



## Remote Simultaneous Interpretation for Remote Hearings

**What remote hearing tools does the Minnesota Judicial Branch (MJB) use when providing remote court**

MJB uses several tools, all of which can support some form of court interpretation:

- Zoom—Consecutive *and* simultaneous interpretation
- Telephone—Consecutive interpretation
- ITV—Consecutive interpretation
- WebEx—Consecutive interpretation
- Cisco VMR—Consecutive interpretation

**Zoom is the only tool MJB uses for simultaneous interpretation. How does it work?**

Zoom has separate audio channels for the interpreter and the person with limited English proficiency to use during the interpretation. The interpreter toggles back and forth between one channel to speak to the court and another to speak with the non-English speaker.

**How do I join a hearing in Zoom where simultaneous interpretation will be provided ?**

Interpreters and those for whom interpretation will be provided *must* join the hearing through a web browser on a desktop computer, laptop computer, or smartphone. Joining by ITV, by telephone, or using a Chromebook does not work as you won't be able to access the language channels.

**How do interpreters let others in the hearing know their role?**

After joining the hearing, interpreters add “interpreter” to their name in the participant list with Zoom’s rename function.

**What happens if an interpreter or someone requiring interpretation services joins the Zoom hearing by telephone?**

The interpretation would be done consecutively, since there’s no way for those on the telephone to join the language channels that support it being done simultaneously. Parties and participants *can* use web browsers on their smartphones to join the hearing though.

**Is simultaneous interpretation possible if an interpreter or person requiring interpretation uses ITV to join a Zoom hearing?**

No, because there’s no way for them to choose a language channel. The interpretation will be provided consecutively instead.



**I'm in a language channel. Why can't I hear anything?**

Make sure you've chosen the correct language channel:

1. Parties and participants in the hearing who don't need interpretation services select the English language channel to communicate with one another.
2. Interpreters:
  - a. To communicate with the person who requested interpretation, choose the target language channel or choose "Spanish" if the needed language isn't listed.
  - b. To communicate with the Court, choose the English language channel.
3. Those with limited English proficiency choose the target language channel or choose "Spanish" if the needed language isn't listed.

**The court said the interpretation was started, but I don't see the, "You're assigned an interpreter" pop up. Now what?**

Tell the court . You may be asked to leave the hearing, then rejoin it. This causes Zoom to update automatically, a likely fix for the issue.

**Why does it say, "You're assigned an interpreter" instead of "You're assigned as an interpreter?"**

A bit of inelegant coding on Zoom's part causes this. The interpreter sees this message, but it doesn't affect the functionality.

**How do attorneys and their clients who require interpretation have a privileged conversation?**

The host moves the attorney, client, and interpreter into a breakout room for the conversation. No one else will be able to hear what's said. You'll use consecutive interpretation in the breakout room as the language channels won't be available until you leave it.