



# Language Interpretation in Zoom

Presented by: Zach Commons (He/Him/His)

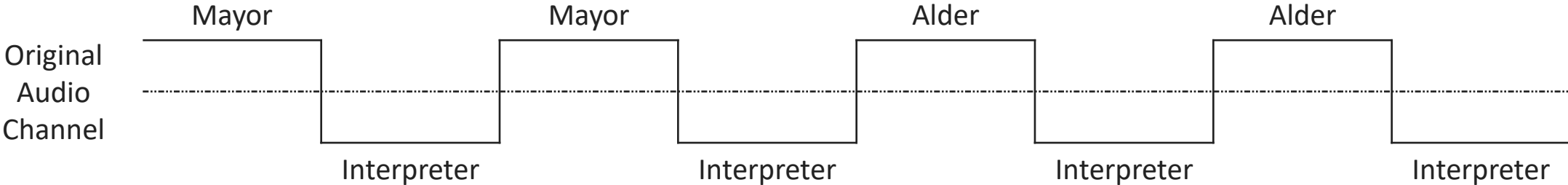
Tanya Anderson (She/Her/Hers)

# Learning Objectives

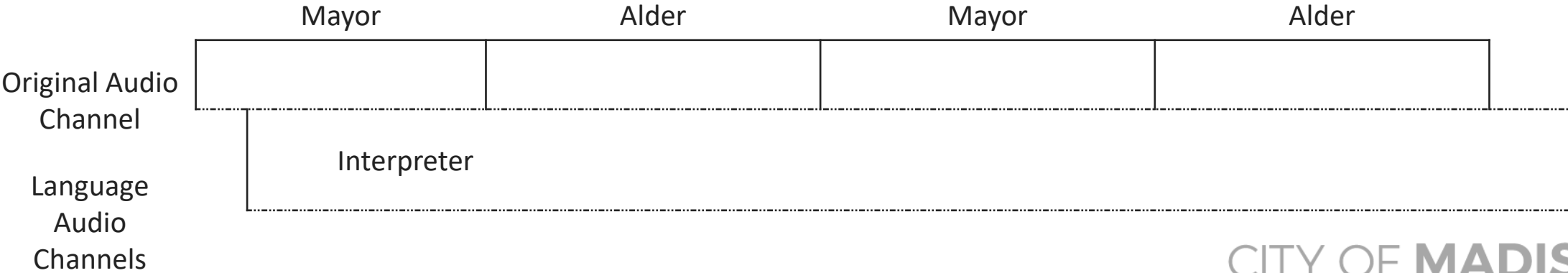
- The difference between simultaneous and consecutive language interpretation
- Understand the Zoom interpretation feature and its limitations
- Know the setup and steps to successfully facilitate simultaneous interpretation for meetings and webinars in Zoom

# Definitions

- **Consecutive interpretation** means the speaker pauses after every few sentences and allows the interpreter to translate.

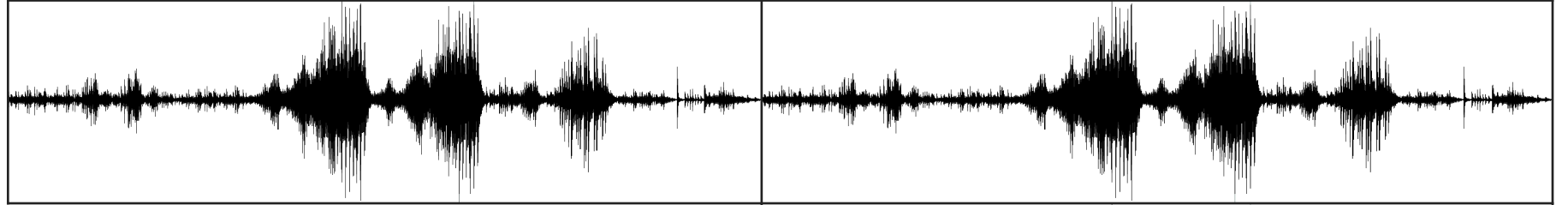


- **Simultaneous interpretation** means the interpreter translates while the speaker is talking.

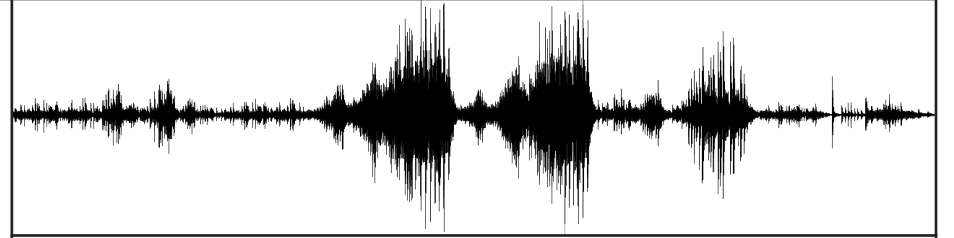


# Simultaneous Interpretation Feature

Original Audio



English Audio Channel



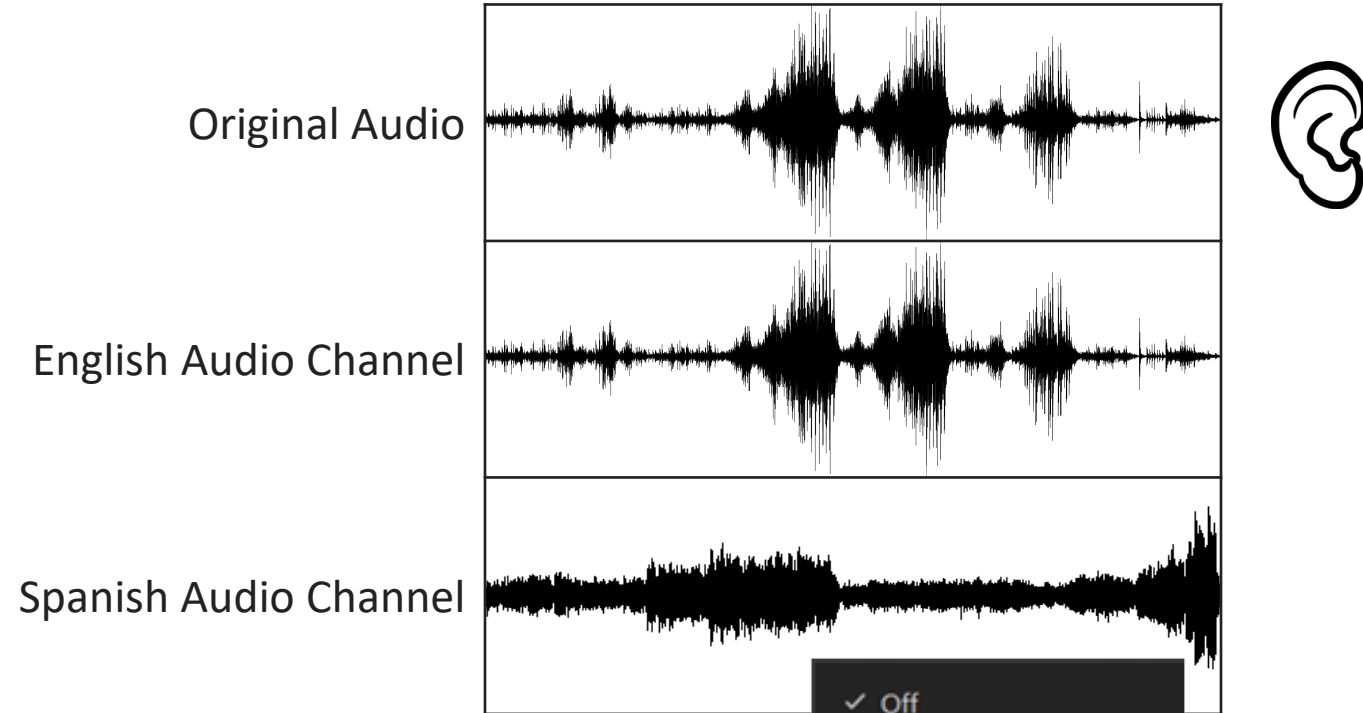
Spanish Audio Channel



# How does simultaneous interpretation work in Zoom?

- Interpreters are assigned two languages to interpret between in Zoom.
- Participants **must** select an audio channel other than the original audio channel.
- Interpreters audio can be heard in the audio channel they select.
- Participants can be heard in the original audio channel or in the background of an interpretation channel.
- If an interpreter is not speaking into an audio channel, only the original audio will be heard.

# No Channel Selected




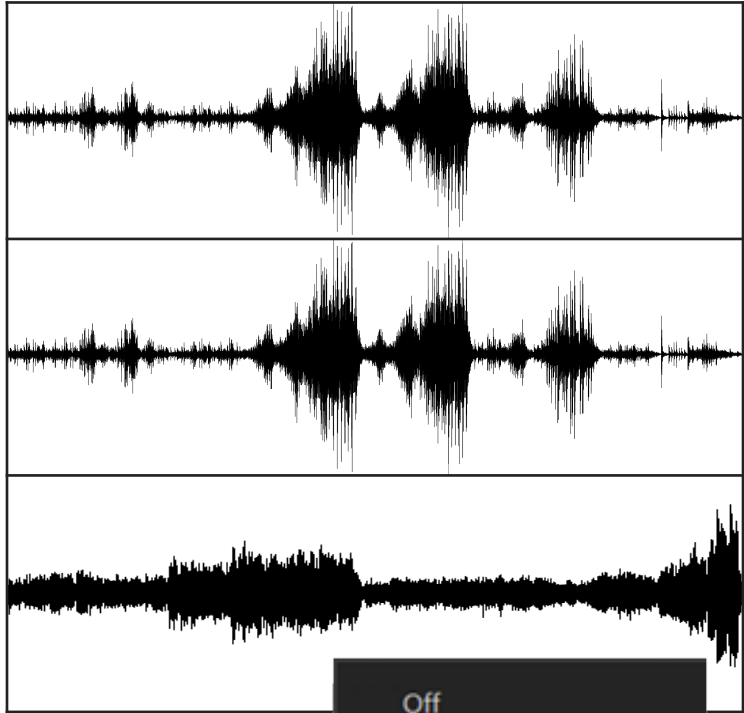
- ✓ Off
- EN English
- ES Spanish
- Mute Original Audio

# Select Spanish Channel

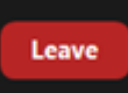
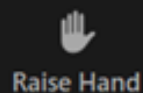
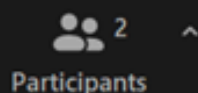
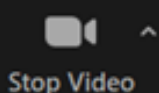
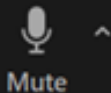
Original Audio

English Audio Channel

Spanish Audio Channel



- Off
- EN English
- ✓ ES Spanish
- Mute Original Audio


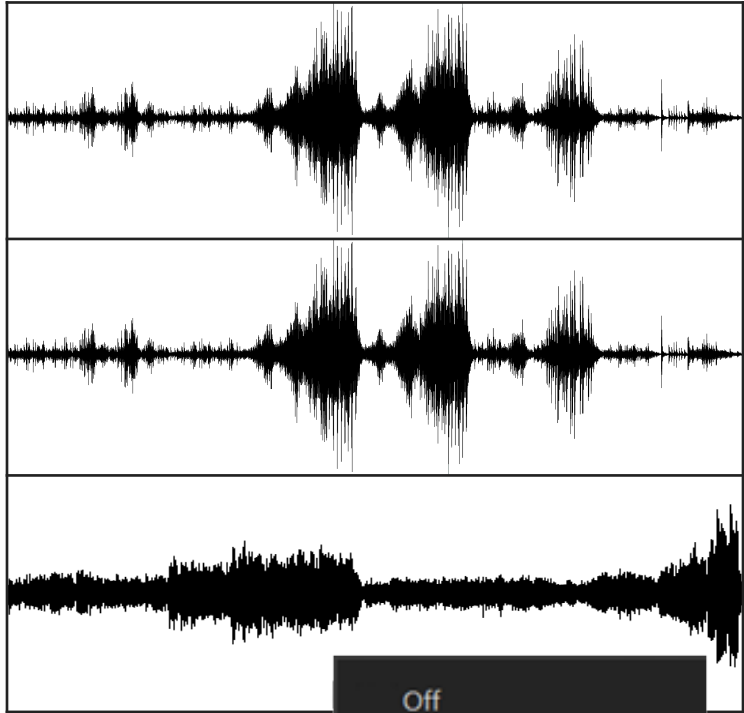


# Select English Channel

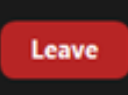
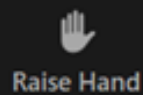
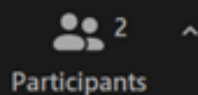
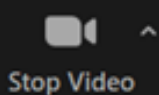
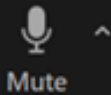
Original Audio

English Audio Channel

Spanish Audio Channel



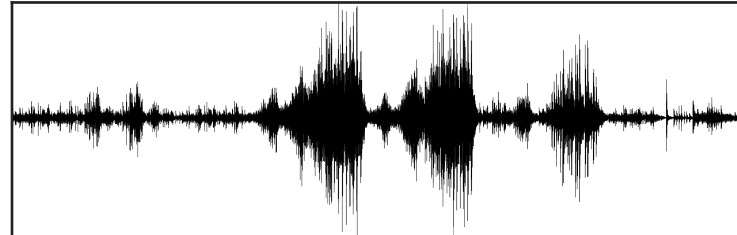
Off  
✓ EN English  
ES Spanish  
Mute Original Audio



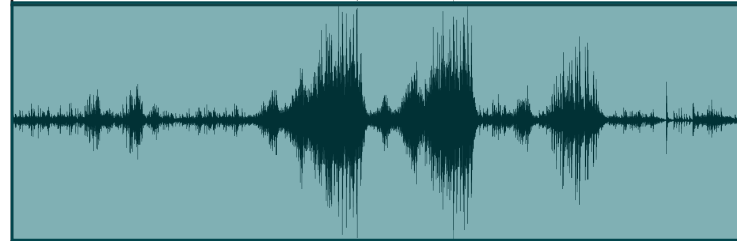


# Interpreter Selects English Channel

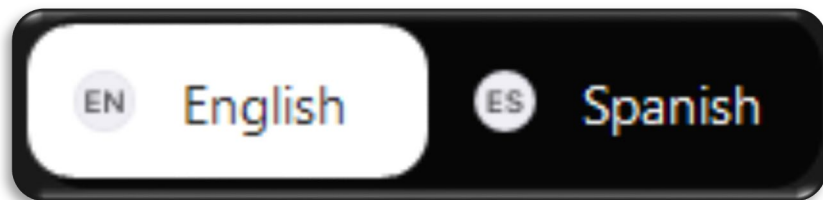
Original Audio



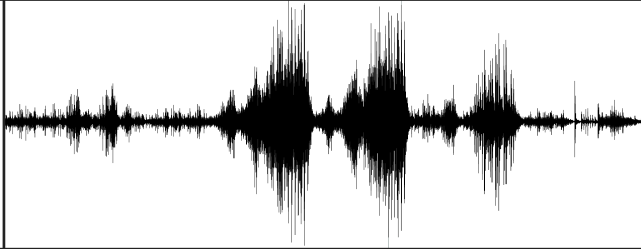
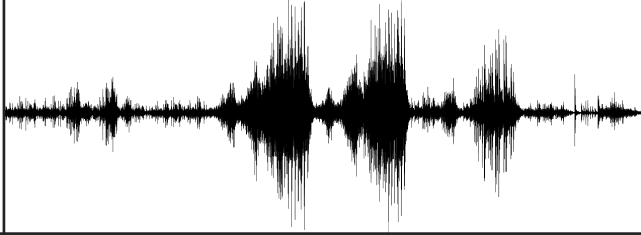

English Audio Channel



Spanish Audio Channel



# Simultaneous Interpretation Feature

Original Audio	Everyone except Interpreters		Everyone that hasn't picked an interpretation channel The recording (can't change) The Interpreters (default)
English Audio Channel	Interpreters with English selected		Everyone that picked English interpretation channel
Spanish Audio Channel	Interpreters with Spanish selected		Everyone that picked Spanish interpretation channel

# Summary

	Consecutive	Simultaneous
<b>Zoom interpretation feature</b>	No	Yes
<b>IT assistance</b>	Optional	Optional (requires the host has additional technical skills)
<b>Setup required before meeting</b>	No	Yes (enable interpretation feature before meeting starts)
<b>Participant action required</b>	No	Yes (select audio channel)
<b>Host action required</b>	Yes	Yes
<b>Interpretation recorded</b>	Yes	No

# Technical Requirements

- Staff
  - Only Zoom Host can initiate and manage
  - Must use desktop client
  - Familiarity with Zoom, this feature, and how to troubleshoot potential problems
  - This staff person should not do double duty as another role
- Participants
  - Only available in Zoom space, with computer audio – no phone, no stream
  - Clear instructions at beginning – they need to know enough to be able to select an audio channel, instructions should be given in all languages before feature turned on
  - Do not “mute original audio” (if their desired language is spoken by someone other than an interpreter, they would no longer hear it)

# Simultaneous Limitations

- Make sure EVERYONE selects an audio channel other than the original, even if they hear their desired language with interpretation off, in order to hear interpreters.
- Any written Q&A or chat will need a Moderator reading the questions in the primary language. This may require interpretation of questions from other languages.
- The Zoom interpretation feature is not available for:
  - Phone-in participants
  - Breakout rooms
  - Streaming
  - Broadcast
- The feature must be enabled **before** the meeting starts.
- No instant meetings or personal ID meetings.
- Only the Host can initiate and manage the feature.
- Difficult for Interpreters to listen to another language channel.
- **Recordings will only pickup the original audio channel.**

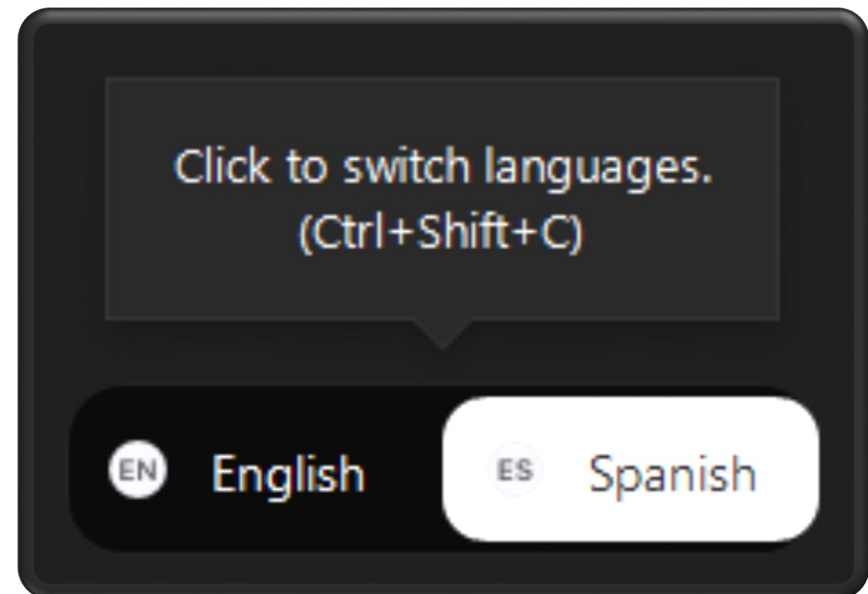
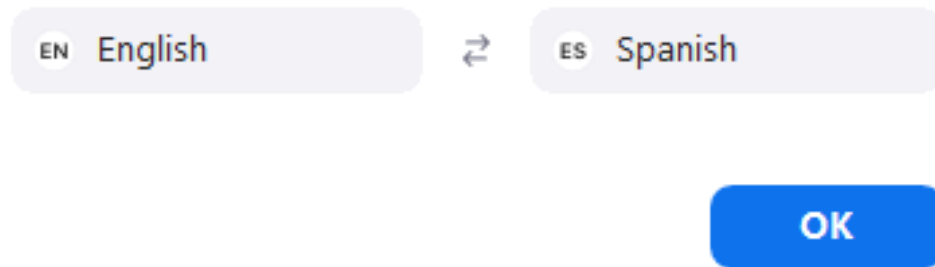
# Interpreter Requirements

- Simultaneous interpretation is a different skill set, that is much more difficult and tiring. Typically 15-30 minutes between switching off.
- Make sure Language Access Plan knows this is what you're needing. Not all interpreters are comfortable with it.
- You will likely need multiple interpreters of a single language so they can trade off interpretation.
- Interpreters need to use the desktop client.
- There is no Relay channel, so multiple Interpreters of a single language need another way to communicate with each other.

# How does this work for the Interpreter?

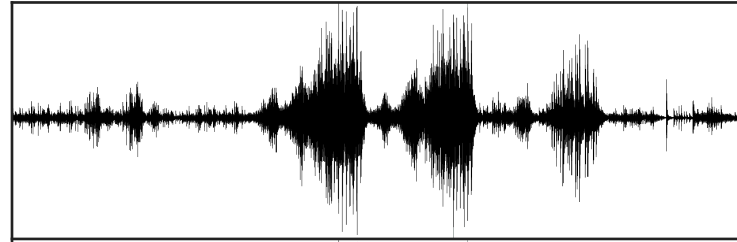
## Welcome

You have been assigned an interpreter.

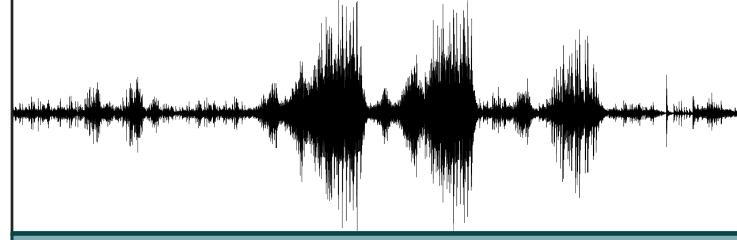


# Select Spanish Channel

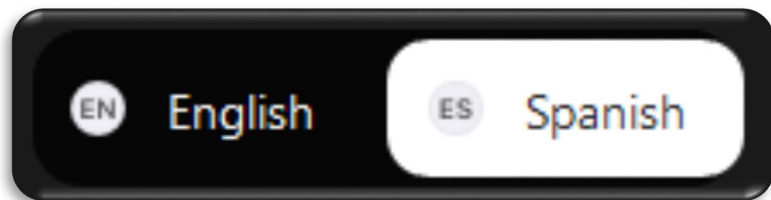
Original Audio



English Audio Channel



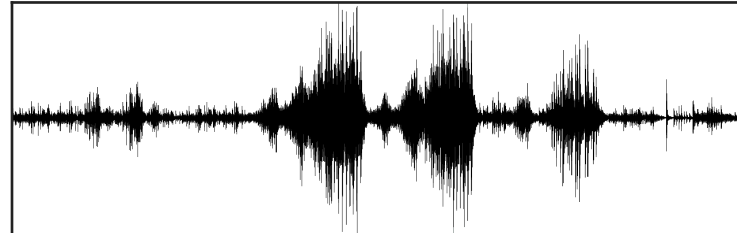
Spanish Audio Channel



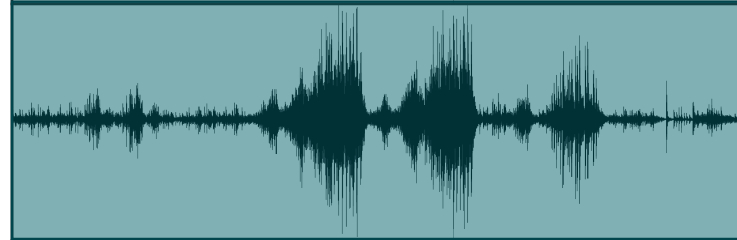


# Select English Channel

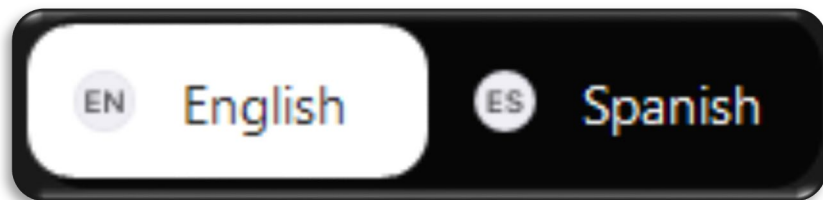
Original Audio



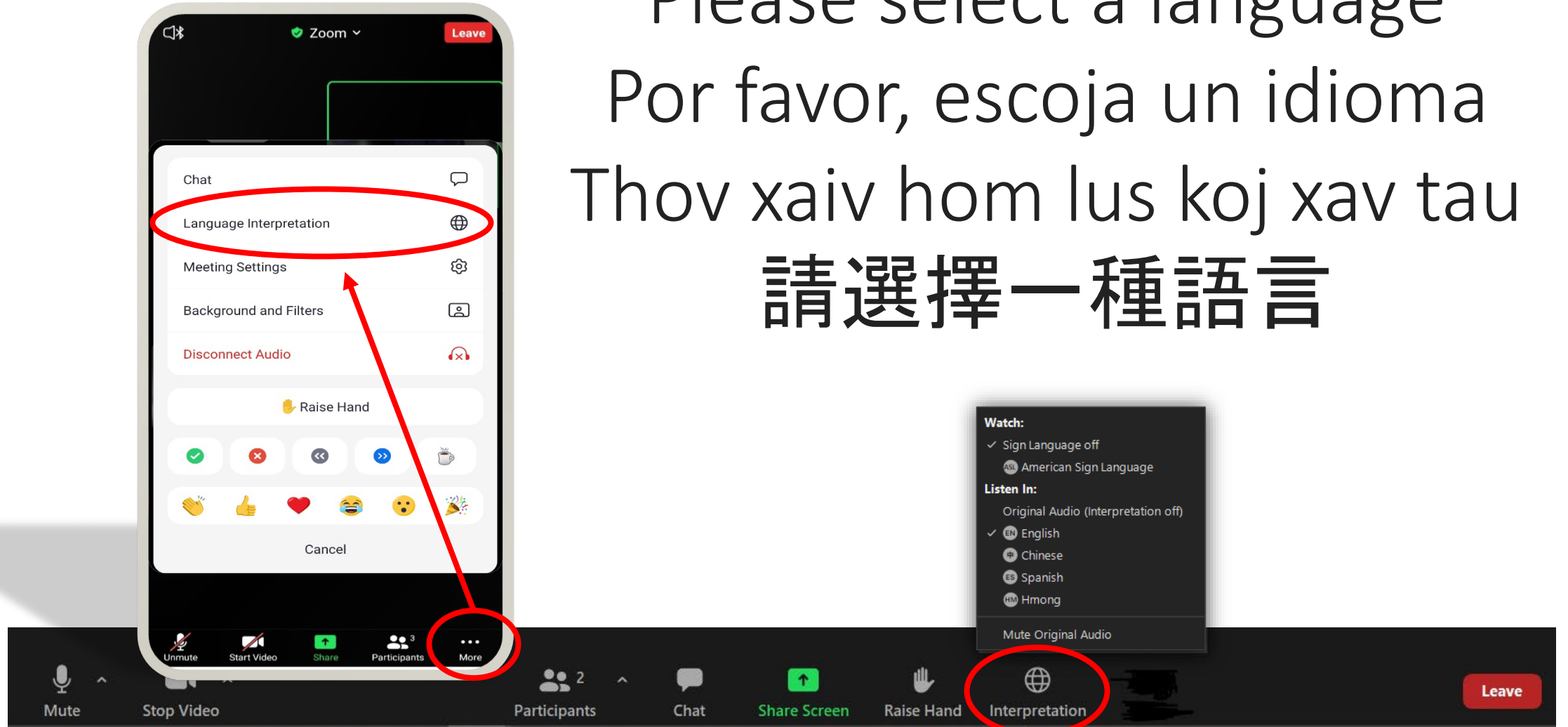
English Audio Channel



Spanish Audio Channel



Please select a language  
Por favor, escoja un idioma  
Thov xaiiv hom lus koj xav tau  
請選擇一種語言



# Demo

## **Participant Experience**

- See what the experience will be like for your participants.
- We'll also take some questions from you so you can see how it works with different speakers.

## **Host Experience**

- Now we'll show you what it's like as the Host.
  - Turn it on
  - Assign Interpreters
  - Check status of Interpreters

# Step by Step

- Take this training!
- Request Interpreter(s) from LAP.
- Make sure Language Interpretation is turned on in Profile Settings.
- Schedule Meeting with
- Come back to edit whe
- Start Meeting
- Play instructi
- Turn on featu
- Verify different channe

The screenshot displays the Zoom Profile Settings interface for Language Interpretation. At the top, the title "Language Interpretation" is followed by a blue toggle switch that is turned on. Below this, a descriptive text reads: "Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during". A checkbox labeled "Enable language interpretation" is checked. Below the checkbox, there is a list of interpreters. The first entry shows an email address "john@company.com", a dropdown menu set to "English", a bidirectional arrow icon, another dropdown menu set to "Language", and a close button "X". Below this list is a blue link that says "+ Add Language Interpreter". At the bottom of the visible list, the words "Spanish", "Korean", and "Hmong" are visible, each followed by a close button "X".

# Visual Languages

- Basically the same steps.
- Request Interpreter(s) from LAP.
- Make sure Language Interpretation is turned on in Profile Settings.
- Schedule Meeting with
- Come back to edit whe
- Start Meeting
- Turn on feat
- Watch in se

The image shows two overlapping screenshots from the Zoom interface. The background screenshot is the 'Sign Language interpretation view' settings page, which has a toggle switch turned on. The text on this page reads: 'Sign Language interpretation view' followed by 'Allow host to assign participants as sign language interpreters who can interpret one language into sign language in real-time. Host can assign interpreters when scheduling or during the meeting.' Below this, there are two sections for adding interpreters. The first section is titled 'Interpretation' and has a checked box for 'Enable language interpretation'. It shows a list with one entry: 'john@company.com' with a dropdown menu set to 'English'. Below this is a '+ Add Language Interpreter' button. The second section has a checked box for 'Select sign language interpretation video channels below. You can assign interpreters at any time.' It shows a list with one entry: 'john@company.com' with a dropdown menu set to 'American Sign Language'. Below this is a '+ Add Sign Language Interpreter' button. The foreground screenshot is partially obscured and shows a list of languages including 'Russian' and 'Brazilian'.



Questions?