

Hosting Events via Live Zoom Interpreting

The Zoom language interpretation feature offers organizations a convenient option for high-quality remote interpreting by allowing interpreters to join sessions through dedicated audio channels.

how it works

- The Zoom interpretation feature offers up to nine language channels per meeting (in addition to the floor language).
- When live language interpreting is enabled, organizers input the interpreters' emails and select their language pair. Each interpreter receives a unique invitation link to join the session in an audio channel dedicated to the language they are interpreting.
- Participants may select an audio channel to hear interpretation in the language of their choice.
- Attendees can elect to listen to the interpretation with the floor language at a reduced volume in the background, or mute the original audio and only listen to the interpretation.

tips for effective Q&A

In live Zoom interpretation, the interpreters cannot hear each other, only the moderator and other speakers. With that in mind, Q&A in other languages can be challenging. Best practices are as follows:

- **Encourage questions in advance of the event.** In many cases, queries will not be prompted until the event itself. However, a request for advance submission of queries may facilitate a number of questions that can be translated in advance, for a more smoothly run event.
- **Live Q&A in the chat.** Queries submitted in the chat text can be chosen by the moderator (who may or may not understand them), translated by the appropriate linguist, repeated by the moderator, and retranslated by the other linguists.
- **Live Q&A in person.** The same process as above would need to take place. The moderator would call on a participant; the appropriate linguist would translate; the moderator would repeat the English translation for all linguists, who would then translate into other languages.

FAQs. Prepare an FAQ slide to be distributed to all attendees at the close of the program, in all languages. Provide an email address for further follow-up questions.



notes on access

- To use the Zoom interpretation feature, hosts must have one of the following plans: Zoom Business, Education, or Enterprise Account; or Webinar add-on. If you do not have one of these plans, Eriksen can host your meeting on our Zoom platform.
- Participants must have a current version of Zoom installed to access live interpretation.

Zoom Desktop Client

Windows: 4.5.3261.0825 or higher
macOS: 4.5.3261.0825 or higher

Zoom Mobile App

Android: 4.5.3261.0825 or higher
iOS: 4.5.0 (3261.0825) or higher

- The interpreting option *is not available* to users connecting via telephone audio.
- Language interpretation *cannot* be initiated or managed through the Zoom mobile app.
- Language interpretation *is not available* in breakout rooms, only the main meeting session.

how Eriksen can help

Eriksen offers a full range of customized interpreting services in more than 100 languages. If your Zoom account is equipped for interpreting, we will provide experienced, qualified interpreters to join your session. If your Zoom account does not support interpreting, Eriksen can host the meeting on our Zoom platform and provide the assistance of a trained facilitator, who will join the call to make sure everything is set up correctly so your event runs smoothly.

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Eriksen Translations Inc. delivers best-in-class multilingual services in 100+ languages. Founded in 1986, Eriksen offers translation, interpreting, typesetting, web and multimedia localization, transcreation, transcription, and voiceover and subtitling services to clients worldwide. Eriksen is certified as a woman-owned business enterprise (WBE) by the Women's Business Enterprise National Council (WBENC) and the City and State of New York.

