Technical Guidance on Interpretation in Zoom

1. Introduction

This document includes technical guidance for participants joining Zoom meetings with interpretation.

2. Technical support

We advise all participants to read this technical guidance in advance of any meetings with interpretation in Zoom. However, should you require any technical assistance using this system, delegates can send an e-mail to carolinapo@unops.org and saraho@unops.org

Alternatively, please refer to the Zoom official troubleshooting webpage: https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

3. Housekeeping tips

1. Where possible, use an ethernet (wired) connection, instead of a Wi-Fi.

2. If using a Wi-Fi connection, make sure it is entirely dedicated to the device that you are using for the virtual meeting and disconnect any other device (Smart TV, mobile phones, etc.).

3. Important: Turn off all applications running on your device (particularly applications such as private VPN connections, Webcast, Skype, WhatsApp, etc.) while attending the virtual meeting.

4. Turn the volume of your speakers to 75% (you can increase or decrease during the meeting).

5. When on video, ensure that you have a solid colored background (no windows or doorways), that you are using a good lighting (no shades) and that any visual distractions are kept to a minimum.

6. Wear headsets with integrated high-quality microphones for better sound quality, but please ensure the microphone piece does not rub against a collar as the sound quality will be impacted. The use of directional microphones mitigates against extraneous noise.

7. Eliminate background noise and other acoustic interference (participate from indoors, in a room with closed door and windows to avoid extraneous noise), e.g., turn nearby cell phones on silent and mute notification alerts on any other applications (Skype, WhatsApp etc.) or other nearby devices to avoid distracting interpreters and/or yourself when speaking.

8. Try to speak more slowly than usual to ensure each word can be heard.

9. Replicate eye contact by looking into the camera.

10. Please send your statements/interventions in advance to carolinapo@unops.org and saraho@unops.org to be shared with interpreters who will check interventions against delivery (statements will be held with the utmost confidentiality until delivery). Sharing in advance will help mitigate against audio problems arising from poor Wi-Fi connections.

4. Zoom specific guidance

1. Participants can access Zoom from all devices, via web browser or App at the following link: https://zoom.us/support/download

2. We strongly recommend downloading the App on your device for a better user experience. Please also check regularly for the latest version of the App.

3. If connecting using a laptop or desktop computer we recommend connecting your device via an Ethernet (land wire) cable to your router, rather than using Wi-Fi.

4. Disconnect other devices connected to your internet. Zoom requires at least 5 Mbps upload and download speeds for every connection.

5. Do not use your built-in computer microphone, as it will not provide sufficient sound quality.

- • Use an USB-headset with integrated microphone.

- • If not available, cell phone earphones/microphone are acceptable but only wired, not Bluetooth.

- • If no headset/microphone is available, an external USB-wired microphone is the next best solution.

- • If participants are in a group and have to use one microphone, make sure whoever is speaking is close to the microphone.

User Manual for the Zoom interface

Step 1 – How to register for the virtual meeting

- Click on the Zoom registration link received in the invitation and proceed with the registration for the meeting.

- **IMPORTANT:** After completing the registration page you will see the below. Please click on **Download and run Zoom** in order to enable the multilingual option. If you are using the Zoom app, please uninstall and reinstall it.
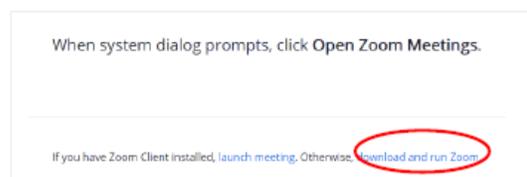
- You will then **receive a confirmation email with the meeting link** (along with the Meeting ID and passcode) to access the virtual meeting room. It is recommended to complete the Zoom registration procedure at least one (1) day before the start of the meeting.

- It is also **recommended to add the meeting to your email calendar** for easy access to the Zoom link and password.

Step 2 – How to enter the virtual meeting room and to select a language

- Please click on the meeting link (recommended) or alternatively enter the meeting ID and passcode in Zoom application or browser to join the meeting.

- We recommend joining at **least 30 minutes prior to the meeting** start time to avoid delays.

- When you enter the virtual meeting room you will automatically be muted.

- Select the language you wish to listen to in the **Interpretation menu.**
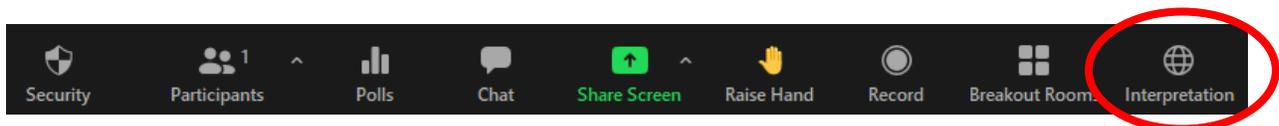
- If you wish to listen to the interpretation audio only, instead of hearing it in a lower volume with your chosen language, select the option to mute the original audio from the Interpretation menu.
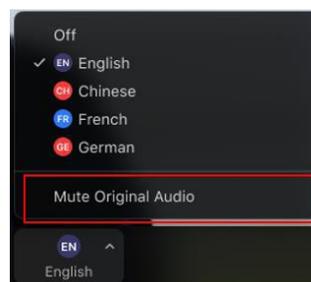
Step 3 –Taking the floor

- If you wish to take the floor, use the **Raise Hand** function.

- Those who have requested the floor are shown as raised hands under the Participants menu and are shown in the order in which they raised their hand.

- When the chairperson of the meeting gives you the floor, please **turn your video** and **microphone on.** Once you have completed your intervention, please **turn your microphone off** and we recommend you turn off your video. This will preserve your bandwidth and facilitate a smoother conference experience.
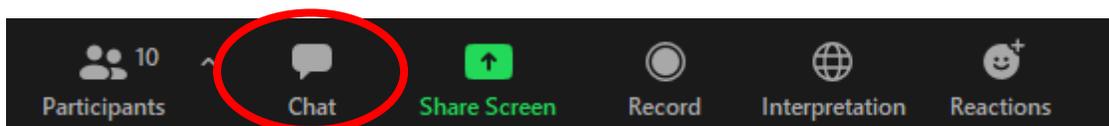

- In order to see the current speaker in full screen, please select "**speaker view**" instead of "**gallery view**" in the upper right corner of your zoom screen.
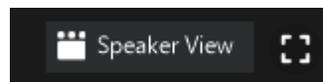
- Please note that if you make an intervention in a language different to the one that you are listening to, you need to turn interpretation off by selecting **Off** in the Interpretation menu.

- The Chat function offers the opportunity for all participants to exchange messages. The messages can be private or public, by selecting the recipients from the drop-down list. It is recommended not to use the Chat function to ask questions to the meeting participants, unless you are encountering technical issues which is preventing you from taking the floor.

Zoom official tutorials

- • Tutorial catalogue: https://support.zoom.us/hc/en-us/articles/206618765