

# Using the Language Interpretation Feature in Zoom



INDIANA SUPREME COURT  
OFFICE OF JUDICIAL ADMINISTRATION  
LANGUAGE ACCESS

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for sharing this resource\**

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## INTRODUCTION

The Zoom Language Interpretation feature allows courts to schedule hearings and events with interpreters for Limited English Proficient (LEP) parties. This feature allows for full simultaneous interpretation from a court-provided interpreter with LEP parties listening to the interpreter on a designated audio channel within the Zoom meeting. This document reviews the steps and best practices for using this feature.

### Scheduling an Interpreter

As with all court events, courts are responsible for providing a qualified court interpreter for a Zoom meeting. Courts should follow their normal scheduling and procurement procedures. Information and resources are available from the [Office of Judicial Administration Language Access Program](#) should courts need assistance hiring a qualified interpreter.

### Remote Interpreting Best Practices

1. Book an interpreter credentialed through the [Indiana Supreme Court Certification Program](#).
2. Notify LEP litigants and all parties involved that their upcoming hearing or event will be performed remotely and that interpreter services will be provided.
  - a. Communicate how to participate, provide instructions and technical requirements
  - b. Provide a court contact for questions.
3. At the beginning of the event, allow the interpreter and the LEP person to greet each other in their language to establish that the language or dialect is a correct match.
4. The judge should:
  - a. Ask the interpreter to state their qualifications or credentials for the record.
  - b. Remind all parties that they should:
    - i. Speak one at a time and in short sentences.
    - ii. Identify themselves before each utterance.
    - iii. Pause between statement to allow interpreting (if consecutive interpretation is being used).
    - iv. Speak loudly and clearly.
  - c. Provide specific guidelines and instructions to ensure a smooth event (i.e., switching to the correct audio channel, informing parties of the interpreter's role, explaining procedures to follow if an LEP person does not understand or cannot hear something, etc.)
5. The judge or designated court staff should be the meeting host in a remote hearing.
6. If the LEP person and his/her attorney need to confer privately, or an off-the-record bench conference is required, in Zoom, the host can create a breakout room.

## CONFIGURING ZOOM ACCOUNT SETTINGS

In order to use the interpreting feature in Zoom, you must have a licensed account in any of the Business, Education, or Enterprise categories. Other licenses that include the Webinar add-on can also use the interpreting feature. Only the meeting host needs to have one of these licenses for the interpreter feature to work. No one else in the meeting, not even the interpreter, needs a Zoom license in order to participate in a Zoom meeting.

Once a qualifying license is obtained, the Language Interpretation feature must be enabled. Follow the steps below to verify if the feature is enabled. Note, however, that if the account you use was established by the Indiana Office of Court Technology (IOCT), this feature is already enabled.

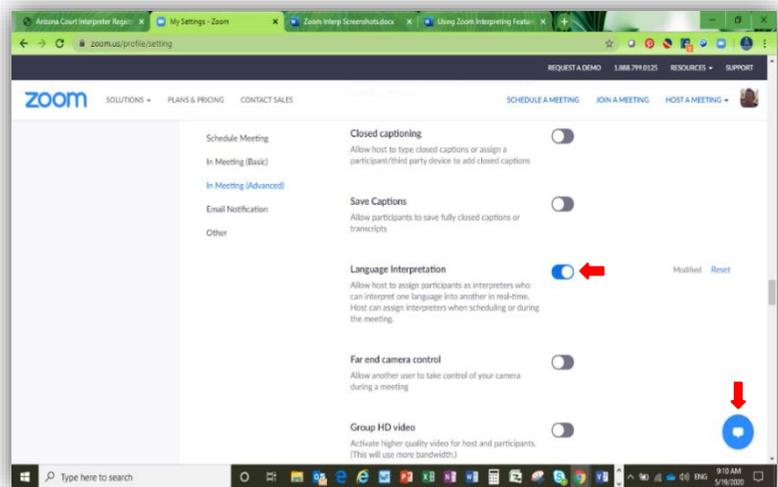
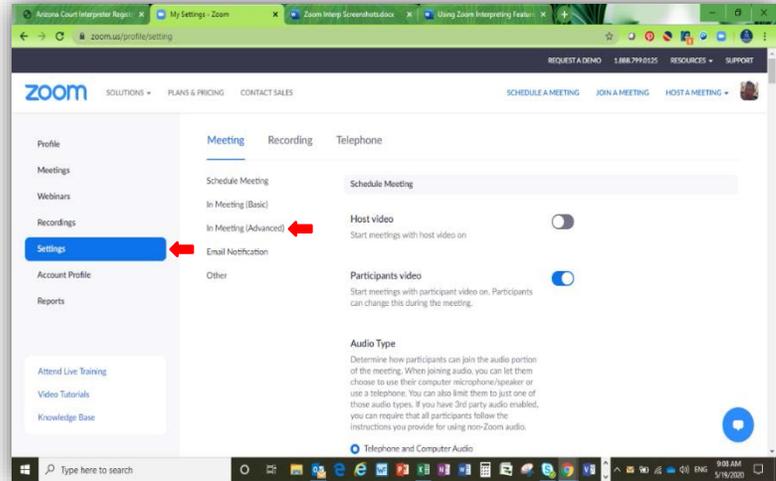
**NOTE:** Zoom accounts set up through the IOCT have the interpreting feature enabled.

## Steps to Enable Language Interpretation Feature in Zoom

1. Login to your Zoom account.
2. Once logged in, click on “Settings” in the menu on the left of the page.
3. Next, click on the “In Meeting (Advanced)” option under the “Meeting” heading.
4. Scroll down until you see the “Language Interpretation” setting and make sure it is toggled ON (it should appear in a light blue color if it is on). Once you turn it on, it will remain on and you will not have to repeat this step in the future.

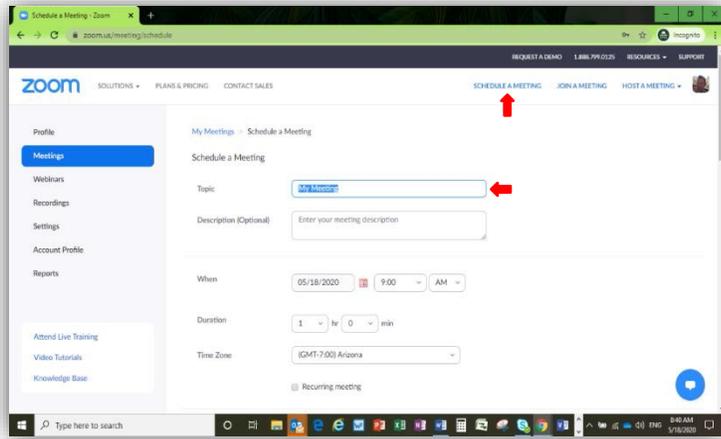
If you do not see the “Language Interpretation” option in your “In Meeting (Advanced)” settings and you have a qualifying license, you will need to contact Zoom Support to have the feature enabled for your account.

Click the Chat icon in the bottom right corner of the screen to initiate a conversation with Zoom Support.

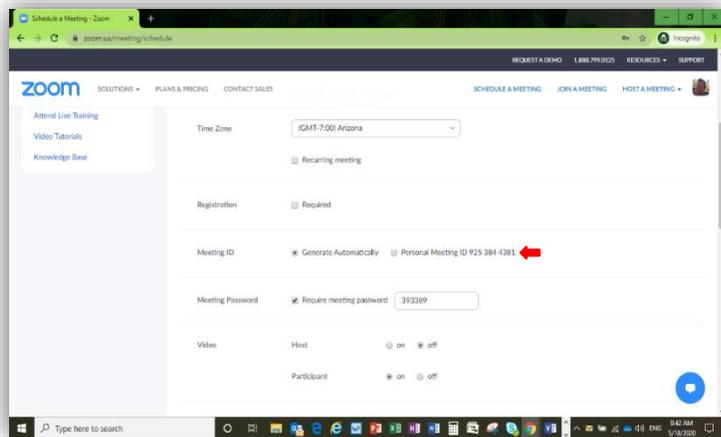


## SCHEDULING A MEETING WITH AN INTERPRETER

Once the Language Interpretation feature is enabled, a meeting with an interpreter may be scheduled. The host may take the following steps to schedule an event using an interpreter.

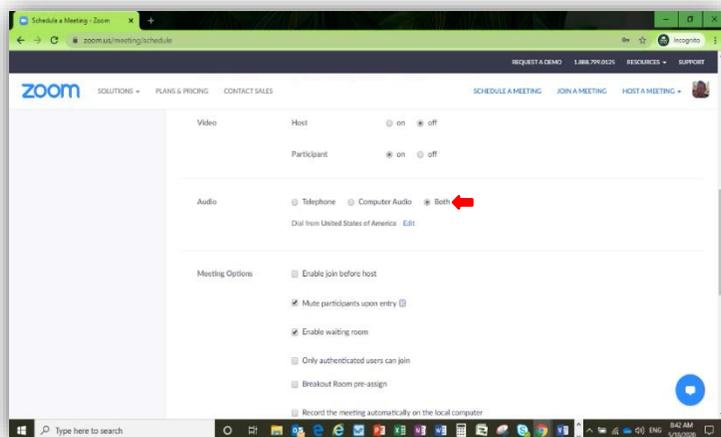


1. Login to your Zoom account.
2. Click on “Schedule a Meeting”.
3. Enter the topic, date, time, and duration of the meeting.



4. Scroll down and make sure that “Generate Automatically” is selected for “Meeting ID”

**Note:** The Zoom interpretation feature will NOT work if “Generate Automatically” is not selected.

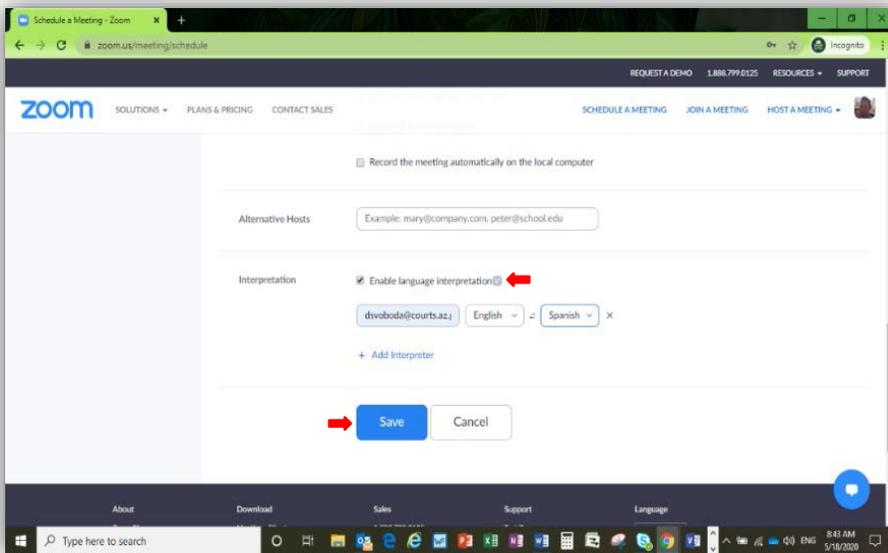


5. Configure other settings as desired, including passwords, video on/off, and audio settings.

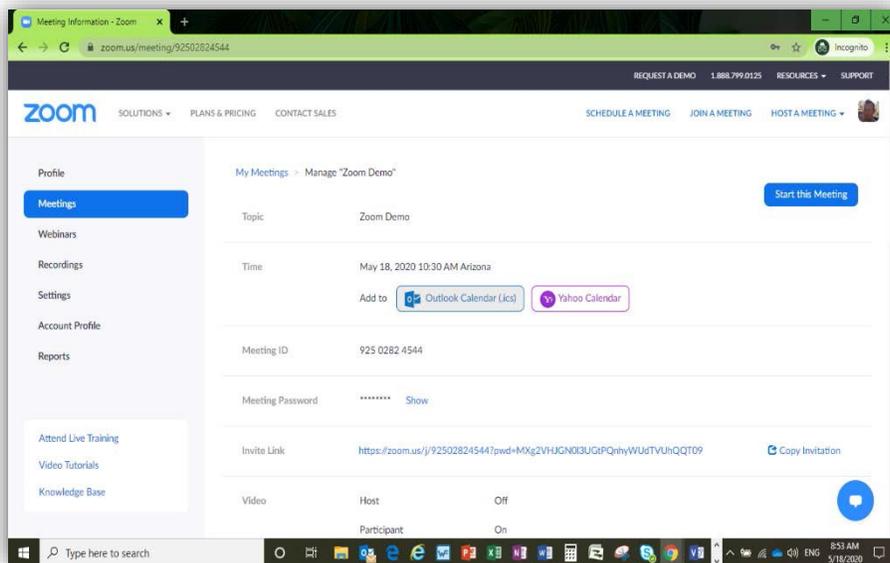
**Note:** It is recommended to leave the audio configuration set to “Both”.

- At the bottom of the meeting set up screen, check the box for “Enable language interpretation”. Then, enter the email address for the interpreter and the languages they will be interpreting (i.e., English <> Spanish, English <> Chinese, English <> German, etc.) and click “Save”.

**Note:** The interpreter will receive an email notification of the event directly from the Zoom portal. If you do not know the interpreter’s email address ahead of time, you may enter the host’s email address and then forward the notification to the interpreter at a later time.



**Note:** If the language the interpreter speaks is not listed, simply choose any available language. Just remember that during the Zoom meeting, that language will appear on screen for all attendees and you will have to explain the discrepancy to the meeting participants.

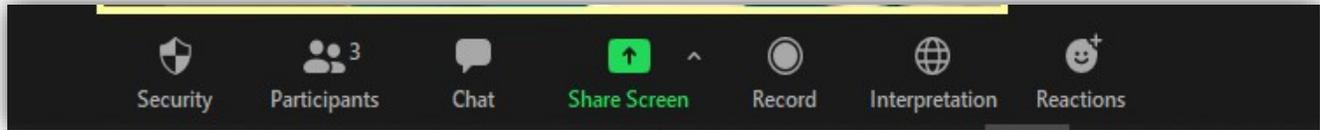


A meeting confirmation screen will appear.

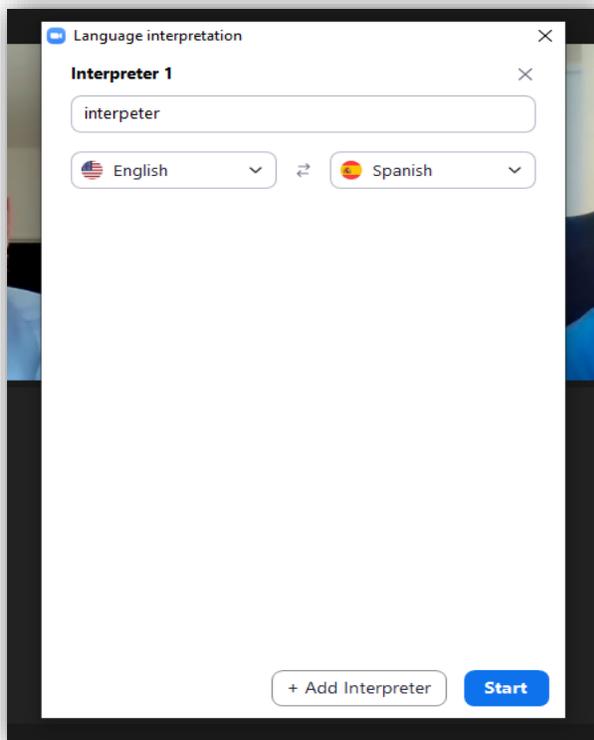
## MANAGING A MEETING WITH AN INTERPRETER: HOST CONTROLS

### Starting the Interpretation Feature

The host starts by turning on the interpretation feature in the meeting by clicking the “Interpretation” icon in the toolbar at the bottom of the meeting screen.



**Note:** The “Interpretation” icon will not appear in the toolbar if this feature was not enabled when the meeting was originally scheduled, or if the meeting was scheduled using a “Personal Meeting ID”.



*Starting the interpretation feature in the Zoom meeting*

A window will open for the host to confirm the interpreter and their language. If an interpreter is not already assigned during the setup of the meeting the host can use this menu to assign any member of the meeting the role of interpreter.

When ready, simply click “Start” to begin the interpretation session. This menu can be used at any time to start the interpreter feature, add additional interpreters, or stop the interpreter feature and bring everyone to one language channel.

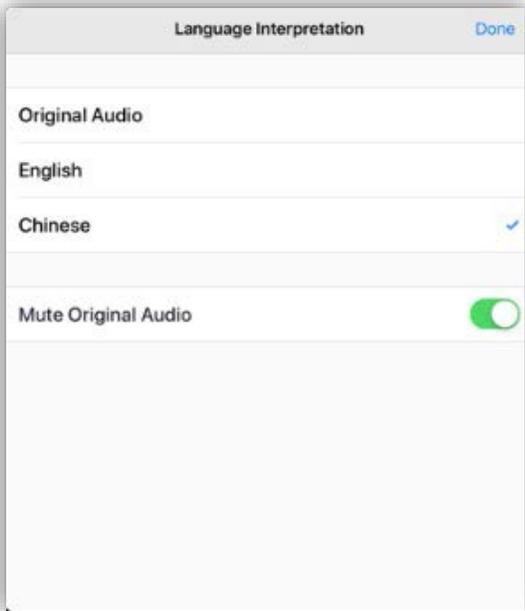
Once started, all meeting participants will get a notification that interpretation is now available, and they will see a globe in their respective toolbars.

At this point, they should be instructed to click on that icon and choose the language channel that corresponds to their needs.



*Interpretation Feature Enabled for Participants*

If an option is not chosen by the participant, they will hear parts from both channels but are likely to miss utterances in one language or the other. For this reason, it is recommended that all participants select a language.



On the English channel you will hear all utterances on the English channel which will include any time the interpreter is giving a rendition from the foreign language into English.

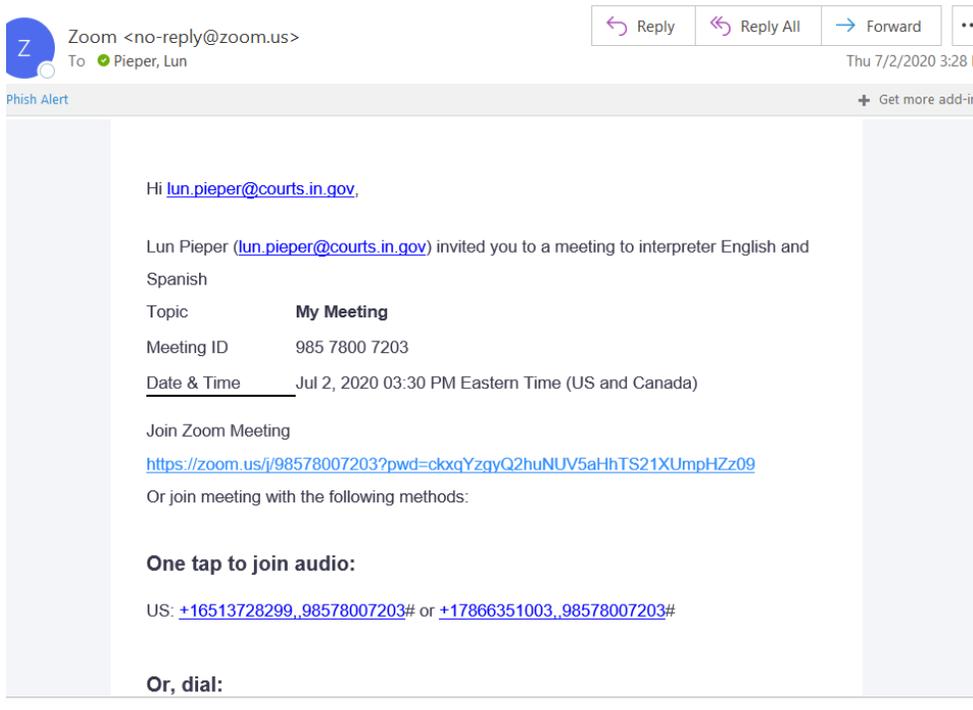
On the foreign language channel, you will hear all utterances made by anyone with an unmuted mic on the foreign language channel including any renditions from the interpreter into the foreign language and responses from the participant.

There is an option in the Language Interpretation menu to “Mute Original Audio”. The “Original Audio” refers to the audio signal from the other language channel. For example, when in the English channel, you may hear the foreign language at a lower volume and vice versa. **By selecting this option, you will only hear the utterances on the channel that you selected.**

## INTERPRETING AND INTERPRETER CONTROLS IN ZOOM

### Joining the Meeting as an Interpreter

Interpreters join the Zoom meeting by a link provided by the court.

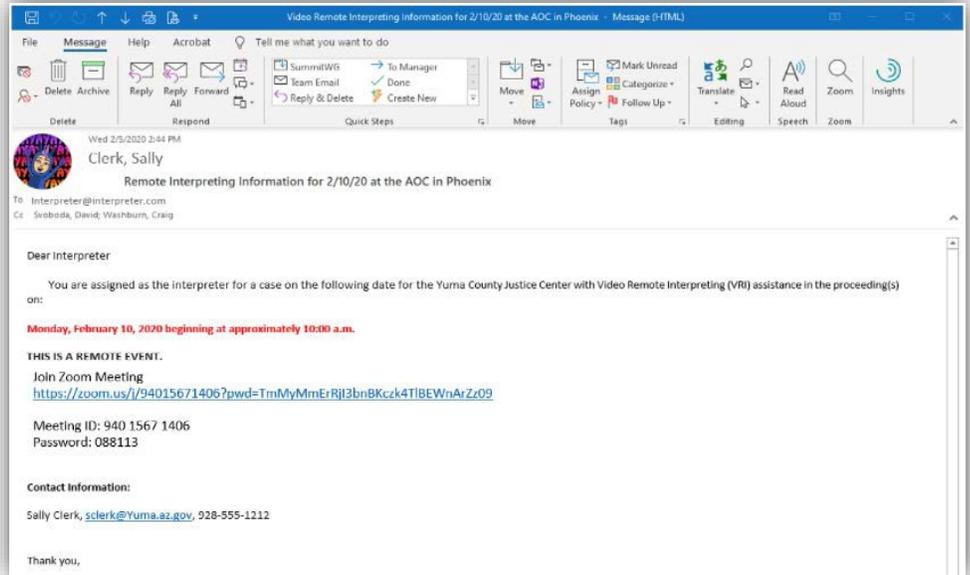


The court may choose to assign the interpreter when creating the meeting using the interpreter’s email address. The interpreter will receive a no-reply email from Zoom with link.

The court may also forward just the meeting link to the interpreter in a separate email customized with court-related information (below).

**Interpreters and participants do NOT have to have a paid license to join the court's meeting.**

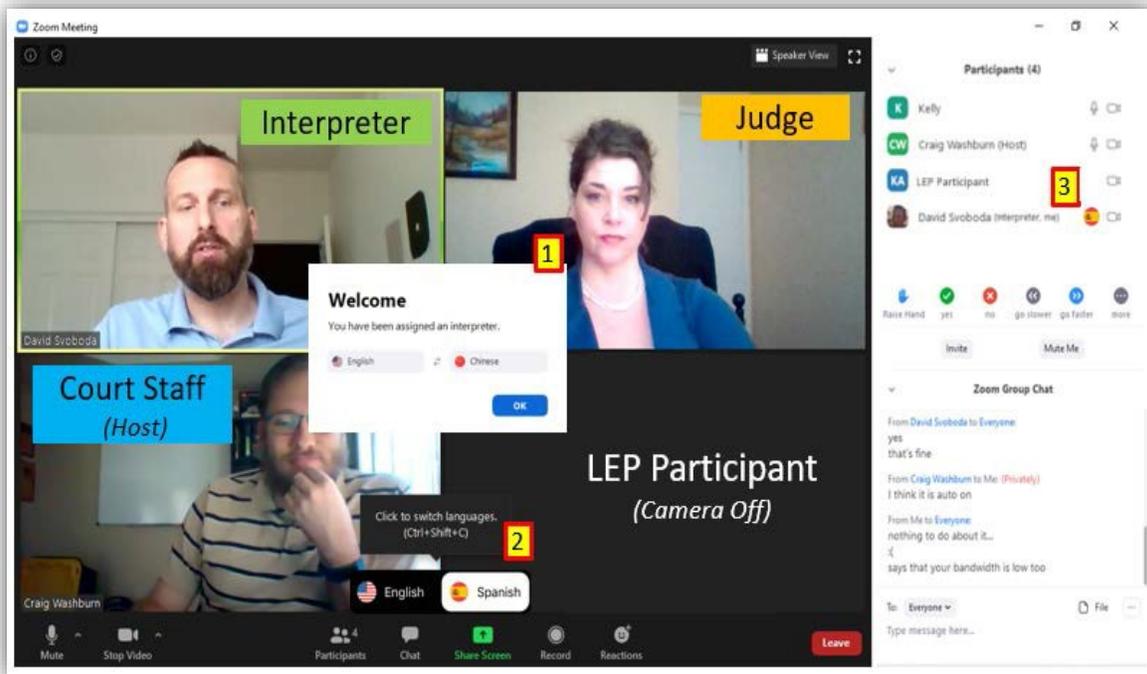
However, all participants must download the appropriate Zoom application for their computer or mobile device. Interpreters will be prompted to download the application upon clicking a Zoom meeting link for the first time. See the [Joining a Meeting](#) page for more information.



The image above is not necessarily representative of what the email from the court will look like.

### Zoom Interpretation Feature

The Zoom interpretation feature allows the interpreter to tune into the appropriate audio channel to provide simultaneous interpreting services for court events. Court staff serves as the host, activating the interpretation feature in the meeting and assigning the appropriate participant the role of interpreter. When you are designated as the interpreter you will see the following:



1. The message when a participant is assigned the interpreter role.
2. The toggle button used to hear and interpret in the English and the foreign language audio channels.
3. The audio channel indicator for each interpreter. These may appear as two-letter language codes rather than flags.

## How it Works

1. All the participants join the meeting using the link provided by the host.

**Tip!** You can change your name in the list of participants. Adding the words “[language] interpreter” after your name will help identify your role in the proceedings to others in the meeting. Just click the ellipsis (...) next to your name in the participant list.

2. The host (court staff) activates the Zoom interpretation feature. The Interpretation button appears in the task bar.



3. The host will assign the interpreter the interpreter role in the meeting. The interpreter will see a “Welcome” message.
4. LEP participants must click the “Interpretation” button in the toolbar and will be presented with the audio-channel options menu for English and the foreign language.

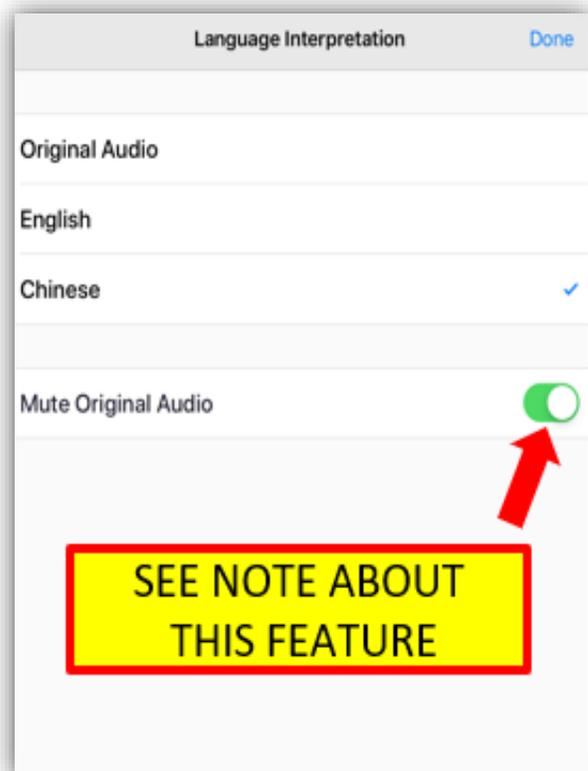


**Note:** It may be necessary to explain this to the LEP participants while still on the main English channel.

**Mute Original Audio Feature:** The “Original Audio” refers to the audio signal from the other language channel. For example, when in the English channel, you may hear the foreign language at a lower volume and vice versa.

Selecting “Mute Original Audio” mutes the other audio channel so you only hear the selected language.

If not selected, both channels remain active (audible). For example, the LEP participant in the Chinese channel may also hear the English channel at a slightly lower volume.



5. The interpreter checks with participants on the foreign language or English audio channel to make sure they can be heard, and then informs the court staff that they are ready to begin.



6. The proceeding begins, and the interpreter begins interpreting.

7. When needed, the interpreter switches back and forth between the two channels.

For example, when the LEP participant has a question or responds to a question from the court, the interpreter must select “English” to interpret into English, and then select “Chinese” (in the example on the left) to resume interpreting for the LEP participant.

**Note:** Interpreters should use a desktop or laptop computer to most effectively use the Zoom interpretation feature. Shortcut keys provide an efficient way to move between channels in fast-paced court hearings.

8. The proceeding ends and court staff ends the meeting.

## INTERPRETER RESOURCES AND BEST PRACTICES

Even the most qualified and skilled interpreters sometimes find remote interpreting challenging. However, with focused remote-interpreting practice and an investment of time, most interpreters can provide high-quality and seamless remote interpreting services to the Indiana judiciary. Here are some online resources some interpreters have found helpful:

### Remote Interpreting

[Expanding Your Toolbox: Using Zoom for Remote Simultaneous Interpreting](#) by The National Center for Interpretation (Vimeo)

[Zoom for Interpreters](#) by Dragoman Language Solutions (YouTube)

[Remote Interpreting in a COVID-19 World](#) by Remote Simul Interpreting (YouTube)

[VRI Training Modules for Interpreters](#) by The National Center for State Courts

[Intro to Remote Interpreting](#) by Interpretips (YouTube)

[Basic Protocols and Professional Etiquette in Remote Interpreting](#) by Interpretips (YouTube)

[Language Interpretation in Meetings and Webinars](#)

### Equipment

[Setting Yourself Up for Remote Interpreting](#) by Interpretips (YouTube)

[PC Headset Options for Remote Interpreting](#) (or [the Mac version](#)) by Remote Simul Interpreting (YouTube)