

HOW TO CONNECT AN LEP LITIGANT TO A LANGUAGE CHANNEL

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| Step 1 | Verify you are correctly assigned as the interpreter. | |
| Step 2 | Unmute both your connections. | |
| Step 3 | Ask if the court is ready for you to instruct the party (or parties) how to connect. | |
| Step 4 | Ask what device the party is using and give the party instructions as below: | |
| Step 5a | Find the “Interpretation” item and/or globe icon. | |
| | <p>Computer:</p> <ul style="list-style-type: none"> Click on the globe icon labeled “Interpretation” at the bottom of the screen. <p style="text-align: center;"><u>or</u></p> <ul style="list-style-type: none"> Click on the three dots labeled “More” (last icon at the bottom right). Then click on the “Interpretation” menu option. | <p>Cell phone or tablet:</p> <ul style="list-style-type: none"> Touch the black part of the screen. Slide icons to the left to see more icons. Touch the 3 dots labeled “More” (last icon) to open the menu, then click on the “Interpretation” menu option. |
| | Step 5b | Select the target language name. |
| Step 5c | Cell phones/tablets only: touch “Done” in the top right corner of the screen. | |
| Step 6 | Mute your consecutive connection. | |
| Step 7 | On the simultaneous connection, say “[party name], can you hear me?” | |
| Step 8 | If the party responds affirmatively, unmute your consecutive connection and tell the court you are ready to proceed and that the party or parties have confirmed they can hear the interpreter. | |
| Step 9 | If the party does not respond affirmatively, review the instructions with them again. | |
| Step 10 | Stay upbeat and positive. | |