

# Zoom Interpretation

## DETAILED GUIDELINES FOR LIMITED ENGLISH PROFICIENCY PARTICIPANTS



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### Before Your Hearing

- You will receive an email from the Court inviting you to join a Zoom meeting. This will be where the online proceeding will take place and where you will appear virtually. This email will contain:
  - the Zoom access link that you can click at the time your proceeding is scheduled to begin;
  - the Meeting ID and phone number in case you must join by telephone; and
  - the exact time and date of the proceeding.

### The Day of Your Hearing

- Find a quiet place where you can sit for the entire duration of the hearing.
- Use a headset with noise-cancelling headphones if they are available to you. If not, you may use your computer's audio function.
- Keep your microphone on Mute whenever you are not speaking. To do this, click the microphone icon found in the bottom left corner of your Zoom navigation menu, which is located across the bottom of the Zoom window.
- Dress in court-appropriate attire.

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### Joining the Zoom Call

- If you are connecting by video using your computer's webcam, click the Meeting URL in your invitation email.
  - Please enter your full name as your display name.
  - Select that you would like to connect with audio and video. Then, click "Join."
  - Your screen will say "Wait for the host to let you in." This means that you are in the right place. This is the virtual waiting room.
- If you are connecting by telephone, dial the phone number provided in your invitation email.
  - As soon as you hear someone speaking, enter the Meeting ID number in your invitation email and press #.
  - When you hear someone speaking again, press # again.
  - You will then be on the Zoom call. If it is silent, you are in the waiting room and the Court will admit you when it is time for you to testify. Please remain on the line.
  - When you are admitted into the hearing, you will receive an automated message stating that your audio is muted. You will then be instructed by the Court to unmute by pressing \*6.

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### Working with Your Language Interpreter

- When proceedings begin, the interpreter may briefly interpret for you in your language to ensure that you can hear and understand each other.
- The Court or your attorney may ask you preliminary questions, which will be interpreted for you. The interpreter will also interpret your answers into English.
- Zoom has a feature called the Zoom Interpretation Function (ZIF), which allows your interpreter to provide simultaneous interpretation--that is, interpretation at the same time that any participant is speaking. Court staff will have explained how to access this function sometime prior to your hearing. The interpreter will also instruct you to select your language channel.

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- Once the ZIF is activated, depending on what device you are using, click on the following:
  - Computer: Globe icon at the bottom right of your screen.
  - Phone App: 3 dots on the bottom right.
    - **Note:** Dialing into the proceeding via telephone not using the app will not allow the ZIF to be used.
  - Tablet: 3 dots on the top right.
- Select your language. The interpreter will join you on the same channel to interpret simultaneously.
- The interpreter may instruct you to click on "Mute Original Audio" in order for the Court to hear only the interpretation. The interpreter will still hear you.
- If you have a question for the Court while you are in your language channel, raise your hand to get the Judge's attention and ask your question. The interpreter will interpret your question for the Court and interpret the answer for you.

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- The interpreter may ask you to switch back to the English language channel if the Judge has additional questions or wants to hear your testimony.

### Breakout Rooms

- During the proceeding, if you would like to speak to your attorney confidentially, you will be placed into a virtual breakout room on Zoom with the Court's permission. With your permission and permission from the Court, your interpreter may be present in this breakout room to facilitate the conversation.
- To use breakout rooms, the Court will invite you to join one.
  - Using your computer or phone/tablet app, a popup will appear and you will click "join" or "Join Breakout Room."
  - Dialing in on your phone, there is no need to do anything. You will automatically be placed in the room.

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- When you are finished in the breakout room, you must leave the room and rejoin the main Zoom call.
    - Using your computer, click the red box that says "Leave" in the right-hand corner of your Zoom window.
    - Dialing in on your phone, press # on your dial pad.

### Team Interpretation

- Depending on the length of your hearing, you may be assigned two interpreters. These interpreters will switch periodically to interpret for you. The interpreters will do this themselves and no further action is required on your part.

### Multiple Languages

- Your hearing may involve interpreters of multiple languages. If you are called to testify, your language channel will be disabled. You will speak in the English language channel and your interpreter(s) will interpret consecutively.
- After your testimony concludes, your language channel will be enabled again. Click on your language channel to resume simultaneous interpretation.

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### Troubleshooting

- If you lose internet connection, you can dial in by phone at the number provided in your Zoom invitation email.
  - The ZIF is not available for participants dialing in by phone, but the interpreter can still interpret for you consecutively. Make sure to have a phone nearby during your proceeding in case you have to dial in at any point.
- If you cannot connect to your foreign language channel, the Court will disable ZIF entirely and proceed through the hearing without it. At that point, your interpreter would interpret for you consecutively.
  - If this happens and consecutive interpretation is untenable, the Court may contact you via telephone and the interpreter will interpret simultaneously while your Zoom video remains on.
- If you experience problems with computer audio, raise your hand or say aloud to the Court that you cannot hear what people are saying.

**For further assistance, please contact courtroom staff and/or attorney via telephone.**