, *Codes for the representation of names of languages — Part 3: Alpha-3 code for comprehensive coverage of languages*

ISO 2603:2016, *Simultaneous interpreting — Permanent booths — Requirements*

ISO 4043:2016, *Simultaneous interpreting — Mobile booths — Requirements*

ISO 20109:2016, *Simultaneous interpreting — Equipment — Requirements*

ISO 22259, *Conference systems — Equipment — Requirements*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 Terms related to interpreting and language

3.1.1

interpreting

interpretation

rendering spoken or signed information from a source language to a target language in oral or signed form, conveying both the meaning and language register of the source language content

[SOURCE: ISO 20539:2019, 3.1.10, modified — The words “language register” and “meaning” have been inverted.]

3.1.2

interpret

render spoken or signed information from a source language to a target language in oral or signed form, conveying both the meaning and language register of the source language content

[SOURCE: ISO 20539:2019, 3.1.9, modified — The words “language register” and “meaning” have been inverted.]

3.1.3

interpreter

person who *interprets* (3.1.2)

[SOURCE: ISO 20539:2019, 3.1.12]

3.1.4

simultaneous interpreting

mode of *interpreting* (3.1.1) performed while a *speaker* (3.2.4) or *signer* (3.2.5) is still speaking or signing

[SOURCE: ISO 20539:2019, 3.4.12]

3.1.5

relay interpreting

interpreting (3.1.1) in which the source language content is another *interpreter's* (3.1.3) interpreting

3.1.6

spoken language

language expressed orally

[SOURCE: ISO 20539:2019, 3.4.4]

3.1.7

spoken language interpreting

interpreting (3.1.1) between two *spoken languages* (3.1.6)

[SOURCE: ISO 20539:2019, 3.4.5]

3.1.8

signed language

language which uses a combination of hand shapes, orientation and movement of the hands, arms or body, and facial expressions

[SOURCE: ISO 20539:2019, 3.2.3]

3.1.9

signed language interpreting

interpreting (3.1.1) between two *signed languages* (3.1.8) or between a signed language and a *spoken language* (3.1.6)

[SOURCE: ISO 20539:2019, 3.4.6]

3.1.10

signed language interpreter

interpreter (3.1.3) who performs *signed language interpreting* (3.1.9)

3.2 Terms related to communicative events and participants

3.2.1

communicative event

encounter between two or more parties during which information is transmitted

[SOURCE: ISO 20539:2019, 3.4.8]

3.2.2**participant**

person who takes an active part in a *communicative event* (3.2.1)

[SOURCE: ISO 20539:2019, 3.4.25, modified — The word “communicative” has been added.]

3.2.3**audience**

group of listeners or spectators at a *communicative event* (3.2.1)

[SOURCE: ISO 20539:2019, 3.4.27, modified — The word “communicative” has been added.]

3.2.4**speaker**

person addressing others using *spoken language* (3.1.6)

[SOURCE: ISO 20539:2019, 3.4.9]

3.2.5**signer**

person addressing others using *signed language* (3.1.8)

[SOURCE: ISO 20539:2019, 3.4.10]

3.2.6**moderator**

person responsible for facilitating interaction between people at a *communicative event* (3.2.1)

3.2.7**end user**

person or group of persons that ultimately uses the service delivered

[SOURCE: ISO 20539:2019, 3.2.6]

3.3 Terms related to interpreting equipment**3.3.1****simultaneous interpreting delivery platform**

SIDP

virtual environment used in *simultaneous interpreting* (3.1.4) for managing the processing of signals during the transmission of information from *speakers* (3.2.4) or *signers* (3.2.5) to distant *interpreters* (3.1.3) and the interpreters' rendition to a distant *audience* (3.2.3)

Note 1 to entry: Other equipment necessary in simultaneous interpreting, such as *interpreter interfaces* (3.3.3), microphones, *headphones* (3.3.6) and cameras, attach to the simultaneous interpreting delivery platform.

3.3.2**booth**

simultaneous interpreting booth

self-contained unit enclosing the *interpreter's* (3.1.3) workspace

Note 1 to entry: One of the purposes of booths is to provide sound insulation, both from the noise transmitted from the booth's external environment into the booth itself and vice versa, and from noise passing from one booth to another.

[SOURCE: ISO 20539:2019, 3.5.2.1]

3.3.3

interpreter interface

equipment containing controls used by the *interpreter* (3.1.3) to facilitate *simultaneous interpreting* (3.1.4)

EXAMPLE Controls for listening, viewing, speaking and signing.

3.3.4

hard console

interpreter console

interpreter interface (3.3.3) containing physical controls for listening and speaking

[SOURCE: ISO 20539:2019, 3.5.2.21, modified — “hard console” has been added as the preferred term. In the definition, the words “individual workstation” and “that enable simultaneous interpreting” have been deleted, and “interpreter interface” and “physical” have been added.]

3.3.5

soft console

interpreter interface (3.3.3) which runs on a computer or portable IT device and has on-screen controls

3.3.6

headphone

transducer that converts an electrical signal into sound, designed to be worn close to the ear

[SOURCE: ISO 20539:2019, 3.5.2.25]

3.3.7

headset

one or two *headphones* (3.3.6) combined with a microphone

[SOURCE: ISO 20539:2019, 3.5.2.28, modified — The words “one or two” have been added.]

3.3.8

floor

audio output of conference system (3.4.2) or *simultaneous interpreting delivery platform* (3.3.1) conveying auxiliary input and input from microphones, excluding input originating from *interpreters* (3.1.3) *interpreting* (3.1.1) from a *spoken language* (3.1.6)

[SOURCE: ISO 20539:2019, 3.5.2.34, modified — “or simultaneous interpreting delivery platform” has been added, “auxiliary input” has been placed first, “microphone input” has been changed to “input from microphones” and “excluding input originating from interpreters interpreting from a spoken language” has been added.]

3.3.9

outgoing channel

electric circuit serving as a path for an audio or video signal from an *interpreter’s* (3.1.3) microphone or camera that, when activated by the interpreter, transmits the interpreter’s *interpreting* (3.1.1)

Note 1 to entry: Each language in which interpreting is provided at a conference is allocated an outgoing channel.

3.3.10

incoming channel

electric circuit serving as a path for an audio or video signal to an *interpreter interface* (3.3.3)

3.3.11

channel partner

one of two or more *interpreters* (3.1.3) with the same primary *outgoing channel* (3.3.9) preselected on their *interpreter interface* (3.3.3)

3.4 Terms related to interpreting technology

3.4.1

latency

time delay between the sending of a signal from one device and its reception by another device

[SOURCE: ISO/TS 27790:2009, 3.40]

3.4.2

system

combination of interacting elements organized to achieve a given objective

[SOURCE: ISO 20539:2019, 3.5.2.6]

3.4.3

screen

display surface on which nonpermanent images can appear

[SOURCE: ISO/IEC 2382:2015, 2126028, modified — The word “display” in front of “images” has been deleted and the word “may” has been changed to “can”. Notes to entry have been deleted.]

3.4.4

window

area with visible boundaries that presents a view of a software object or through which a user conducts a dialogue with a computer *system* (3.4.2)

[SOURCE: ISO/IEC/IEEE 26514:2022, 3.1.57]

3.4.5

overlay

substitution of part of an image by another image

3.4.6

chromakey

digital technique to replace a block of colour in a video image with another colour or an image

Note 1 to entry: The initial colour is often blue or green.

3.4.7

relay status

indication of the source of an *interpreter interface's* (3.3.3) *incoming channel* (3.3.10)

Note 1 to entry: This source can be the *floor* (3.3.8), *direct interpreting* (3.1.1), *relay interpreting* (3.1.5) or double relay interpreting.

[SOURCE: ISO 20539:2019, 3.5.2.33, modified — The word “console” has been replaced by “interface”.]

4 Purpose and characteristics of a simultaneous interpreting delivery platform

At a communicative event, a simultaneous interpreting delivery platform, alone or in conjunction with another system, transmits spoken and visual information from a speaker or signer to an interpreter. A simultaneous interpreting delivery platform, alone or in conjunction with another system, also transmits spoken or signed information from an interpreter to an audience and from a speaker or signer to an audience.

NOTE Other systems compatible with a simultaneous interpreting delivery platform and complementary to it include conference systems and video conferencing systems.

A simultaneous interpreting delivery platform shall be suitable for use in both spoken language interpreting and signed language interpreting.