

# Zoom Language Interpretation Function FAQs

## For Hosts/Judicial Officers and Court Staff

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**1. Question:** When scheduling remote Zoom hearings that involve Limited English Proficient (LEP) individuals should the court always enable the language interpretation function?

**Answer:** Yes. It is recommended that the Language Interpretation function be enabled for all Zoom hearings that involve a Limited English Proficient (LEP) individual so the interpreter contracted for the hearing can interpret simultaneously if needed. So, make sure that box is checked before saving each meeting. Please see my training video for step by step instructions.

**2. Question 2:** Do hosts have to systematically start the function during every hearing?

**Answer:** No. The host should only start the function if it is anticipated that the hearing will involve lengthy speeches in English, for example, for a motion or a trial with expert witness testimony, or if the interpreter requests it. The host should not start the function at all if the hearing will consist primarily of questions and answers between the Court and the LEP, in which case the interpreter will join the meeting as a regular participant and interpret in the consecutive mode.

**3. Question:** Can participants use the function if it was not enabled in advance?

**Answer:** No. The function must be enabled in advance-- at the time of scheduling the Zoom meeting.

**4. Question:** The meeting started. The interpreter needs to interpret in the simultaneous mode but the language interpretation function that makes it possible is not available. What can we do?

**Answer:** This is happening because the function was not enabled in advance. There are several options. The host can try to edit the settings of the meeting. However, if it does not work the court may need to re-schedule the hearing. Announce you are experiencing technical difficulties and ask **all** participants to join the same meeting again in a few minutes. End the meeting. Open your ZOOM account page and select **Meetings, Upcoming**, place the cursor over or select the meeting you need to edit, and click **Edit**. Find the **Enable Language Interpretation** box near the bottom and check it. Add the interpreter's email and **Save** the meeting. Then, go back to the list of your upcoming meetings and start the same meeting again. Please see my video for more detailed information.

**5. Question:** Can I go in and edit all my meetings? I want to make sure the function is enabled for all hearing that will require a spoken language interpreter.

**Answer:** Yes. Meetings can be edited at any time before they start. If edited while running, a meeting's settings will only update if the meeting is ended and then restarted. See above #4.

**6. Question:** Should instructions on how to use the function be provided in advance?

**Answer:** Yes. Email the LEP litigant the Reference Guide for LEPs (available in English and Spanish) and if needed, staff may use a telephonic interpreter to provide instructions before the hearing.