



# ZOOM GOV GUIDE

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# USING ZOOM

**Initial Setup &  
Use**

For More Information, please contact:  
Administrative Office of the Courts  
Technology Help Desk  
(615) 532 – 9503 or (800) 448 – 7980

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# ACCOUNT SETUP

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To host a hearing using Zoom Gov, you will need web access and a web camera. We recommend using a desktop or laptop computer, but Zoom Gov is also compatible with a tablet or cell phone.

1. Open the invitation from ZoomGov in your email account.
2. Click the button labeled **Activate Your Zoom Account**.
3. The system will take you to a website that allows you to either **Sign in with Google**, **Sign in with Facebook**, or **Sign up with a Password**.
  - **Choose Sign up with a Password.**
4. Once you have chosen **Sign up with a Password**, the system will ask you for your name and email.
  - For your email address use your tncourts.gov email.
  - Once you enter the password and confirm the password, click **Continue**.
5. You will then be asked to enter a password that meets the listed criteria. Once you enter the password and confirm the password, click **Continue**.
6. The system will provide a **Personal Meeting URL**. Please take note of this web address.
7. Next, click **Go to My Account**.
8. Under the **Personal** section, you are able to review your **Profile** information, schedule **Meetings and Webinars**, manage **Recordings**, and enable and update **Settings**.

# PERSONAL SETTINGS

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Unfortunately, your settings can not be transferred from the commercial account to the government account. You will need to review your settings to re-customize your meetings.

Most settings **should** be left at the default unless recommended below. In addition, some settings may be added when scheduling the meeting instead of making it a default for every meeting. Some settings are considered host preferences and are listed as optional or may not be listed here.

- **Note:** We recommend that you read through each setting and description before enabling or disabling any settings.

## PROFILE PAGE:

- **Date and Time** – If you are in the Eastern Time Zone, you will need to edit the time zone on this page by clicking **Edit** and making the change.

## SETTINGS PAGE: MEETING TAB

- **Waiting Room** (optional) – click the toggle switch to whether or not you would like your participants to be placed in a waiting room before the start of the meeting.
- **Waiting Room Options** (optional) – choose who should go into the waiting room and customize the waiting room by adding the judicial logo and adding a description of the waiting room.
- **Meeting Passcode, Personal Meeting ID Passcode, Webinar Passcode, and Passcode for joining by phone** (optional) – enabling these will ensure that participants are required to provide the passcode before joining your meeting or webinar.
- **Host video** (optional) – enabling this setting will start meetings with the host video on.
- **Participants video** – enabling this setting will start meetings with participant video on.
- **Audio Type** – choose Telephone and Computer Audio. This will allow your participants to join by phone or through computer audio.
- **Join before host** (optional) – enable this if you would like to allow participants to join the meeting before you arrive to the meeting.
- **Enable Personal Meeting ID** – leave this setting enabled. **However, use of the personal meeting ID is not recommended.**

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### Personal Settings

- **Upcoming meeting reminder** – enable this setting to allow desktop notifications.
  - **Auto saving chats** (optional) – enable this setting if you would like to automatically save the text of the chat after a meeting starts.
  - **File transfer** (optional) – enable this default setting if you plan on having file sharing during a meeting. This option is not recommended unless you **Only allow specified file types** and limit the maximum file size to 200 MB.
    - File types: Limit to Word (.docx), PDF (.pdf), Excel (.xlsx)
  - **Feedback to Zoom** – disable this setting if on.
  - **Co-host** (optional) – enable this setting if you would like someone to help with the host duties during a meeting.
  - **Always show meeting control toolbar** – enable this setting to turn this option on.
  - **Screen sharing** – for hearings it is recommended that Host Only is enabled. For meetings or webinars screen sharing is an optional function.
  - **Remote control** – disable this setting if on.
  - **Breakout room** – enable this setting to have access to the option of adding breakout rooms when creating a meeting. Also, enable **Allow host to assign participants to breakout rooms when scheduling**, then click **Save**. This will enable an additional option when you schedule a meeting.
    - Note: The Breakout room option does not automatically create breakout rooms, it allows the Host to add them during a meeting. If this is not on and a meeting is scheduled the meeting will not have breakout room capability.
  - (Optional) **Language Interpretation** – enable this if you are using an interpreter during a hearing. Please note, clicking this option within Settings will allow for the interpreter option to appear when scheduling a meeting. –
- Note: As of 3/12/21 this has not been enabled in the government account. We are waiting to have it enabled, as soon as it is, these instructions will be updated.**
- **Far end camera control** – disable this setting if on.
  - **Virtual Background** – enable this setting to use virtual background. The AOC can provide a judicial background to you. Please speak with Nick Morgan or Barbara Peck.
  - **Show a “Join from your browser” link** (optional) – enable this to allow participants to bypass the Zoom application download process, and join a meeting directly from their

## ZOOM Gov for TN Courts

### *Personal Settings*

browser. This is a workaround for participants who are unable to download, install, or run applications. **Please note that the meeting experience from the browser is limited.**

- **Allow live stream meetings** (optional) – enable this only if you are planning on live streaming your meeting. Once configured, the meeting will be live streamed using a YouTube account.
- **Request permission to unmute** (optional) – enable this option to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings schedule by the same person.
- **When attendees join meeting before host** (optional) – enable this option if you would like to receive a notification when participants join the meeting before the host joins.

**Note:** Settings may be changed or updated at any time prior to hosting a meeting/hearing.

## **SCHEDULING A MEETING/HEARING**

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**To schedule a meeting/hearing using the desktop application:**

1. Open the **Zoom Cloud Meetings** application. **Sign-in** if necessary.
2. In the **Home** tab, click the **Schedule** button.
3. Fill in the information on the **Schedule Meeting** page, as appropriate. Most information will have been auto saved on the **Settings** page.

- **Topic** – List an identifier for the hearing, such as the case number, docket type, etc.
- **Start** – from the drop-down box choose a start date.
- **Start time** – from the drop-down box choose a start time.
- **Duration** – enter an estimated length of the proceeding.

**Note:** This can be a guesstimate. Your meeting/hearing will not stop after length of time has occurred.

- **Recurring meeting** – check this box if this meeting will recur (daily, weekly, monthly).
- **Time Zone** – the default time zone can be manually changed from here, if necessary.
- **Meeting ID** – leave at **Generate Automatically**. **Do Not Use your Personal Meeting ID**.
- **Security** –
  - a. enabling the **Passcode** will require the attendees (users) to use the invite link within the invite email or the passcode when joining the meeting.
  - b. Enabling the **Waiting Room** will place all attendees into a waiting room until the host admits them to the hearing/meeting. This will be particularly helpful with hearings that have several dockets of people.
  - c. **Requiring authentication to join** will force the attendees to sign into a zoom account (not recommended).

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### Scheduling

- **Video** – leave both **Host** and **Participant** to **On**. These functions maybe be changed once entering the hearing/meeting.
- **Audio** – leave at **Both**.
- **Calendar** – leave as Outlook, unless using a Google or other calendar app.
- **Advanced Options** –
  - a. **Allow participants to join ... before start time** (optional) – this corresponds to the waiting room. If the participant arrives before the host then they would be placed in the waiting room until the host allows entry into the meeting room.
  - b. **Mute participants upon entry** (optional) – this will keep everyone muted until they are unmuted by the host.
  - c. **Breakout Room pre-assign** (optional) – enable this function if you would like to pre-assign parties/attorneys prior to the hearing to specific breakout rooms for private consultation. A breakout room will allow the parties/attorneys to move to the breakout room for a conversation and to re-enter the main room when they are done. **Please note that you can move them to breakout rooms spontaneously during the meeting, which will permit the same feature.**
  - d. **Request permission to unmute participants** (If enabled within settings) - enable this option to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings schedule by the same person.
  - e. **Automatically record meeting** – this setting will produce a recording of the meeting that can be played later. You may also enable the recording function while in your hearing/meeting.
    - Options to record - **On the local computer** or **In the cloud**. We recommend **In the cloud** as the recordings may fill up your hard drive quickly. Saving to the cloud will save the recording directly to Zoom and will be accessible to you when you log into your Zoom account
  - f. (Optional) **Enable language interpretation** – click this if you expect a need for an interpreter during the hearing. **Please note, that this needs to be enabled in Settings before it will appear on the Schedule a Meeting page.**



- The system will prompt you for an email address and language choices (from – to) for the interpreter. The system will send an invitation to the interpreter to join as an interpreter. Please note that you will need to coordinate with the interpreter prior to the hearing to guarantee that the interpreter is able to join via Zoom.
  - Once in the hearing, you will be able to assign an interpreter and choose the language for that interpreter. When you click **start**, the system will switch the interpreter language in which they want to hear the proceeding.
- **Approve or block entry for users from specific countries/regions – (optional).**
  - **Alternate hosts** – alternate hosts need to have a zoom license to be added.
  - Click the **Save** button at the bottom of the page.
4. Open the **Meetings** tab. The following additional options may be added:
- **Start this Meeting** button: by clicking this button you will start the meeting immediately.
  - **(Mandatory) Copy Invitation:** You should click **Copy Invitation** found on the right side of the screen to share with participants in the hearing.
    - a. After clicking the **Copy Invitation** link, a pop-up box will appear that screen that **Copied!** After clicking that button, the text will be saved to your clipboard, and you will be able to paste the information into an email for sending to participants.
    - b. Open a blank GroupWise email and paste the text into the body of the email. Add the participants to the email, then click Send.
  - **Edit** - If you need to make any changes to your meeting click the **Edit** button. The **Edit Meeting** window will appear. Make changes as needed.
  - **Delete** – click the Delete button if you would like to cancel the meeting.
  - **Show Meeting Invitation** – click Show Meeting Invitation if you would like to review the invitation text.

#### To schedule a meeting/hearing using online application:

1. Go to [www.zoomgov.com](http://www.zoomgov.com). **Sign-in**.
2. Under the **Personal** section, click **Meetings**, found in the left panel. Then click the **Schedule a Meeting** button.
3. Fill in the information on the **Schedule a Meeting** page, as appropriate. Most information will have been auto saved on the **Settings** page.
  - **Topic** – List an identifier for the hearing, such as the case number, docket type, etc.
  - **Description** – this is optional but can be used to enter additional information about the proceeding.
  - **When** – enter the date and time of the proceeding. Zoom only allows scheduling on the half hour. If the hearing is set to start at a time that is not on the half hour, set the start time to the half hour preceding the time of your hearing.
  - **Duration** – enter an estimated length of the proceeding.
    - **Note:** This can be a guesstimate. Your meeting/hearing will not stop after length of time has occurred.
  - **Time Zone** – the default time zone can be manually changed from here, if necessary.
    - a. (Optional) Click the **Recurring meeting** box if the hearing will occur on additional days. Choose how the hearing will recur, if it will repeat, and an end date.
  - **Registration** (Optional) – click the **Required** box if you would like attendees to register for one of the occurrences scheduled in the Recurring meeting section.
  - **Meeting ID** – leave at **Generate Automatically**. **Do Not Use your Personal Meeting ID**.
  - **Security** –
    - a. enabling the **Passcode** will require the attendees (users) to use the invite link within the invite email or the passcode when joining the meeting.

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### Scheduling

- b. Enabling the **Waiting Room** will place all attendees into a waiting room until the host admits them to the hearing/meeting. This will be particularly helpful with hearings that have several dockets of people.
  - c. **Requiring authentication to join** will force the attendees to sign into a zoom account (not recommended).
- o **Video** – leave both **Host** and **Participant** to **On**. These functions maybe be changed once entering the hearing/meeting.
- o **Audio** – leave at **Both**.
- o **Meeting Options** –
  - a. **Allow participants to join ... before start time** (optional) – this corresponds to the waiting room. If the participant arrives before the host then they would be placed in the waiting room until the host allows entry into the meeting room.
  - b. **Mute participants upon entry** (optional) – this will keep everyone muted until they are unmuted by the host.
  - c. **Breakout Room pre-assign** (optional) – enable this function if you would like to pre-assign parties/attorneys prior to the hearing to specific breakout rooms for private consultation. A breakout room will allow the parties/attorneys to move to the breakout room for a conversation and to re-enter the main room when they are done. **Please note that you can move them to breakout rooms spontaneously during the meeting, which will permit the same feature.**
  - e. **Request permission to unmute participants** (If enabled within settings) - enable this option to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings schedule by the same person.
  - g. **Automatically record meeting** – this setting will produce a recording of the meeting that can be played later. You may also enable the recording function while in your hearing/meeting.
    - Options to record - **On the local computer** or **In the cloud**. We recommend **In the cloud** as the recordings may fill up your hard drive quickly. Saving to the cloud will save the recording directly to Zoom and will be accessible to you when you log into your Zoom account



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### Scheduling

- b. Open a blank GroupWise email and paste the text into the body of the email. Add the participants to the email, then click Send.
- o (Optional) After you get the settings on your hearing meeting correct, you should consider saving the meeting template for future hearings by clicking **Save as a Meeting Template** found at the bottom of the page.
- o If you need to make any changes to your meeting click the **Edit this Meeting** button.

# STARTING YOUR FIRST HEARING/MEETING

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When you are ready to start your first hearing/meeting, open the **Zoom desktop application**. Sign-in if necessary. **Note:** We recommend that you use the desktop Zoom application to schedule and start meetings.

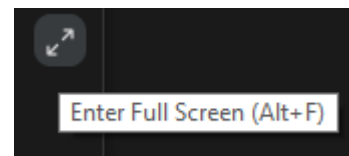
1. Click the **Meetings** tab.
2. Click the **Start** button.

## MEETING CONTROLS

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Once the video screen appears you will have several meeting control options:

1. At the top right of your video screen, you will see the option to **Enter Full Screen**.



2. This will allow the video screen to fully fit your screen/monitor. To exit full screen mode, click the escape key or double-click the screen with your mouse.
3. At the bottom of the video screen you will see your meeting toolbar. The following options are available:

- **Mute** button – this provides muting and unmuting capability. This option is for your microphone only. If you click to mute and then speak, a pop-up message will appear reminding you that you are muted.

Next to the **Mute** button is an up arrow. If you join a meeting and are not hearing anything you may want to double check to make sure that your headset is connected and configured correctly.

- **Stop/Start Video** option – This allows you to stop and restart your video feed. If you stop video, participants will only see a screen with your name. Once the video has re-started they will again see what is in front of the camera. **Stopping the video feed does not mute the meeting.**

Next to the **Stop/Start Video** option is an up arrow. This allows you to select choose a virtual background or video filter and view your video settings.

- Choose Virtual Background –

- Choose Video Filter –
- Video Settings -
- **Security** button – this button provides in-meeting security options. The host will be able to do the following:
  - a. **Lock the meeting** – so no-one else may enter the chat.
  - b. **Enable the waiting room** – if someone arrives late to a meeting (10 minutes or more) they will be placed within the waiting room until you allow them entrance to the meeting.
  - c. **Suspend Participant Activities** – suspend a participant from the meeting. They will not be able to rejoin unless you allow them to.
- **Participants** – by clicking on Participants the **Participants** list will appear.
  - a. The Host name will always appear at the top.
  - b. Everyone else will show up alphabetically.
  - c. Participants that unmute themselves will bubble up to the top in case you need to hover over them and click mute.
  - d. When you hover over participants you are able to mute, un-mute, give them host permissions, or remove them from the meeting.

#### Other Features in Participants List:

- a. **Invite** - this allows you to invite participants that you may have not known about when scheduling the hearing.

Choose a participant from the:

- **Contacts** tab – Find the participant, click on their name, then click the **Invite** button. An email will be sent to the participant automatically.
- **Email** tab – Click the **Email** tab. Within this window, **first** click the **Copy Invitation** button, this will copy the invitation information to your clipboard. Then click the **Default Email** button. This will open a GroupWise email. Click within the body of the email. Then, right click within the body and choose paste. The meeting invitation will then be pasted into the email. Type the participants name in the **To** section, add an attachment if needed, then click **Send**.
- b. **Mute All** – if you are getting any background noise or audio feedback while in a meeting you can click the **Mute All** button to silence all

participants. This will help you to identify where the background noise is coming from.

c. **Unmute All** – will unmute all participants.

d. ... **(more)** – clicking the three dots will show additional chat settings that you may need during your meeting. Such as locking the meeting for security or hearing enter and exit chimes as someone enters or exits the meeting.

- 
- Ask All to Unmute
  - Mute Participants upon Entry
  - ✓ Allow Participants to Unmute Themselves
  - Allow Participants to Rename Themselves
  - ✓ Play sound when someone joins or leaves
  - ✓ Enable Waiting Room
  - Lock Meeting
- 

o **Polls** – clicking on **Polls** will allow you to add questions for your participants to answer in the meeting window. Once clicked an **Add a Poll** window will appear.

a. Give the poll a title, then add your question(s)

b. Choose between **Single Choice** or **Multiple Choice** answers.

c. Add answers.

d. Click **+Add a Question** to keep adding questions.

e. When finished, click the **Save** button and close the **Add a Poll** window.

f. Your poll will now be in your meeting/hearing. Click **Launch Polling** for your attendees to participate.

g. **In Progress** will appear in green at the top of your poll window. Click the **End Polling** button when you believe all participants have responded or when time has run out.

h. Once polling has ended you will be able to **Share Results, Re-Launch Polling** or **Close** the polling window.

o **Chat** – click the **Chat** button to chat to the participants. You may chat with everyone or choose a specific person to speak to. You can also limit who the participants can chat with during the hearing.

o **Share Screen** – by clicking the green button a pop-up will appear. You will be able to select from several options such as your screen, a Whiteboard, an open application (i.e. Word, Excel, PowerPoint). If you are sharing an item



- that contains sound click the **Share sound** box found at the bottom of the pop-up window.
- a. Once in **Screen Share** a toolbar will appear at the top of your screen. This toolbar will contain several items from the main toolbar as well as **New Share, Pause Share, Annotate, Stop Share** and **More**.
  - a. **Pause/Stop Recording** – If you are recording, the **Pause** and **Stop** options will appear. If you are not recording, it will give you the option to start recording. **Please note that once a recording is stopped you will not be able to start the recording again.**
  - o **Reactions** – are emojis that you can use within your video.
  - o **... More**
    - a. **Breakout Rooms** – this feature will allow you to assign participants into rooms that you create either automatically or manually.
  - o **End** – clicking **End** will show a pop-up window. You may **End Meeting for All** or **Leave Meeting** and assign a participant as Host.
  - o **Co-host** – a co-host may be added to help you run the meeting or to allow you to leave the meeting. Co-hosts do not need a zoom license, they just need to be a participant in the meeting.

# USING BREAKOUT ROOMS

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**Breakout Rooms** allow you to split your meeting in up to 50 separate sessions. The meeting host can choose to split participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

#### Notes:

- Make sure to enable **Breakout Rooms** in **Settings** before starting your meeting.
- (Optional) You may pre-assign participants to breakout rooms when you schedule the meeting instead of managing them during the meeting.
- Breakout room participants have full audio, video, and screen share capabilities.

After enabling **Breakout Rooms**, the **Host** is able to do the following:

#### Create Breakout Rooms

1. Start a meeting.
2. Click **Breakout Rooms**.
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms.
  - a. **Automatically:** Let Zoom split your participants up evenly into each of the rooms.
  - b. **Manually:** Choose which participants you would like in each room.
4. Click **Create Rooms**. Your room(s) will be created, but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

#### Options for Breakout Rooms

1. After creating the breakout rooms, a **Breakout Rooms** window will appear. Click **Options** to view additional breakout room options.
  - a. **Move all participants into breakout rooms automatically:** checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.

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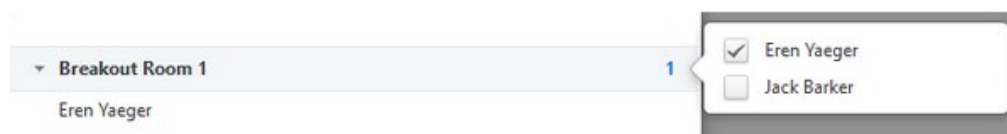
### Using Breakout Rooms

- b. **Allow participants to return to the main session at any time:** if this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to end the breakout rooms.
- c. **Breakout rooms close automatically after x minutes:** if this option is checked, the breakout rooms will automatically end after the configured time.
- d. **Notify me when the time is up:** if this option is checked, the host will be notified when the breakout room time is up.
- e. **Countdown after closing breakout room:** if this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.

### Assigning participants to Rooms

To assign participants to your rooms, select **Assign** next to the room you wish to assign participants to and select participants you want to assign to that room. Repeat this for each room.

Once a participant has been assigned (manually or automatically), the number of participants will show in place of the Assign button.



### Preparing Breakout Rooms

After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started.

1. **Move to** (participant): Select a room to move the participant to.
2. **Exchange** (participant): Select a participant in another room to swap the selected participant with.
3. **Delete Room:** Delete the selected room.
4. **Recreate:** Deletes existing breakout rooms and creates new ones.
5. **Add a Room:** Add another breakout room.

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### *Using Breakout Rooms*

6. **Open All Rooms:** Start the rooms. All participants will be moved to their respective rooms after confirming the prompt to join the breakout room. The host will be left in the main meeting until manually joining one of the rooms.

### **Managing Breakout Rooms in Progress**

Once the breakout rooms have been started, the participants will be asked to join the Breakout Session. The host will stay in the main meeting until joining a session manually. If a participant has not joined the session yet, it will be noted by (not joined) next to their name.

1. **Join:** Join the **Breakout Room**.
2. **Leave:** Leave the room and return to the main meeting (only shows when in a breakout room).
3. **Close All Rooms:** Stops all rooms after a 60 second countdown, shown to the host and participants, and returns all participants back to the main meeting.

### **Responding to Requests for Help**

The host can broadcast a message to all breakout rooms to share information with all participants.

1. Click the **Breakout Rooms** in the meeting controls.
2. Click **Broadcast a message to all**, enter your message and click **Broadcast**. it will be noted by (not joined) next to their name.
3. The message will now appear for all participants in **Breakout Rooms**.

# USING BACKGROUNDS

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A generic judicial background image is available upon request. Please contact Barbara Peck ([Barbara.peck@tncourts.gov](mailto:Barbara.peck@tncourts.gov)) or Nick Morgan ([nick.morgan@tncourts.gov](mailto:nick.morgan@tncourts.gov)).

### Applying the AOC Virtual Background before a Zoom meeting.

1. Download the background image provided to your computer desktop.
2. Open the Zoom app on your computer.
3. Click your initials at the top right of the application. Next, click **Settings**.
4. Click **Background & Filters** from the list on the left hand side of the screen.
  - a. Click the **+** button (Add Image or Video) on the right hand side of the open window. Then click **Add Image**.
5. Locate the file on your computer, click the picture, then click the **Open** button.
6. The picture will be added and you will see picture as the background in the preview window.
7. Close the **Settings** window.

### Applying the AOC Virtual Background inside a Zoom call.


1. To access your virtual backgrounds inside of a Zoom call, click the small arrow next to the “Stop Video” button and select **Choose Virtual Background**.
2. Follow steps **4 through 7** from above and your **Virtual Background** will be set inside of the current meeting.

# LIVE STREAMING

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If your account is configured correctly, you can begin live streaming your Zoom meeting with one click after the call begins. Only the meeting host will be allowed to choose to live stream the meeting.

### Configuring Zoom Profile for Live Streaming

1. Open the Desktop Zoom Application. Click your initials at the top right of the application, then click the  **Settings** icon in the upper right hand corner of the screen.
2. Once in the **Settings** screen click **View More Settings** found at the bottom of the window. This will open the **Settings** page in zoomgov.com. \*You may be asked to log-in.
3. Click **In Meeting (Advanced)**
4. Scroll down until you see **Allow live stream meetings**.
5. **Move** the toggle into the on position. It will turn blue.
6. Check only the **YouTube** checkbox. Please uncheck any other services.
7. You may now return to the Zoom app and start your meeting.
8. Once the meeting has started, click ...**More** from the Zoom toolbar.
9. Click "Live on YouTube" to begin streaming.
10. Please contact Nick Morgan ([Nick.Morgan@tncourts.gov](mailto:Nick.Morgan@tncourts.gov)) or Barbara Peck ([Barbara.Peck@tncourts.gov](mailto:Barbara.Peck@tncourts.gov)) to assist with AOC log in credentials or any other live streaming needs.

#### Allow live streaming meetings

- Facebook
- Workplace by Facebook
- YouTube
- Custom Live Streaming Service

# INTERPRETERS

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The Interpreter feature allows the host to designate participants as interpreters during a Zoom session. When the meeting starts, the host can start the interpretation feature, which will give the interpreters access to their own audio channels. Attendees can select an audio channel to hear their language of choice. Attendees will hear the translated audio and can choose if they want to hear the original audio at a lower volume.

Cloud recordings of interpretation sessions will only record the original audio of the meeting, not the translations. Local recordings of interpretation sessions will record any audio that the person recording can hear, but not multiple channels.

**Notes:** Make sure to enable **Language Interpretation** in **Settings** before starting your meeting.

## Language Interpretation Setup (Host)

1. Navigate to **Meetings** and click **Schedule a New Meeting**.
2. Create your meeting as you would normally only with these additional options:
  - a. Click **Generate Automatically** next to **Meeting ID**. **Note:** This setting is required for language interpretation.
  - b. Check the box to **Enable Language Interpretation** for the meeting. Next, input the e-mail information for your interpreter. In the **first box** choose the language that the interpreter will be translating. In the second box choose the language that the interpreter will be translating to.

Interpretation  Enable language interpretation ⓘ

m1212@hotmail.com Spanish ⇅ English ×

+ Add Interpreter

The languages you select for an interpreter will create audio channels for those languages in your meeting. All of these channels do not have to be used in the meeting.

- c. Click **Add Interpreter** only if you need to include more than one interpreter. Click the **X** icon to remove an interpreter.
3. Click **Save** when you are finished.

### Starting Language Interpretation in a Meeting (Host)

1. Once your meeting has started, click the **Interpretation globe** icon found at the bottom of your screen.

If an interpreter is not already assigned during the setup of the meeting the host can use this menu to assign any member of the meeting the role of interpreter by clicking **+ Add Interpreter** and typing an attendee name with the Search by name field. Once the name has been added click the **Update button**.

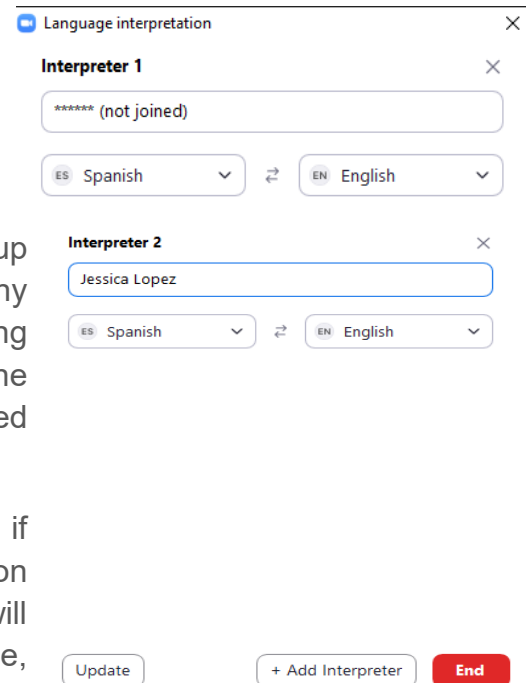
2. You may add or remove interpreters from this menu, if necessary. Click **Start** to begin the interpretation sessions. Once started, all meeting participants will receive a notification that interpretation is now available, and they will see the interpretation globe in their toolbars.

At this point, they should be instructed to click the globe icon and choose the language channel that corresponds to their needs. If an option is not chosen by the participant, they will hear parts from both channels but are likely to miss utterances in one language or the other.

On the **foreign language channel**, you will hear all utterances made by anyone with an unmuted mic on the foreign language channel including any renditions from the interpreter into the foreign language and responses from the participant. On the **English channel** you will hear utterances on the English channel which will include any time the interpreter is giving a rendition from the foreign language into English.

There is an option in the Language Interpretation menu to **Mute Original Audio**. The “Original Audio” refers to the audio signal from the other language channel. For example, when in the English channel, you may hear the foreign language at a lower volume and vice-versa. By selecting the **Mute Original Audio** you will only hear the utterances on the channel that you selected. If not selected both channels remain active (audible).

3. To end the interpretation session(s), the host will need to click **Interpretation** in the meeting options, then click **Manage Language Interpretation**.
4. Once the menu appears, the host can click **End** to stop the session.
5. The host can also click **Manage Language Interpretation** to make changes to the interpreter settings during a session.





#### Interpretation (Interpreter)

1. Interpreters join the Zoom meeting by a link provided by the court. Interpreters do not need to have a paid zoom license to participate.
2. After the host clicks **Start**, the interpreter(s) will receive a message that they have been assigned as an interpreter.
3. Interpreters will now be able to click **Interpretation** in the meeting options and select a language.
4. An interpreter in the channel will hear the original meeting audio which they can translate.
5. Interpreters should check with participants on the channels to make sure they can be heard, and then inform the court staff that they are ready to begin.

#### Listening to Language Interpretation (Participants)

1. After the host clicks Start, the participant will see the interpretation option on their Zoom dashboard. Click the **Interpretation** option.
2. Click the language that you would like to hear.
3. Click the **Mute Original Audio** so that the interpreted language is all that is heard.

**Note:** Every attendee in the Zoom hearing must choose the language stream they would like to hear the proceedings in. For example, the judge will need to choose English and Mute Original Audio to hear the hearing in English.

**Note 2:** If another participant would like to listen to the interpretation in the other language, they should choose the language stream they desire to hear.