

Zoom Interpreting

Lessons Learned

Goals for Today



QUICK REVIEW

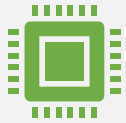


SHARE EXPERIENCES



ANSWER QUESTIONS

General Challenges



Zoom does not offer the same functionality across all devices or versions. This greatly impacts the management and success of the interpreter channel.



Yet, the court has no control over the devices, versions and Zoom know-how of participants.



Interpreters cannot solve issues seamlessly on their own. Any hiccup requires the intervention of the host.

In Person v. Zoom

IN PERSON	ZOOM
Defendant wears headset, or interpreter must be in proximity	No headset, defendant listens from a device, must select language channel
Usually one interpreter	Two interpreters (of record/backup)
No easy access to private communication with court or the parties	Interpreter can use private Chat
Defendant can see/hear everyone, in both English and Spanish. Who is speaking is obvious.	Defendant can only hear one language and one voice: Interpreter's

In Person v. Zoom

IN PERSON	ZOOM
Attorney and client can confer easily	Breakout room or phone call are needed
Groups as large as headphones will allow	Groups as large as physical distancing and sound from screen will allow
Interpreters can switch places unobtrusively	Host must manage any changes
No pauses between speakers needed	Sound lag/overlap when toggling between languages cause interpreter audio to break up

To keep in mind

IN ZOOM INTEPRETING

Device	Host	Listen	Interpret
Computer	YES	YES	YES
Browser	NO	NO	NO
Tablet	NO	YES	YES
Phone (App)	NO	YES	YES
Phone (Dial in)	NO	NO	NO

Device, app version and type of connection all make a difference

MICROPHONES MATTER



Interpreter Microphones



Jail Microphones



Counsel, USPOs, Released Defendants

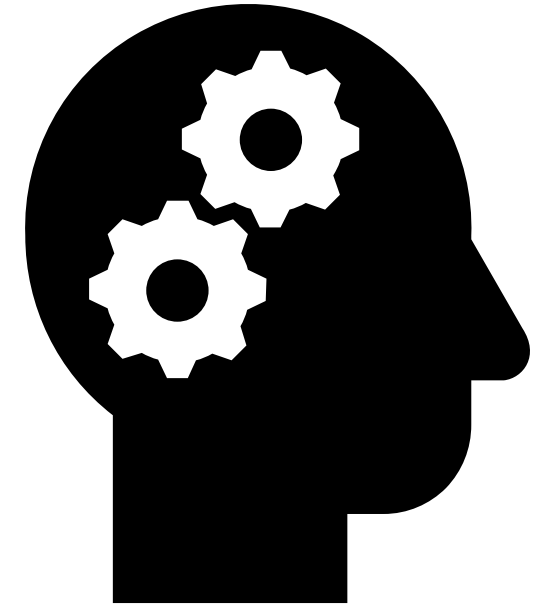


The use of any external microphone makes a huge difference!

THE LANGUAGE CHANNEL MATTERS

ALWAYS SELECT A LANGUAGE CHANNEL.

**AND IF A BREAKOUT ROOM IS CREATED,
EVERYONE MUST SELECT LANGUAGE CHANNEL
AGAIN (EVEN THOSE WHO DID NOT JOIN THE
BREAKOUT ROOM).**



Muting or Unmuting Original Sound

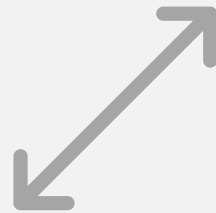
Mute original: The court only wants to hear the interpreter's interpretation and does not want to hear the Spanish speaker.

Unmute original: The court wants to hear the Spanish response, before it gets translated into English.

When original
is unmuted (to
hear the
Spanish
speaker):




English participants must mute their microphones (or avoid making any noise) to prevent Zoom from detecting them and reducing the volume of the Spanish channel.



(If any sound is made in the English channel while unmuted, Zoom will, by default, reduce the volume of the Spanish channel to 20-25% of its original level)

What if we don't have the
ideal set-up?





There isn't a right way or a wrong way to go about it. The best approach will depend on the preferences of the court and what is possible, given the technology available.

- Would the court like to hear the original answers in Spanish?
 - Does the court prefer the simultaneous over the consecutive mode, or vice versa?
 - Are defendants/mat wits appearing from a detention center? Are they released?
 - How many telephone lines do they have access to? Only one? Will they call over the app, or connect with the interpreter over a “regular” telephone call?
-

We can use the Zoom app in combination with a telephone call (either regular call or via the app), when the Spanish speaker:



Is not connecting using a computer/laptop/iPad, or,



Doesn't have access to the most updated version of the Zoom app, supportive of simultaneous language interpretation, or



Hasn't downloaded the app and created a Zoom account, and is accessing the meeting through a browser, or



Only has access to a telephone line

Lessons Learned



Hosts can't control everything, but there are solutions for almost every scenario. Adaptability and teamwork are key.



We are limited by the technology, equipment and know-how of the participants



Be ready to combine telephonic/VTC/Zoom solutions in one hearing



May need to switch from Simultaneous to Consecutive



Backup interpreter is best practice (video/audio muted)



Waiting room is a good solution to manage excessive background noise during reading of complaints over Zoom



Waiting Room Screen Saver is excellent way to remind everyone of proper protocol

Zoom
interpretation

QUESTIONS OR EXPERIENCES YOU
WOULD LIKE TO SHARE?

It's nice to work from home, but
remember to take care of your
hearing:

[https://www.youtube.com/watch?
v=GHiwXdaXHKE](https://www.youtube.com/watch?v=GHiwXdaXHKE)