

## WORKING WITH AN INTERPRETER DURING A ZOOM HEARING

### BEFORE THE HEARING

#### Instructions to Limited English Proficient Court Users

- You will receive an email inviting you to a Zoom meeting. The Zoom meeting will be your remote court hearing. That email will contain a link to access your Zoom hearing or a teleconference number and Meeting ID, as well as the time and date of the hearing.

#### Day of Your Hearing

- Find a quiet place and please do not walk or move around during the hearing.
- Use a headset with a noise-canceling microphone, if available.
- Please keep your microphone on mute when you are not speaking. To do this, select the microphone icon on the bottom left-hand corner of your Zoom navigation menu.
- Dress in court-appropriate attire.

#### How to Join the Hearing

- If connecting by video, click the Meeting URL under “Join Zoom Meeting” in the email.
  - Please enter your full name as your display name. ○ Select that you would like to connect with audio and video. Then, select Join.
  - Your screen will say, “Wait for the host to let you in.” This means you are in the right place. This is the waiting room. Some hearings take longer than planned, causing the host to start other hearings late.
- If connecting by telephone, dial the telephone number provided in your invitation.
  - As soon as you hear someone speaking, enter the meeting ID number and then press #.
  - When you hear someone speaking again, hit #.
  - You will then be in the hearing. If it is silent or if music is playing, you are in the waiting room and the court will admit you once your case is called.
  - You will receive an automated message notifying you that your audio is muted. You will be instructed to select “Unmute” or \*6 to unmute.

#### How to Work with a Court-Appointed Interpreter:

- At the beginning of the hearing, the interpreter may briefly speak with you in your language to make sure he or she can hear and understand you.
- The judicial officer or your attorney may ask you preliminary questions and the interpreter will interpret them for you. The interpreter will also interpret your answers into English.

- Zoom provides an Interpretation function, which allows an interpreter to provide simultaneous interpretation. The interpreter will explain to you how to access the Interpretation function before it is activated by the court. The interpreter will also instruct you to select your language channel.
- Once the Interpretation function is activated, depending on what device you are using, click on the following to access your language channel:
  - Computer – Click on the globe on the bottom right. 
  - Phone APP – Click on the 3 dots found on the bottom right side.  then on “Language Interpretation”
  - Tablet - Click on the 3 dots found on the top right side.  then on “Language Interpretation”
  - Dial-in by Phone – Interpretation function not available, but the interpreter can still interpret for you over the phone.
- Select your language channel. The interpreter will join you on the same channel to interpret simultaneously for you.
- The interpreter may ask you to switch to the English language channel. This is so the Court can hear you if you have questions or wish to provide testimony. Breakout Rooms
- During the hearing, if you would like to speak to your attorney confidentially, you will be placed into a Breakout Room once the judicial officer gives permission.
- The host will invite you to join the Breakout Room.
  - If on video, select Join or Join Breakout Room.
  - If on the phone, there is no need to do anything, as you will be moved to the breakout room automatically.
- When finished in the breakout room, you must leave it to rejoin the main hearing.
  - If on video, to leave the breakout room, select the red box that says, “Leave” in the right-hand corner of your screen. You will be prompted to click on “Leave the Breakout Room”
  - If on the phone, to leave the breakout room, hit # on your key pad.
  - After leaving a breakout room, participants may need to re-select their language for the language interpretation function to work again. If not prompted to do so,

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open the “More” option under the three dots (...). This option may be at the top or bottom of the screen depending on the device. Then, select “Language Interpretation” and then your language.

Troubleshooting:

- If you lose the Internet connection, you can dial in by telephone using the number provided in the Zoom initiation. The Interpretation function is not available to participants if they dial-in, but the interpreter can still interpret in the consecutive mode. Make sure to have a phone available to call, in case you lose the Internet connection.
- If you cannot connect to the foreign language channel, the host will disable the Interpretation function entirely and proceed with the hearing without it. The interpreter will interpret for you in the consecutive mode.
- If you have problems with the computer audio, use the “chat” feature in Zoom to send a message to the interpreter to alert the participants that you cannot hear.