# Interpretation for Zoom Hosts

<u>Launching interpretation</u>

Requirements: These instructions apply to meeting hosts (not co-hosts) connecting through the Zoom desktop client (downloaded program) on a **computer.** Interpretation cannot be launched by hosts connected on a phone, tablet or on a computer through Zoom's web browser interface. Full instructions on activating interpretation for your account and individual meetings can be found at this link.

As meeting **host** you should see a globe along the bottom row of icons in your Zoom screen IF interpreting was correctly enabled when your meeting was created.
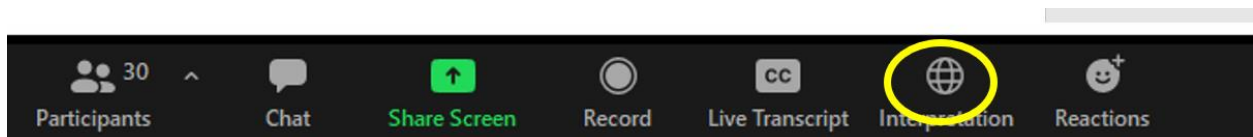
Click on it and a menu will appear to assign the interpreters. If your interpreters were assigned ahead of time and logged in to the meeting correctly, you will see their information in the boxes and all you have to do is hit the blue "Start" button at the bottom right of the screen.
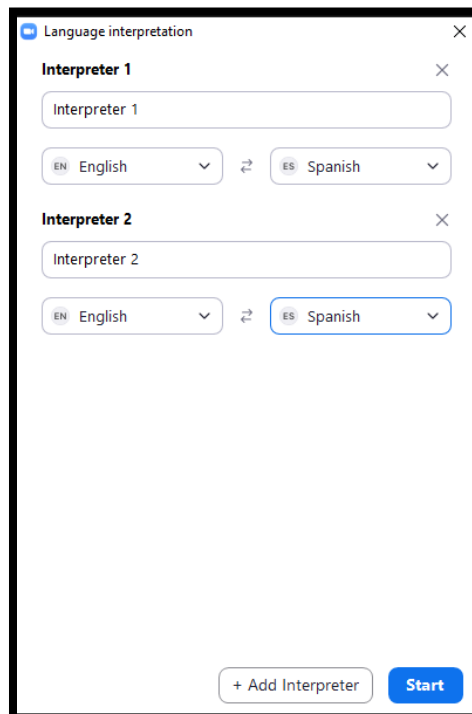
If interpreters are not assigned ahead of time and the interpretation window is *blank* when you hit the globe, hit ¨Add Interpreter¨ and enter the interpreter(s)´ name(s) and language before hitting ¨Start¨ as shown below (click below to open video).
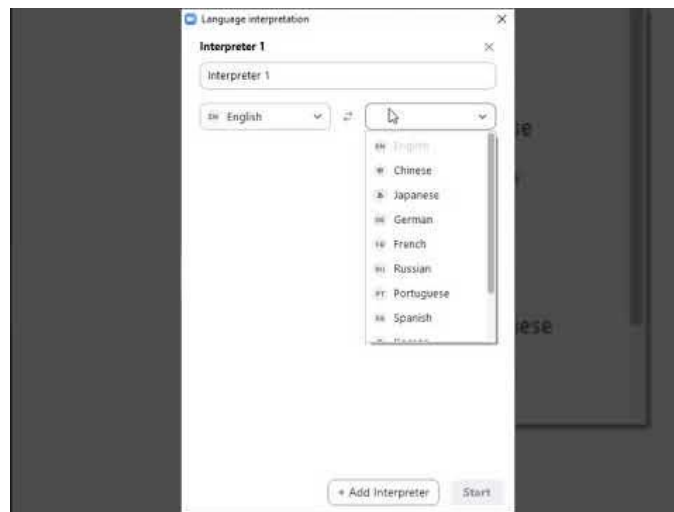

Remember that as soon as you launch interpretation you will only be able to hear the interpreter(s) in one of their two audio channels.

Troubleshooting possible issues

1. **Host does not see the globe icon to launch interpretation**

As host, the globe icon may be hiding if your Zoom screen is not full-sized. Expand your Zoom screen to see the globe icon or click "More" (three dots) to look for "Interpretation" in the menu that appears.
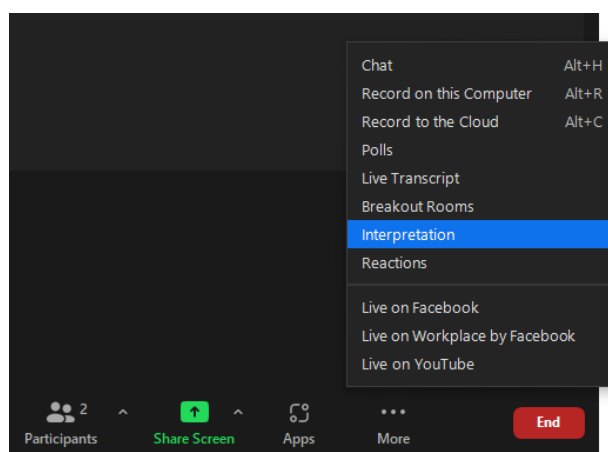
If you *still* don't see the globe icon as meeting **host** (not co-host), interpretation has not been enabled for the meeting. You will have to shut down the meeting and go into your Zoom account to edit the meeting settings, enabling interpretation. Click on the blue box labeled "Enable language interpretation" and click the X next to where it prompts you to pre-assign an interpreter.
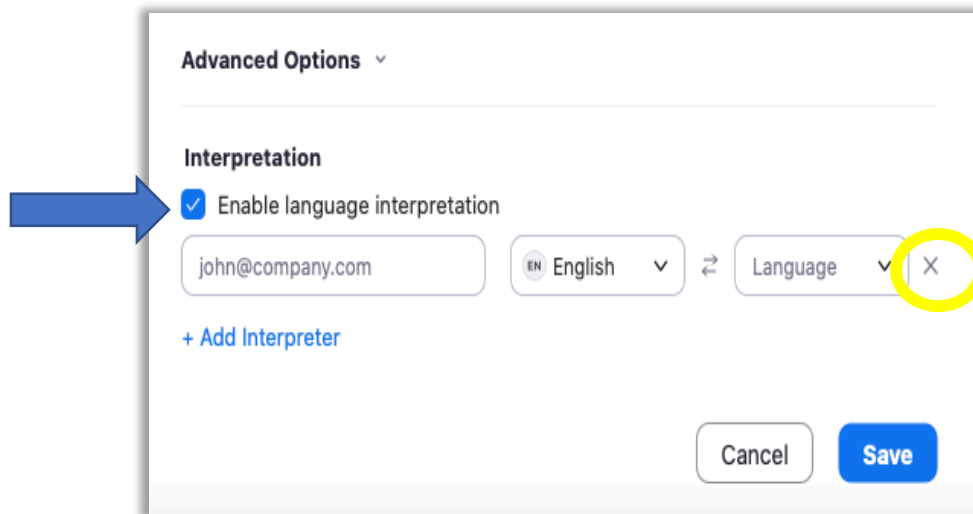

Re-launch the meeting and you should now have interpretation enabled.
If you do not see the option to enable interpretation in the meeting settings, you may need to activate interpretation in your account settings. See this link for more instructions on that. Also, note that to avoid this issue in future meetings, interpretation can be enabled by default for all meetings in your account settings.
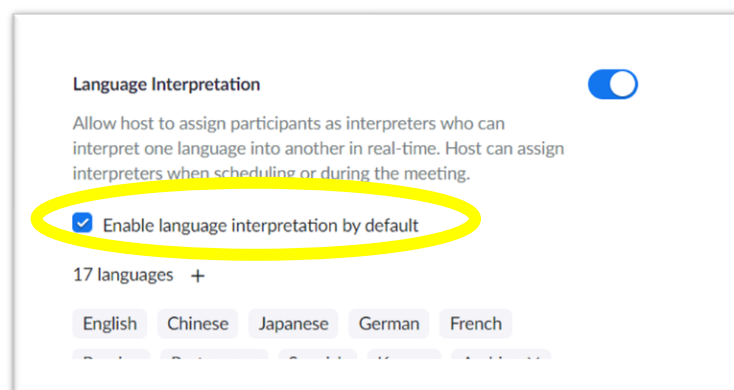
2. Error message when attempting to launch interpretation
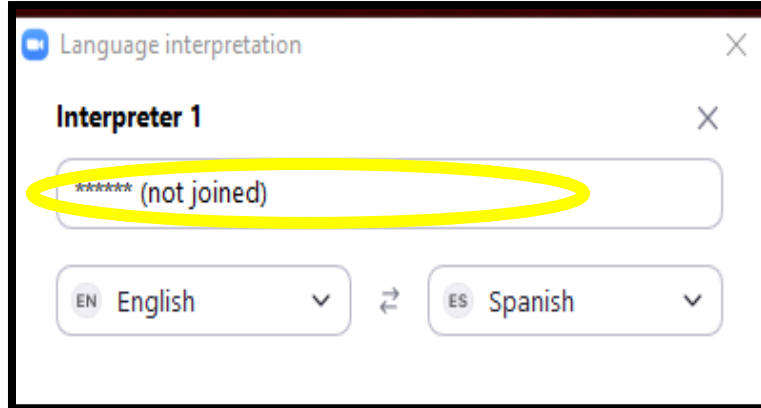
This is not as bad as it looks! It just means the system is not recognizing the interpreter. If they are in fact logged in to the meeting, just replace the asterisks/error message with the interpreter's name from the participant list and hit Start as shown below (click below to open video).
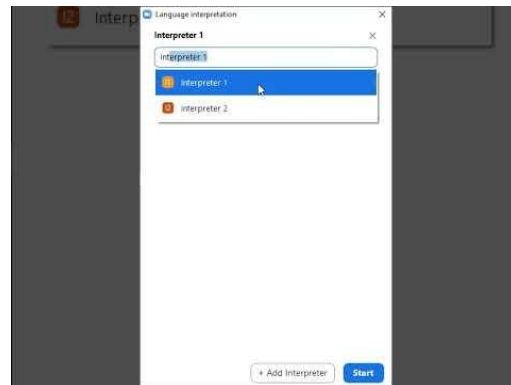

**3. Modifying interpretation once the event has started**

This is something you would have to do if, for example:

- An interpreter is disconnected from and rejoins the meeting as a regular participant

- An interpreter was assigned to the wrong language

- An interpreter joins late and their partner has already started interpreting

As host, locate the globe icon (if you've already selected a channel to listen in, it will have turned into a grey circle showing what channel you are in) and select "Manage Language Interpretation."
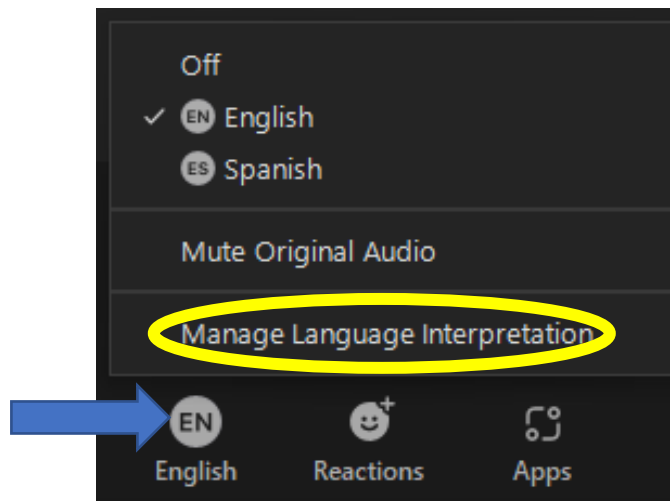

This will take you back to the original window you used to assign interpreters. Make whatever changes are necessary and hit "Update" in the bottom left corner. Make sure you do **not** hit the red "End" button (red is danger!), as that will shut off interpretation completely and any interpreter working at that time will then be heard by everyone in the meeting (click below to open video).
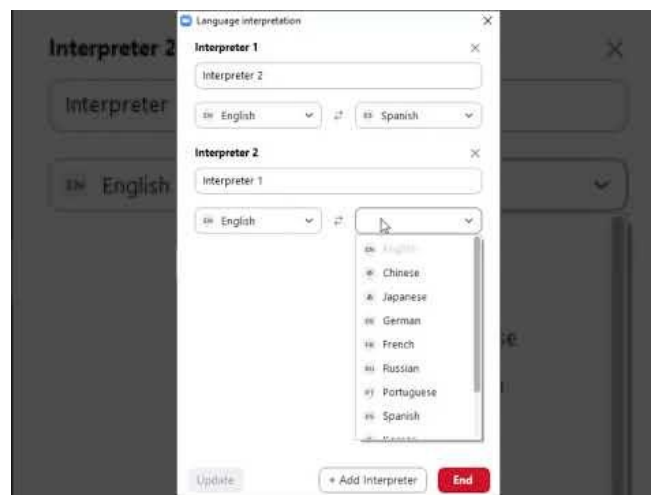
4. Passing off hosting

Remember interpretation can only be launched or modified by one person in a meeting: the host (not co-hosts). If at any point in the meeting you are stuck on something and want to pass off hosting to someone else to troubleshoot whatever is not working, you can do so one of two ways:

- If the person you want to make host has their video on, click on the three dots at the top right of their video box and select "Make Host." Click "OK" when prompted to confirm.
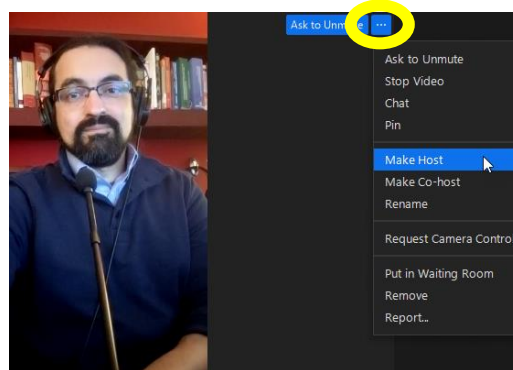
- Open the participant list ("Participants" along the bottom row of icons on your screen) and click on the "More" button to the right of their name and select "Make Host." Click OK when prompted to confirm.
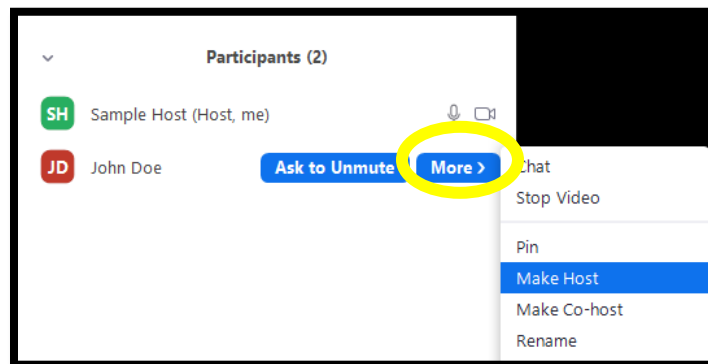
Once whoever is done as host, they can pass hosting back to you as shown above; or you can click "Reclaim Host" at the bottom of the participant list (an option that is only available to the original host in a meeting).