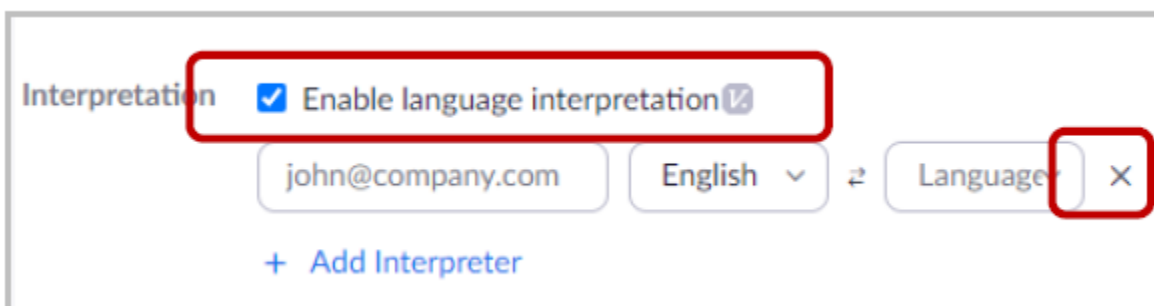


ZOOM INTERPRETATION FEATURE

REFERENCE GUIDE FOR HOST/JUDGE

ZOOM Interpretation Feature:

- Enable the language interpretation feature when you schedule a Zoom meeting. Always check the box to enable language interpretation. If the interpretation feature is not enabled during scheduling, it will be unavailable in the remote hearing. The individual interpreter may be assigned to the session during scheduling or during the hearing.



- Enter the interpreter's email address if known. Use the drop-down arrow in the second Language field to select the interpreter's language. If the interpreter's email address is not known, click the "X" next to the Language drop down field. This will remove the email address field and the settings can be saved. Interpreters can be assigned during the meeting only if the feature is enabled.
- Once participants are brought in the "virtual hearing room," allow the interpreter and the Limited English Proficient participant(s) (LEP) to communicate with each other briefly in order to make sure they hear and understand each other.
- Play the [Introduction to the Zoom Interpretation Feature](#) video to remind all participants that this is an interpreted event and that the **Zoom Interpretation Feature** may be activated to allow the interpreter to provide simultaneous interpretation in a foreign language channel for the benefit of the LEP participant. Open the video link first and follow the steps on how to share an exhibit with participants, outlined in the [QRG: Conducting Remote Hearings Using Zoom for Government](#). Make sure to click on "Share Computer Sound" on the bottom left-hand side before sharing.
- The **Interpretation Feature** should be activated only if it is anticipated that the hearing will involve lengthy English language statements (motions, opening statements, witness testimony, etc.) and simultaneous interpretation will be necessary. Otherwise, all interpretation will occur consecutively.

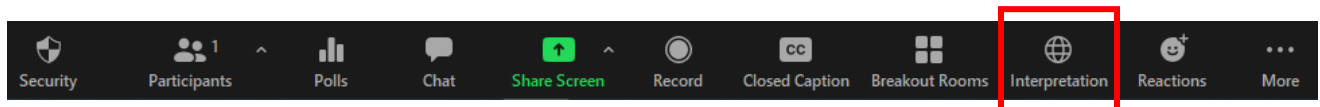
- The **Interpretation Feature** should not be activated at all if the hearing will consist of questions to the LEP participant and their answers. The interpreter and LEP participant will remain in the main session and the interpreter will interpret in the consecutive mode.
- Explain to all participants that once the **Interpretation Feature** is activated, they must select the **English** language channel and click on “**Mute Original Audio.**” The **Original Audio** refers to the audio from the LEP in the foreign language channel. Do not stay in “**Off.**”
- Remember to allow the interpreter to explain the **Interpretation Feature** to the LEP participant BEFORE it is activated.
- Ask the interpreter to identify themselves for the record and administer the oath to the interpreter first, in accordance with Rule 1-333.

Interpreter Oath:

“Do you swear or affirm to interpret accurately, completely, and impartially and to refrain from knowingly disclosing confidential or privileged information obtained while serving in this proceeding?”

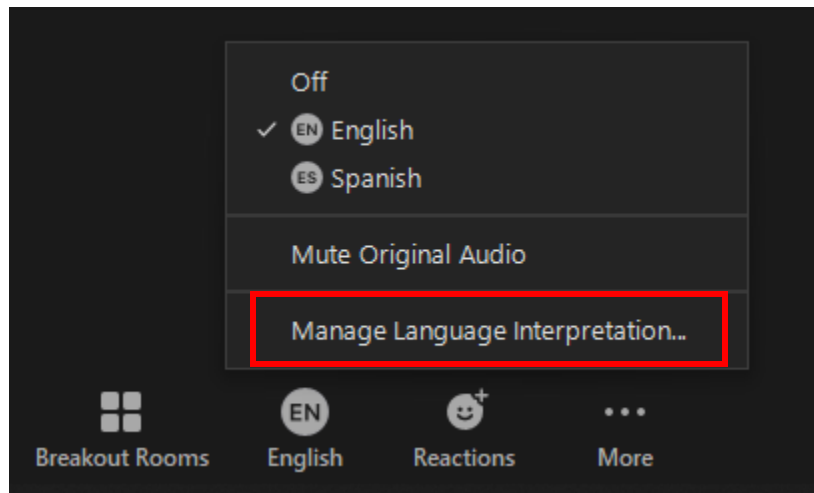
Activating the Interpretation Feature:

- If the hearing involves lengthy English language monologues and discussions, such as motions, opening statements, or closing arguments, the interpreter will seek your permission to activate the Interpretation Feature and tell the LEP to switch to the foreign language channel once it’s activated.
- Activate the Interpretation Feature by clicking on the globe icon at the bottom of your Zoom screen. Assign interpreters in the pop-up window and click “**Start.**” Then multiple language channels will be available.



- Once you activate the **Interpretation Feature**, select the **English channel** and “**Mute Original Audio**” and ask all English-speaking participants to do the same before proceeding further. Do not stay in “**Off.**”
- The LEP participant and the interpreter will switch to the foreign language channel.
- Remember that the Interpretation Feature is for simultaneous interpretation only. If the hearing involves questions to the LEP participant and their answers, the interpreter and LEP participant can both switch to the **English channel** for consecutive interpretation, or you can deactivate the Interpretation Feature entirely by clicking on the globe icon,

Manage Language Interpretation, and then End in the pop-up dialogue box. Please see the screenshot below.



- **Breakout Rooms:** The Language Interpretation Feature is **not available** in the breakout rooms. The interpreter can only interpret in the consecutive mode. The interpreter should never be placed with the LEP participant alone in a break-out room.

Team Interpreting:

- If two interpreters are assigned to work as a team, the same protocol for onsite team interpreting applies. However, the host should be aware of the following:
 - Once the language channels are activated, interpreters **will not** be able to hear each other even when they are assigned as interpreters in the same language channel.
 - Interpreters are trained to have an alternative way to communicate with each other outside of Zoom. They will switch every 30 minutes or at a time interval comfortable for them.
 - The active interpreter (the one interpreting) will have their video and microphone on, and the passive interpreter will have their video and microphone off.

Multiple Languages:

- If there are multiple languages (for example, language A and language B), there may be one or two interpreters assigned per language channel depending on the length of the hearing. Remember that interpretation channels should be enabled only if simultaneous interpretation is anticipated.
 - When an LEP witness who requires an interpreter in language A is called to testify, disable language A channel by unassigning the interpreter(s) of language A. Click on the globe icon and choose “**Manage Language Interpretation.**” Click the “**X**” by the interpreters’ names and then click Update. This will allow the interpreter(s) of

language B to hear the interpreter(s) of language A and provide simultaneous interpretation while remaining in their language channel.

- Do not ask the interpreter(s) and the LEP from Language A channel to switch to the English Channel for consecutive interpretation without disabling Language A channel first. Interpreter(s) from Language B channel will not be able to hear them.
- After the testimony concludes, enable language A channel again by reassigning the interpreter(s) of language A so that they can resume simultaneous interpretation.

Relay Interpretation:

- Relay interpretation happens when it takes multiple steps for a language to be interpreted into English. For example, interpreters for the Mam language can only interpret Mam into Spanish. Therefore, a Spanish interpreter is also needed. In this situation, please note:
 - Consecutive interpretation is recommended to ensure accuracy.
 - Do not activate the interpretation feature. For example, the LEP, the Mam interpreter, and Spanish interpreter will all speak in the main session.

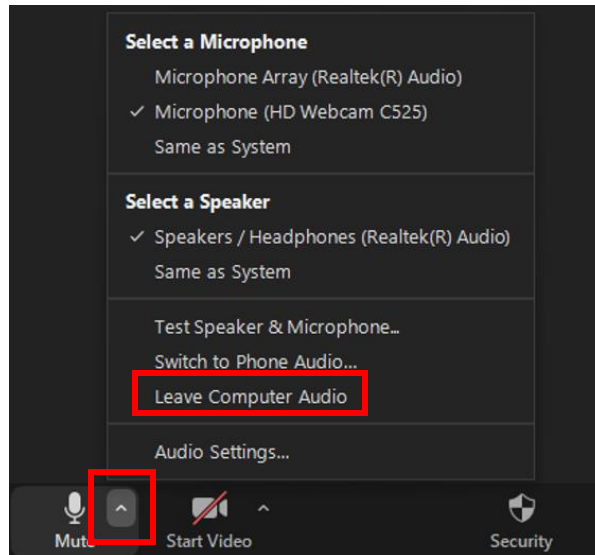
Troubleshooting:

- **Important:** The Interpretation Feature is not available when the participant is dialing in, using a Chromebook, or participating via a web browser instead of the Zoom app.
- If the LEP or interpreter lose internet connection, they can rejoin the hearing by calling the phone number provided in the ZOOM invite. The **Interpretation Feature** is not available to participants if they dial-in, therefore, the interpreter can only interpret in the consecutive mode.
- If the LEP participant cannot connect to the foreign language channel, you should instruct them to remain in the English channel or disable the **Interpretation Feature** entirely and proceed with the hearing without it. The interpreter will interpret in the consecutive mode.

Polycom and Zoom hybrid hearings: please refer to the next section on the next page.

Polycom/Zoom Hybrid Hearings:

- Start the meeting 10 minutes prior to the Zoom hearing.
 - If you are hosting in the courtroom, you must join the Zoom meeting with **no audio**.
 - If you already joined the Zoom meeting with audio, select the up arrow next to the microphone icon on your Zoom screen and select “**Leave Computer Audio.**”

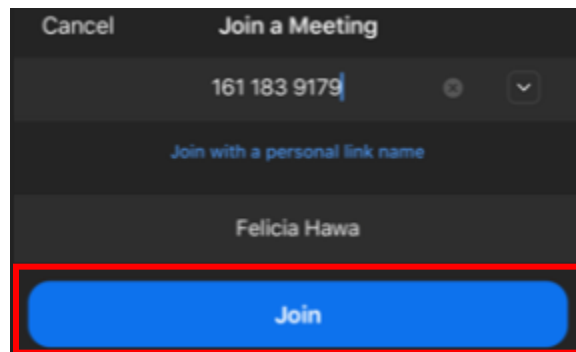


- Turn on or wake up the Polycom video system and call into the Zoom meeting using the IP address, meeting ID, and password from the meeting invitation.

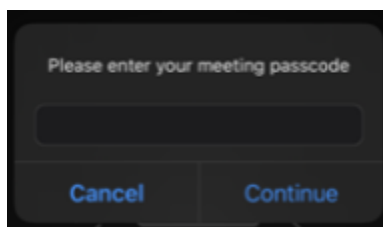
- Join the Zoom meeting from one iPad or both iPads on the plaintiff’s and defendant’s tables based on who needs an interpreter. Follow the instructions below:



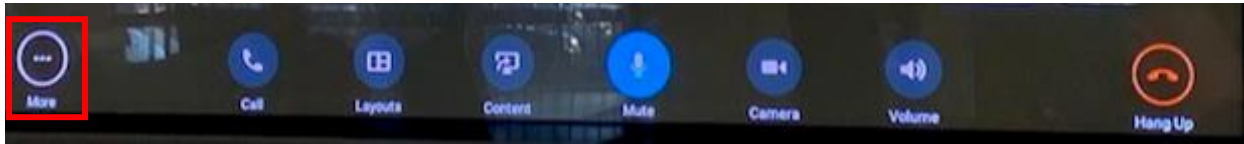
- Open the Zoom application on the iPad and select the “**Join a Meeting**” button.
- Enter the meeting ID and name. Select “**Join.**”



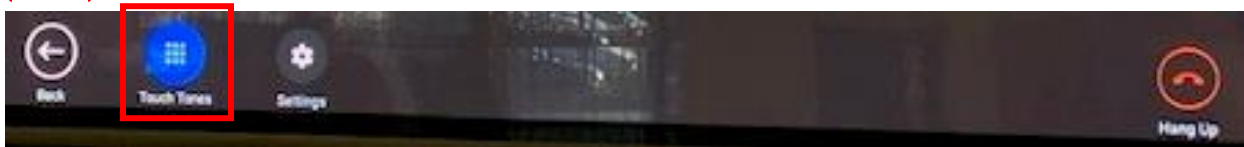
- Enter the meeting password and select continue. The iPad will be in the Zoom waiting room until it is allowed into the meeting.



- Once the interpreter has joined the Zoom meeting and the interpretation feature (i.e., simultaneous interpretation) is needed, activate the interpretation feature in Zoom and change the interpretation channel on the Polycom to English using the steps below:
 - Bring up the Polycom keypad by selecting “#” on the remote. If you are using a Polycom G7500, select the down arrow on the remote and select “More.” Then select “Touch Tones” as seen below.

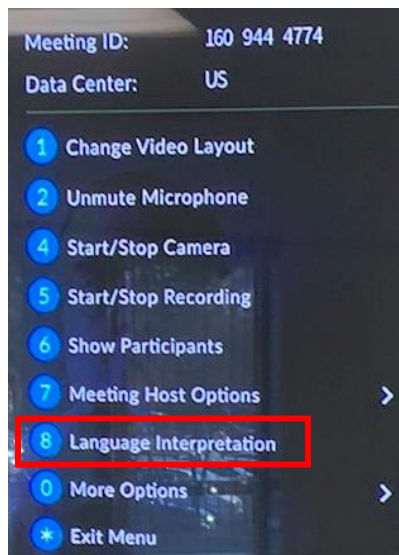


(More)

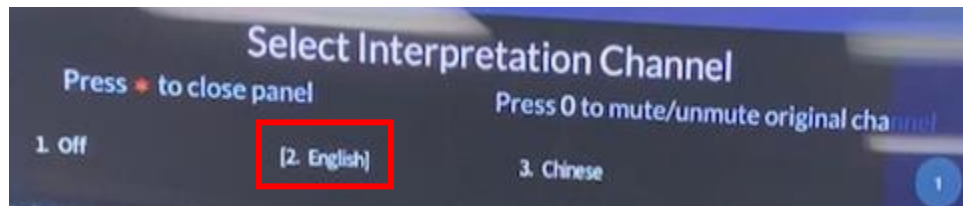


(Touch Tones)

- With the keyboard visible on the Polycom, select “8” for Language Interpretation.



- On the keyboard, enter the required keys to select English, press “0” to mute the original channel audio and select “*” to close the menu page.



For further assistance with the ZOOM Interpretation Feature, please contact Maggie Cao at the Court Interpreter Program at (410) 260-3562.