

## **To Counsel and Stakeholders working with Clients of Limited English Proficiency:**

Virtual hearings at the Second Judicial District Court use Zoom's simultaneous interpretation feature whenever possible. If an interpreter is needed for ANYONE, please make sure to follow these tips:

- Do NOT join the meeting by telephone line. Join only over internet.
- Select "Join with computer audio" if joining from a computer.
- On the smartphone or tablet app, select "Wifi or Cellular Data" for the audio connection. Do NOT select "Dial In" or "Call Me."

**\*\*\* Chromebooks and other Linux OS computers:** You must use Zoom's web client directly in your browser to access the language channels. After clicking on the meeting link or typing in the Meeting ID and Passcode, close the window that asks you whether you want to open Zoom Meetings and click on the small blue letters that say "Join from Your Browser" at the very bottom of the launch screen. Otherwise, join from a different device, if possible.

**If you and a non-English-speaking client will be joining from the same room, please join from SEPARATE DEVICES, if possible, so that you can select different language channels. Additionally, please be sure to both wear headphones/earbuds, if possible, and to both remain muted except when actively speaking in order to avoid feedback and echo between the devices.**

- Built-in device microphones and webcam microphones do not generally provide the quality needed for a good simultaneous interpretation experience. In the desktop client, click on "Test Mic" in Audio Settings during any Zoom meeting to hear what you sound like to other participants. Alternatively, consider recording yourself in Zoom using the "Record" icon. A quality microphone such as this one will provide a crisper sound and help counteract any echo in your space: <https://a.co/d/7FdVhCK>

- Consider also taking advantage of Zoom's background noise suppression feature: <https://support.zoom.us/hc/en-us/articles/360046244692>

Illustrated, step-by-step instructions in English and Spanish about Zoom's simultaneous interpretation feature, as well as an instructional video, are available on the Second Judicial District Court's Zoom Resources page at: <https://www.washoecourts.com/zoom>

More information on Zoom's simultaneous interpretation feature is available at: <https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars>

Thank you for helping us provide a better experience to all!