

Zoom and simultaneous translation – guidelines

These guidelines are for internal Amgueddfa Cymru meetings only. Please use them in conjunction with IT's Zoom user guidelines as well as other security guidelines including <https://zoom.us/security>.

Please note: they are designed for use with the Zoom web portal, as opposed to the app. Some of the terminology is slightly different e.g. Meeting Options in the web portal is called Advanced Options in the app.

Guidelines for the Host

Arranging a meeting

1. You will need a Business, Education or Enterprise account or the webinar add-in – please speak to IT about this in advance
2. If you haven't used Zoom with simultaneous translation before, consider holding a trial meeting with colleagues and the external translator and check the Zoom guidelines <https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars>
3. You will need to book a simultaneous translator – contact the Welsh Language Coordinator the first time you do this
4. Make sure all participants have a working mic and video on their device
5. Log into your Zoom account (making sure that it's one of the account types noted above) – only the Host needs this type of account, and no other user needs a Zoom account to take part including the translator
6. Go into Settings/Meeting (Advanced)
7. Click on Language Interpretation
8. Return to Meetings and click on Schedule a meeting and note your meeting details, including name, date and time
9. Next to Meeting ID, click Generate Automatically (this must be done for a meeting using the interpreter function)
10. Under Audio remember to change the 'dial from United States to 'dial from the United Kingdom' (click on Edit to make changes)
11. Remember to click on Meeting Options and make sure there is no tick next to 'Enable join before host', then click 'Enable waiting room'
12. Tick the box next to Enable Language Interpretation

13. Note your interpreter's e-mail address
14. Note the source language as French (or any other language in the list apart from English – there is no option to choose Welsh but this will not affect how the system functions)
15. Note the target language as English
16. Click Save
17. Invite your participants (the system will e-mail the interpreter automatically) – remember to check the details carefully before sending
18. Do not forward the meeting details to any unknown parties or post them publicly
19. Share the user guidelines (and any papers for the meeting) with participants including the translator beforehand.

In the meeting

20. If using headphones, plug them in before you join the meeting
21. The Host and the Chair should be two separate people where possible as there are different functions to focus on
22. Use the Waiting Room function for security purposes
23. When you are all in the meeting, click on the Interpretation button (under the globe symbol) on the black bar at the bottom of the screen
24. Then go to Manage Language Interpretation
25. Start typing the name of the translator in the bar, it should appear as you type, click on the interpreter's name
26. Check the source language is French (or whichever language you chose as your source language when arranging the meeting – it should not be English)
27. Check that the target language is English
28. Click Update to finish
29. The chairman should then explain the points noted in number 37 below at the beginning of the meeting
30. Remember to check your own settings.

Guidelines for the Chairman

31. If using headphones, plug them in before you join the meeting
32. Click on the link in your invite e-mail
33. Note the meeting ID and password
34. Check your audio and video (the programme will ask you to do this)
35. Wait in the Waiting Room
36. Make sure your own settings are correct using steps iii. and iv. below.
37. At the beginning of the meeting, please explain the following to all participants
 - i. Participants are invited to contribute in their language of choice as simultaneous translation will be provided by (translator's name)
 - ii. The translation provided is from Welsh to English.
 - iii. If you speak Welsh and English (i.e. don't want to hear the translation), click on the globe symbol / flag on the black control bar at the bottom of the

screen, then make sure the tick is next to OFF (you can speak in Welsh or English and you will hear all other speakers whether they are speaking Welsh or English)

- iv. If you want to hear the translation, click on the globe symbol / flag on the black control bar at the bottom of the screen, then make sure the tick is next to ENGLISH (you will hear either an English-speaking participant or the interpreter speaking in English)
- v. Please ask the translator to speak to quickly test the system
- vi. When not contributing please mute your mic (bottom left of the screen)
- vii. Please be aware that when you unmute there may be a delay of a few seconds in the audio so in order to ensure the interpreter hears everything please pause before you speak
- viii. If you leave the meeting and return or if you plug in headphones, check your interpretation settings are still correct
- ix. If you have any issues let the Chairman know or raise your hand.

Guidelines for participants

- 38. If using headphones, plug them in before you join the meeting
- 39. Click on the link in your invite e-mail
- 40. Note the meeting ID and password
- 41. Check your audio and video (the programme will ask you to do this)
- 42. Wait in the Waiting Room
- 43. Once you have been admitted, there may be a slight delay as your audio connects
- 44. You can take part in your language of choice as simultaneous translation is available from Welsh into English
- 45. If you speak Welsh and English (i.e. don't want to hear the translation), click on the globe symbol / flag on the black control bar at the bottom of the screen, then choose OFF (you can speak in Welsh or English using this setting and you will hear all other speakers whether they are speaking Welsh or English)
- 46. If you want to hear the translation, click on the globe symbol / flag on the black control bar at the bottom of the screen, then choose ENGLISH (you will hear either an English-speaking participant or the interpreter's English-language translation)
- 47. If you leave the meeting and return or if you plug in headphones, check your settings are still correct
- 48. When you're not contributing, please switch your microphone to mute (bottom left of the screen)
- 49. Be aware that there is a delay of a few seconds when the interpretation starts so please pause before you speak
- 50. If you have any issues let the Chairman know or raise your hand.

Guidelines for the simultaneous translator/interpreter

51. These guidelines are for using one interpreter only
52. You should have received an invite and link to the meeting beforehand, if not please contact the organizer or Host before the meeting starts
53. If using headphones, plug them in before you join the meeting
54. Click on the link in your invite e-mail
55. Note the meeting ID and password
56. Check your audio and video (the programme will ask you to do this)
57. Wait in the Waiting Room
58. Once you have been admitted, there may be a slight delay as your audio connects
59. Click on the globe symbol / flag at the bottom of your screen – it should be set to English
60. The Chairman will introduce you at the beginning of the meeting and ask you to speak to test the system
61. If you leave the meeting and return or if you plug in headphones, check your interpretation settings are still correct
62. If you have any issues let the Chairman know or raise your hand.