# Transcript for Accessibility Insights with Hector Minto of Microsoft – September 2022.

KELLY: Hi everyone, it has just gone 1:00, I will give everyone the chance

to join.

Feel free to drop into the Q&A box to say "hi".

We have disabled the chat feature, we have discovered it has caused problems

for people with screen readers.

I can see that nearly everyone has arrived now.

Glad you could all make it.

Hi, everyone and welcome to first session of our two accessibility

insights sessions, why AbilityNet's head of digital inclusion, Robin

Christopherson hosts a monthly online chat with individuals who are each

working to improve digital accessibility and digital inclusion.

A few housekeeping bits.

Next, slide, please, Louise.

We have live captions, provided today by MyClearText.

You can turn captions on, use the CC option on the control panel.

Additional captions are available via Streamtext at streamtext.net/player?event=AbilityNet.

Slides are available at Slideshare.net/abilitynet.

If you have any technical issues or need to leave early you will receive

an e-mail in a couple of days with a recording, transcript and slides.

Depending on how you have joined the webinar today, you will find a Q&A

window.

If you want to ask any questions, drop into the Q&A, which we will

answer today in a follow-up session.

Please feel free to complete the survey today that.

Is it from me, over to Robin and Hector.

ROBIN: Thank you, this is brilliant.

The symmetry is fantastic, we finished the last season of

Accessibility Insights speaking to talking about a Microsoft product or

ecosystem and we have Hector Minto to kick off the next season Hector,

brilliant to have you on, the busiest guy in inclusive be silt and really,

really amazing to have you here, we have managed to grab half an hour of

Hector, I couldn't be more pleased than thinking off the new season, speaking

to you, how are you?

HECTOR: Really well.

Thank you for inviting me.

I love that intro.

I feel busy. It is good, it is good to be busy.

I think we are, you know, in my time in the assistive technology world, it

has never felt more that we are part of the main-stream conversation, right.

I think me being busy is a sign that I think we are getting somewhere on

accessibility.

I hope.

ROBIN: Absolutely.

We will talk about mainstream versus specialist a little bit later on.

We start off every one of these sessions asking you what your poison s

your beverage of choice to get you through, I have a normal cup of coffee

here.

HECTOR: I haven't got it with me.

Through the pandemic, before the pandemic I was already one of those sourdough

guys, I have a process, I make Camboucha at home.

I promise.

I will bring you one.

One of those mindful things, I can make myself.

The kids have fizzy drinks in the fridge all the time, a little bit

addicted, embarrassingly.

ROBIN: I like Marmite and it is what people either love or hate and it is a

bit like that, I think.

HECTOR: A will the like that.

There are a few screwed up noses as people have tasted my early efforts.

ROBIN: Let's kick off by looking back, we are certainly going to look ahead

hopefully later on.

Let's talk about be accessibility and inclusion over the last, say, ten

years, a lot has happened in the last ten years.

I'm thinking, the rise of mobile, specialists, versus mainstream etc.

What do you think has changed in this landscape over that long time frame

and maybe a little bit more recently as well?

You know, what kind of forces are at play?

HECTOR: Ten years is a long time, Robin, I think we sometimes forget how

long ten years is but my biggest reflection on this, two-followed.

The changing relationship of humans with technology.

It is not that people go to work to use tech now, or school to use

technology, we live with technology, we did ten years ago but goodness me,

like everything is digital now.

You can't watch a TV programme now, without being invited to getting to

engage digitally .

you cannot listen to a parliamentary discussion without them making

reference to websites or services.

So, this whole dependence on technology is on the rise, of course

it is, we know that and that is going global and that is an opportunity for

us all in the accessibility space to expand our reach.

But, when I talked to people about this topic, it is always that you

can't live without technology now.

We used to talk about internet as a human right.

Everyone screwed their nose up and went - what, really, come on, it is

not really a human right.

It really is becoming a human right now.

If you are disconnected through social economic circumstances, you

are, you know, you are excluded from society.

And accessibility is that type of topic.

If you cannot access that service, you are excluded and that becomes, it

is impacting your existence, your human rights, right.

So, I think the biggest change for me is this expansion of technology into

all of our lives.

All of our lives and this real focus now that we need to put on the fact

that people with disabilities will be materially impacted by that digital

transformation, if we don't put real focus on accessibility.

That is my uber reflection on the last ten years.

And then the second one is, I think the reason I joined Microsoft, six

years ago now was because, honestly, I have been doing 26 years in assistive

text now.

HECTOR: Yeah.

26 years.

And it took me 20 of those years to get to Microsoft.

Before that, it was always like - we were building assistive technology

around the ecosystem and didn't really have a dialogue with big tech.

Now what all of us are doing, Microsoft, Google, Apple, we are all

communicating and engaging with the disability community to ensure that

you help us maintain this focus on accessibility.

So, mainstream tech is the other reflection, is that they have

recognised their responsibilities have changed from being an add-on, you

know, passion, a passion project for some or somebody else's item that is

accessibility.

And it is really being embedded within mainstream technology, things

we never thought we would see in mainstream tech are now there.

That is the other thing.

That comes with challenges.

If you allow me a third reflection, we have to take the assistive tech

world with us.

It is not free to sell assistive technology or raise awareness.

It costs money and budgets to raise awareness about accessibility.

And one of the reasons that assistive technology has cost so much in the

past, is because the cost of sale is so high.

For those specific bits of technology, we have to take the

mainstream with us to expand their reach globally and make sure we

recognise there is a world for both.

The specialist tech and mainstream tech in this space.

Is that a decent starter for ten, Robin?

ROBIN: There is a huge blurring of the edges between specialist and

mainstream.

HECTOR: Yeah.

ROBIN: Like you were saying, the mainstream providers, like Microsoft

have really stepped up their game and recognised that this is, you know,

something that could benefit everyone and really have put in some

top-quality features and functionality.

It really has, in some ways, eaten into the need for a specialist and

relatively high cost because of the economy of scale isn't there and that

sort of thing I would love talking about Government hearings for the

Government to fund a lot more AT because we couldn't get the economy of

scale there.

But, absolutely.

HECTOR: One thing there as well to think about Robin.

If you think back people used to defend themselves by their technology.

So a Dragon user, let's pick on that one a voice control, you know, PC

user, would say, "I'm a Dragon user.

I think now they say I use voice" because they have voice on their own

and voice dictate and pragmatic control coming in Windows but there are times

where they need the macro support of a product like Dragon with specialist

coding that they create that optimise their use of it.

We have to help people stop defining themselves by a single piece of

technology and start talking more umbrella terms about, "I'm a screen

reader user.

Or, I'm a voice user.

Or, I use magnification.

Let's not hang our hat on a single product.

It helps us all to exist or exist in that space.

HECTOR: There are many different screen readers, for example, different ones

I use and they are all really, really good and fit for purpose.

It is really weird though, talking to you about specialist versus

mainstream, because it started with the accessibility Xbox games controller.

Now you guys have branched out more in significant ways into specialist,

which I would not have been, predicted several years ago.

do you want to briefly talk about the newest additions?

HECTOR: Sure.

So, not quite there yet.

So, just a few months away now, we will release the Microsoft Mouse, the

adaptive mouse.

It's really an extension of the Xbox adaptive controller if you think about

it.

What they did with the Xbox controller, they said - look, this

design of a controller with all the complexity of buttons does not work

for a whole lot of people with physical disabilities and so we adapted it so

you could essentially configure your own Xbox adaptive controller with a

series of switches.

For people trying to imagine what that is, think of driving a car but

putting a switch, a head switch on your left and one on your right to steer

left and right on the car, rather than having to use that joystick, right.

And so, people started building their own rigs.

That led to a load of further engagement of a community with people

with physical disabilities of all types and the logical place for a company

like Microsoft to go was the mouse.

Microsoft kind of invented the mouse, right.

So come back to a bit of a reinvention, the adaptive mouse is

going to allow you to essentially 3D print your own tail, that is the first

options.

So, regardless of what you require, in terms of the size, and the moulding

of that mouse, into your hands, you are going to be able to get a load of

designs, Open Source or design your own, using CAD and download and print

out 3D printout your own tail that will clip into your mouse.

That is the first configuration.

The other smart thing is that it comes with a hub that allows you to

create extra switches and macros for things that you commonly do.

If you wanted to have a turn on my camera in Teams and the mute button.

Or whatever your configuration, you can configure it to a single switch.

We will basically reinvent the physical presence of the mouse but

then also add in this extra configurability of the mouse.

The third option is it comes with, again, a D-pad for those familiar with

the Xbox, you have that D-pad up, down, left, right option as well.

That will act as your mouse.

But it gives awe joystick mouse and so lots of people are now already

looking at different moulds.

Occupational therapists are going to be super-interested in this product.

It is going to be off the shelf, very low cost but then fully configurable

to give people computer access.

Yeah, I didn't think - I didn't know how quickly we would get there on

Microsoft providing, you know specialist assistive technology.

Is the mouse specialist, though?

I don't know.

ROBIN: Well, I mean I'm hoping personally that utility that it comes

with, allows me to configure those macros and things from the keyboard as well.

HECTOR: Absolutely.

So, yeah.

[Laughter]

Like any of these things, we never know what people are going to do with them.

You know, you know Seeing AI, my favourite story there was a university

professor who had people coming in and out of his room all the time.

Same university, people coming in, dropping the mail off and dropping off

reports and all that stuff and I set up the face detection on his mobile phone

pointing at his door

So everybody who walked into the room, he knew who they were coming

into the room.

I just thought - nobody could have imagined that is how somebody would

use Seeing AI but they did, right.

A bit like that with the mouse I'm looking forward to, like...

There are going to be really interesting applications that people

will start doing with this.

Because we are essentially created something that is really configurable.

Isn't that what accessibility is?

Allowing you to personalise your experience.

ROBIN: Choice.

For people with disability, potentially it is their only choice.

For other people it is extra choice and like the Xbox controller people

without impairments have been using it to up their high scores and also there

is the Surface adaptive kit with hybrid buttons and stickers for

certain keys.

And better labelling forts and cables and an easier way to open your laptop

lid that sort of thing.

HECTOR: Like a loop to allow to you attach a lanyard.

People have been using that in all sorts of different ways, I have it

with Window and shift S, I do a lot of screen snipping, it is one of those

key press, I have the location buttons on there so I can access those quickly.

The other thing is the Surface Adaptive kit and the Microsoft mouse,

all these things will be mainstream available, right.

That is the other thing we need to do on the topic of disability inclusion

and accessibility, is let people see it is just there, right.

It's there when you buy your laptop.

Every human buy a Surface, online now, they will be offered the Surface

Adaptive kid, $15, on top, lots of discussion about that but essentially

it is there saying - do you want this.

That raises aware thanes people with disabilities use technology and people

become increased with that.

That raises awareness that people with disabilities use technology.

The other thing is the fact that a mainstream company is saying - this is

part of a common thing we do and you should think about it.

ROBIN: Awareness is key and we will come back to that later.

We will talk about the pandemic, then, the last two-plus years.

HECTOR: Yeah.

ROBIN: Obviously everything has changed but what do you think Microsoft's role

particularly in be accessibility across the pandemic has been and have you had

personal experience of the shift or organisational, in the shift to

home-working, what has Microsoft learned?

HECTOR: Part of the podcast where I tell people what I do for a living,

First.

My job is to get globally our field organisation engaging with our

customers proactively on the topic of accessibility.

The first thing we want every business we do to engage with is to

leverage everything we make, we put a lot of effort into our accessibility

in our products and we walk into pieces where peel don't know that there are

captions in Teams or you can add predictions to your keyboard or how to

magnify.

People don't know they are available.

People are struggling, within major employers around the world with their

technology or not optimising their digital experience.

My role essentially is to work with our teams to help people unpick this,

within their own organisations.

The pandemic, honestly, it was one of those moments where people started to

realise how much disability they had in the infrastructure of their organisation.

So, the coping and covering and the life-hacking that people had done in

the physical office, to maybe not make their disability something that is

talked about, so people who were losing their hearing is a great example,

would make sure they turned up early in a meeting room, were able to lip-read

the presenter and they got by.

But the pandemic sent everybody home and into a different way of working

and so what it led to from a Microsoft perspective, honestly, we had a lot of

customers coming to us and saying help".

We didn't know we had 300 people with hearing loss and we have not turned

the captions on in Teams, in fact we locked it, how do you turn it back on?

So DAD, our disability answer desk, which is available for individuals and

businesses, anybody can talk to us, our global use doubled.

Through the pandemic our numbers, core volume doubled on it.

People were turning to us because the new experience of disability was

happening for people.

Even those people who were using, successfully, assistive technology in

the workplace were having to try to get past the firewall at home with regards

to assistive technology.

There were new issues as people tried to set up at home with their assistive

tech.

So, it really has been an opportunity to have a conversation about

accessibility with a much larger group of people.

When you introduced me as one of the busiest people in the business, it go

got busier during the pandemic.

Companies I had never met before, got in touch saying - we have 12

colleagues who are saying there is a problem now with Teams.

Come and talk to us about it.

How can we help?

The beauty is when we have the conversation about the 12 colleagues,

we then also get a chance to talk about the thousands of colleagues they have

with dyslexia, some vision impairment, some hearing loss.

So they recognise it is a bigger topic than they first to you.

the pandemic has really put a focus on this new exclusion for a lot of people

with disabilities.

The other reflection I have on this is, a lot of people have kind of come

to Microsoft saying: How did you do the pandemic?

Over the last six years we have tried to get to everything, to events to internal training, accessibility train something mandatory here now.

How do you get to an organisational level like that.

Something that we are asked all the time.

Pandemic oiled to organisations asking us: How do you do

accommodations and manager training and how do you have a conversation

about budgeting for assistive technology inside teams, it has been

an unpicker, some ways is my reflection.

I think also, Government have had to really start thinking a little bit

harder about accessibility, in fact a lot harder.

I remember at the start of the pandemic the now gone Health

Secretary said "Don't worry all of your appointments can be digital, we will

make sure it is possible for people.

Oh, really?

We had better think about accessibility if you are going to be

to be able to it that.

Rapid digital transformation is another thing that has happened with

the pandemic.

I see that always as an opportunity.

There are risks but I always see it as an opportunity to again flag the

accessibility conversation.

ROBIN: Absolutely.

Talking about Government, the worst WIFI for Government meetings

when they are held at the House of Lords.

It is atrocious.

They only apologise for it.

It is really kind of kicked several gears up in people's prioritisation,

the connectivity of inclusion, hybrid is the new normal and that has a lot

of challenges

HECTOR: Come on, we all saw, didn't we - well let's not pick on politicians

too much - but we saw the recordings the council meetings and people trying

to use their technology.

You know, I think you and I work in a world where we think, everybody knows

how to use this stuff but no, no, people don't know how to use

technology.

A lot of people don't know how to use it.

When we saw people struggling with how do I come off mute" we are all

shouting at the screen, control shift, or hit your spacebar, mate.

You know, we take it for granted that this should help us reflect on

accessibility.

The knowledge is just not there.

And so, there are always opportunities to raise with Government

the digital skills.

You know, they are critical for people and they have to spend time

there.

ROBIN: Absolutely.

Teams has about 58 different hotkeys, I know them all.

HECTOR: Very good.

Control, shift, enter or control enter is that your favourite?

ROBIN: Absolutely.

So let's just talk about, you know, we are not there yet.

There is still a long way to go.

What do you think, then is the next, will take us up another gear yet?

Is it more awareness, that we talked about earlier?

Is it better legislation?

The tools.

What do you think?

Where is Microsoft -- I know where your focus is, in industry and

government and the end user - what is Microsoft as a whole thinking is the

way to take us to the next level?

HECTOR: So, a couple of things: Global awareness.

We have to have accept that we have a very Euro-US, approach to

accessibility.

You know.

How many events do we go to and it is where that is really where the

audience is coming from and even within Euro, I would say, you know, the UK,

really is where a lot of the activity is happening.

So we have to expand globally.

A lot of my attention is absolutely on that.

I have 15 teams around the world who are all driving out a strategy in

their markets on awareness-raising, is one, evangelism.

Evangelism really matters.

I made to say it, the Lead Evangelist.

But it really matters that you get out there and say - this matters and

make it almost like a social justice issue, as we said at the start.

Then execution.

Actually go and build the product.

With our customers, that are accessible.

Microsoft is not just Office and Windows and Teams, we support

businesses around the world to build their technologies.

That, to me, is where I want to take accessibility next.

If you look at the European Accessibility Act.

I know you are all over this.

when you think about ticket machines in airports and ATMs and E-readers and

all those things that the European Parliament are going to need to be

accessible, we are going to have to bring in the airlines, the banks, the

healthcare providers and this is where I think accessibility, that is the

next generation of accessible experiences, industry-specific.

Sachin Nadella, I do not just quote the CEO all the time, I promise, I

remember him speaking to VW CEO, he said - we are not going to build your

technology, you are going to build your own operating system in our cloud that.

Is where we will get to, industries building their operating systems, they

are not just using the incumbent operating systems.

They will look at their entire digital strategies and own everything,

all up but it will be hosted in other people's clouds.

And so what is going to happen is the focus on accessibility is going to

also then shift to the businesses.

It is not going to be about, you know, people using Windows to make

that healthcare system accessible.

That kiosk in that surgery will have accessibility built into it by law.

Like GDPR, it was a European thing.

The European Accessibility Act doesn't need to be a European thing.

If you are a Turkish Airline, hang on, Singapore Airlines coming into

Heathrow by European law it has to be accessible.

It'll affect everyone.

My crystal ball and where I'm putting focus also with the UK disability

ambassadors, is to start talking about the digital journey for each industry.

Not just - what are the gadgets going to be?

What is the mainstream technology going to be?

It is like - what can industry do, to think about digital inclusion?

We know they have not done a great job on websites.

The world has not done a great job on accessible websites, otherwise we not

all be here.

The internet would not be here if everything worked.

We are a long way from it.

But when people own their digital estates and industry is thinking about

their entire digital strategy.

Think about things like Open Bank and what it has done.

Open Banking allows you to link your accounts into the accessible app and

you get to choose the accessible one, so they can get your information in

one thing, Open Banking is massive for accessibility but we need the banking

industry to know that and to start making further investments into

accessibility, right.

That is my big prediction.

Legislators, politicians, have to build awareness.

We have to stop having a conversation just about the tools.

You know I get pulled into conversations all the time about

Teams' captions.

Great.

I will pick this out but where are the NHS captions, right?

Whoever is building that thing for hospital consultations is going to

need to use that service in order to give you the same quality of captions,

right.

So, it is this idea that the very, the conversation moves to becoming

more industry-specific and the voice of disability in each of those sectors

gets amplified.

That to me is where I get pretty excited.

26 years in, you know, I don't want to just keep talking about the gadget,

the thing.

It needs to be the infrastructure that you have a conversation about.

ROBIN: Absolutely.

Really pleased you mentioned EAA and it will potentially have impact in the

UK.

Brexit put paid to that becoming UK legislation specifically but still it

is an interconnected world and I'm really happy you think it'll still

have an impact on us.

HECTOR: We want this to be successful.

It is not Microsoft PR.

It gives me hope when you see legislation like that, that talks

about industries, and just doesn't talk about woolly topics of accessibility.

It actually says, "Hey, you in airlines, you will be responsible for

your keys objecting.

It makes it tangible and it means companies like micro soft can go in.

The biggest force in accessibility, in my view, is going to be - well,

sorry, I truly believe that we have an amazing army of people out there at

Microsoft going and having conversations about accessibility when

the people in the accessibility space, specifically in accessibility space

are not there.

So when I think about a Microsoft account executive.

When they have a chat with the crew.

O or CEO or CTO, about accessibility, even if it is high-level it opens the

door for the rest of us to have the conversations about how to support it.

So, the challenge for us all is to keep getting the mainstream tech

builders to buy into this topic and having Microsoft, Google, Amazon,

Apple all in there, having that conversation, gives permission for

that to happen.

So, yeah, I'm optimistic.

I'm cynical sometimes, Robin, you know that.

You know.

But at the same time, I don't think we have ever had a moment where

accessibility has been at that high level.

You know, we are doing OK.

We are doing OK.

ROBIN: Absolutely.

I'm hugely excited about where we are today with the laser focus on digital,

the fact that diversity has a high-profile these days and, yeah,

really, really excited about the future.

HECTOR: Can I give you my line about diversity?

I meet a lot of LTs, leadership teams at big major businesses around the

world.

And quite often I will be dragged into a room and the Chief Learning

Officer will be there thinking about accessibility and it's C IO will be

there, sometimes drag, to have the conversation, I promise you and then

the D&I person will often be there and they will be like - this is an D&I

topic I'm well, yes, it is but also a deliverable.

I always say it people, for the D&I folks, you have to get more digital,

you have to build your digital skills to understand the impact of

inaccessible on people with disabilities and the D&I conversation

and you in IT you have to get way more human about your approach to

technology.

You have to start thinking about the diverse set of human beings that are

going to use this system.

If you cannot find a way to work together, we will not make much

progress, so D&I to come one way and IT to meet them in the middle is a great

strategy.

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ROBIN: I feel you have half answered the question I put to you next from

our last speaker, Anita from Xbox was asking about how to foster diversity

within an organisation, your organisation, how to make all voices

heard and how to really make it part of, you know, the culture and

recruitment and everything.

I feel you have half answered that.

We are a bit short of time o so maybe another quick comment on that.

HECTOR: A quick one.

Meet people where they are.

We talk about a hub and spoke model at Microsoft.

When I meet HR folk, I don't talk to them about things that are not

Relevant.

I talk to them about their bits that impact accessibility journey and what

they can do.

Likewise our events team, you go to a Microsoft event you have captions in

six languages, audio description channel, you have all of this amazing

accessibility.

We didn't do that, the events team did it, it was built on a baseline of

knowledge I hinted it at it but all Microsoft employees take accessibility

training now.

Once you get everybody baselined to understanding what is disability, what

is the technology that people with disabilities use and how do you build

accessibility experiences, everybody starts thinking about what their bit

is in there and then the trigger for t or, you know, the match that gets

struck to kind of ignite it is to recognise disability in that part of

the organisation.

Find the voice of disability.

So that people can have their trusted conversation with their own people.

That really makes a huge difference.

So I'm always delighted, I will give a talk to 400 people in a division at

Microsoft, I will do a country visit.

And two or three people will come up at the end and say - I didn't tell

anybody I was losing my hearing.

I'm like - be the champion.

Come on, join me and you help me build this momentum in your part of it.

So uncovering disability and helping people realise that actually, the D&I

piece, the representation makes it real to people, is so important.

It is so easy to kind of think this is an abstract topic that affects

others.

The minute you find, in that part of an organisation, a couple of people

willing to talk about their disability, the mentality changes and people want

to make progress on the topic.

So yeah, that was my tip.

ROBIN: Fantastic, we can see why you are businessy .

our next speaker is from Netflix, it is Heather Dowdy, you mentioned media

accessibility in part of your last answer there, so yeah, what would you

like to ask Heather, to pass on a question or a comment?

HECTOR: My question would be, I thought about this before I joined: When we

think about Netflix, how do you help all of the different people feeding

content into Netflix to build accessibility experiences and spread

the load?

You now that is such an important part of this.

When you put it all on one single organisation, accessibility is really

hard.

You know t becomes more of a policy thing.

And policy doesn't always drive the right impact.

So, how do you get people to buy into the beliefs of an organisation and

kind of spread the load and get the work done?

That would be my question.

ROBIN: Fantastic.

That is a brilliant question.

We will put that to her next month.

Thank you so much Hector.

Really, really appreciate it.

Love talking to you, as always.

I hope it won't be too long before we have a good catch-up again.

Thank you again and I'll pass back to Kelly for a bit of housekeeping.

Thank you.

HECTOR: Thank you.

KELLY: Thank you so much Hector and Robin for that brilliant session.

There are lots of questions that we hope to answer online in the next few

days and you will receive an e-mail for the link to access them.

Finally a bit more information to let you know you might be interested

in.

We run online training sessions on digital accessibility .

we have a special code to use on our training courses for webinar

attendees: Use the code AbilityNetWebinar10 to save 10%

And you can book now on our website:

Here are some courses coming up:

21 Sep: How to produce accessible videos

22 Sep: How to use Voice Recognition software for accessibility testing

6 October: Embedding accessibility at every stage of your project

Next slide.

We also have the Tech Share Pro conference in November, which is your

chance to join Europe's largest gathering of be silt professionals and

their allies

You can now get an early-bird ticket at the website on the screen.

Next slide.

You can also sign up to our newsletter on our website at abilitynet.org.uk/newsletter

And finally, don't forget about our next webinar that you can access: abilitynet.org.uk/webinar

We have two webinars coming up in September and you can join us on 20th

September for cost of living and how digital can help session.

And on 27th of September for our how accessibility improves SEO.

So, thank you again Hector and Robin and everyone who has joined us.

Please do complete the feedback form you will be directed to and we will be in touch with you soon.

Bye-everyone.