Remote Technologies and How to Best Use Them

Part 1: A survey of Remote Interpreting Technologies in a time of Crisis
Tuesday, April 14, 2020, from 1:00 pm to 3:00 pm

Part 2: Strategies for success when working with Remote Interpreting Technologies
Thursday, April 16, 2020, from 1:00 pm to 3:00 pm

The content provided in the attached document and the recording does not constitute legal advice and AAIT will not take responsibility for the information provided. Any opinion expressed is that of the presenters/participants and does not necessarily represent AAIT’s opinion.
AGENDA

- Introduction: Carola Lechmacher, President of AAIT/Rose Tello, Chair of Professional Development
- Welcome: Maria Ceballos-Wallis & Alessandra Campana, Co-Presenters
- Presentation: *Part 1: A survey of Remote Interpreting Technologies in a time of Crisis*
- Follow up and Questions
- Closing: AAIT future events
Maria Ceballos-Wallis
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Maria Ceballos-Wallis is a Georgia/Florida Certified Spanish-English Interpreter on staff with the DeKalb County State Court, in Decatur, GA. She has worked in multilingual communications since 1990. Her passion has always been eliminating barriers to effective communication through the mastery of language and the media.

In addition to being an accomplished television/documentary producer, in 2002, Maria received a certificate in translation studies from Florida International University and was certified as Spanish><English translator by the National Accreditation Authority for Translators and Interpreters in Australia. She is also a GODR civil and domestic mediator. Maria holds an M.A. in international studies from Florida International University. (FIU) in Miami, FL and a B.A. in communication arts with a minor in French from Hofstra University in Hempstead, NY.

She is an instructor with De La Mora Institute of Interpretation and has presented at NAJIT, AAIT and Emory Healthcare Interpreter Conferences. Maria served on the Board of Directors of AAIT from 2011 – 2016. She has also taught English as a second language at MDCC, lectured on mass communications as an adjunct at FIU (Spanish/English).

Maria has been representing interpreters on the Board of the GCOI since 2017. She joined the team of instructors for the GCOI’s Orientation Program in 2019. She is a member NAJIT’s Bench and Bar Committee and offers private instruction for interpreters looking to improve their skills.
Alessandra Campana received her degree as an Interpreter and Translator (Italian<>English – Italian<>French) after 5 years of courses in technical and literary translation, consecutive and simultaneous interpretation at the Scuola Superiore per Interpreti e Traduttori of Rome, Italy. Her love for knowledge and her innate curiosity in all types of subjects, from literature to technology, from philosophy to science, lead her to accumulate years of experience in multiple fields.

2020 is the fourth year that finds her in the AAIT (Atlanta Association of Interpreters and Translators) Board of Directors.

As a translator, she currently helps Microsoft and Amazon with their website localization and she proudly volunteers for the ongoing translation of the application ShareTheMeal, an initiative of the United Nations World Food Programme.

As an Interpreter she has years of experience in over the phone interpretation as well as on site consecutive and simultaneous interpretation. She likes to refer to the “drop the headset” moment of her career on the two occasions she had the privilege of interpreting for Pope Francis.

In 2017, she founded inLingo, a revolutionary remote interpretation company, owned and managed by interpreters. Besides improving the rates to Professional Interpreters for remote interpretation, inLingo is focused on cultural awareness and is aiming to put back the human factor in modern technologies.
Remote Interpreting Technologies

SURVEY OF:
- Remote Interpreting Technologies (RIT) & Settings
- Over the Phone Interpreting (OPI)
- Video Remote Interpreting (VRI)
- Remote Simultaneous Interpreting (RSI)
- Technical Requirements
- Resources for Interpreters

Each modality will be explored as to available technologies, their implementations, and equipment required for best practices.
Settings

- **Legal:** Courts, Jails, Hearings, Mediations, Police encounters, Attorney-Client Meetings, Probation
- **Medical:** Hospitals, Doctor’s office, Urgent Care, Outpatient, Mental Health Settings, Pharmacy
- **Community:** Meetings, Town Halls
- **Education:** Parent Teacher Conferences, IEPs, Social Workers
- **Government:** Services, Applications for benefits
- **Business:** Customer Service Counters, Client meetings
OPI

What is OPI – Over the Phone Interpretation?
- The use of telephones and call center technology to link a spoken language interpreter in a remote location with callers needing interpretation services to address a communication barrier.

How is it implemented?
- Consecutive Mode of Interpretation
- Single User / LSP - Language Service Provider
  - Sophisticated Call Centers / Independent Agency

Which technologies are used?
- Telephone/Mobile, Computer/Quality Headset

Type of Access:
- Telephone (landline and Mobile), VOIP (Skype, What’sApp, others) Call Center Systems
OPI - Work Environment
- From Home / Call Center / On the Go
- Reliable Phone Service
- Dress Code: N/A

Rates
- Full-time / Contract / Freelance
- Per hour / per pre-negotiated min. time / per minute / Interpreter set rates

Onboarding
- Online Application
- Phone/Online Interview
- OPI – Oral Proficiency Interview or Testing
- Agency / LSP Training (online, manuals, quiz)
MECHANICS: OPI

- **Speakers**
  There will be at least two speakers who need to communicate with each other. They may be at the same or different locations. Their voices are transmitted to a remote interpreter, typically through a phone line or VOIP app on a laptop or desktop computer.

- **Interpreter(s)**
  An interpreter hears speaker on their headset. The interpreter waits until he/she has heard the full utterance, perhaps taking notes. Using a quality headset and microphone, they translate the speaker's language into another language after the utterance is completed. Only one person speaks at a time.

- **OPI Platform**
  The interpreter's speech is transmitted in real time through the phone line. This is generally at least a three way conversation. Only one audio track is available, so speakers must take turns.

- **Audience**
  Participants in encounter can listen to the speakers and subsequent interpretations through a speaker phone in a courtroom, conference room or hospital.
VRI

- **What is VRI – Video Remote Interpretation?**
  - Method using devices such as web cameras or videophones to provide sign language or spoken language interpreting services. This is done through a remote or offsite interpreter, in order to communicate with persons with whom there is a communication barrier.

- **How is it implemented?**
  - Consecutive Mode of Interpretation
  - Single User / LSP - Language Service Provider
    - Call Center / Independent Agency

- **Which technologies are used?**
  - Computer, Video conference network, Telephone/Mobile/Tablet*
  - High Speed Internet Access (Ethernet or WiFi*)
  - Quality Headset

- **Type of Access:**
  - VOIP/Video (Skype, What’sApp), Videoconferencing Platforms: Zoom, GotoMeeting, Webex, Boostlingo/Stratus Platform, Call Center Systems/Agency Platforms (Proprietary or White Label)
• **Work Environment**
  - From Home Office / Call Center /On the Go*
  - Solid background or Projection Screen behind Interpreter / Lighting
  - Business Casual to Professional, depending on assignment

• **Rates**
  - Full-time / Contract / Freelance
  - Per hour / per pre-negotiated min. time / per minute / Interpreter set rates

• **Onboarding**
  - Online Application
  - Phone/Online Interview
  - OPI – Oral Proficiency Interview or Testing
  - Agency / LSP Training (online, manuals, quiz)
MECHACNICS: VRI

- **Speakers**
  There will be at least two speakers who need to communicate with each other. They may be at the same or different locations. Their voice and image are streamed live to a remote interpreter, typically through a web browser on a laptop or desktop computer.

- **Interpreter(s)**
  An interpreter hears and sees the speaker on their device. The interpreter waits until he/she has heard the full utterance, perhaps taking notes. Using a quality headset and microphone, they translate the speaker's language into another language after the utterance is completed. Only one person speaks at a time.

- **VRI Platform**
  The interpreter's speech is transmitted in real time through the video teleconferencing platform and all parties can see each other via laptop or desktop computer. Only one audio track is available, so speakers must take turns.

- **Audience**
  Participants in encounter can listen to the speakers and subsequent interpretations through a monitor in a courtroom, conference room or hospital.
RSI

- **What is RSI – Remote Simultaneous Interpretation?**
  - The process of translating speech from one language to another in real-time using interpreters in remote locations rather than on-site.

- **How is it implemented?**
  - Simultaneous Mode of Interpretation
  - RSI Platform+ or Video Conference Service (VCS) with more than one Separate Audio Channel++, VCS with supplementary phone lines++++.
    - Call Center / Independent Agency

- **Which technologies are used?**
  - Computer, Video conference network, Telephone/Mobile/Tablet*
  - High Speed Internet Access (Ethernet or WiFi*)

- **Type of Access:**
  - RSI Platforms(+): KUDO, Interprefy, VoiceBoxer, Interactio
  - Videoconferencing Platforms: Zoom++, GotoMeeting++++, WebeX++++)
• **Work Environment**
  - From Home Office / Studio
  - Solid background or Projection Screen behind Interpreter
  - Business Casual to Professional, depending on assignment

• **Rates**
  - Contract / Freelance
  - Full day / Half Day / Per hour / per pre-negotiated min. time / Interpreter set rates

• **Onboarding**
  - Online Application
  - Phone/Online Interview
  - OPI – Oral Proficiency Interview or Testing
  - Agency / LSP Training (online, manuals, quiz)
MECHANICS: RSI

- **Speaker**
  A presenter speaks in one language. Their voice and image are streamed live to a remote interpreter, typically through a web browser on a laptop or desktop computer.

- **Interpreter(s)**
  An interpreter hears and sees the speaker on their device. Using a quality headset and microphone, they translate the speaker's language into another language, in real-time.

- **RSI Platform**
  The interpreter's speech is transmitted to a cloud-based Remote Simultaneous Interpretation platform through their laptop or desktop computer.

- **Audience**
  Attendees and/or delegates can connect to the RSI platform via a computer or mobile device, seeing and hearing the speaker in the language of their choice.
TECHNICAL REQUIREMENTS

- Reliable High-Speed Internet (min 10 Mbs downstream, 2 Mbs Upstream / requirements vary by LSP/Platform)
- Run a Speed Test [www.speedtest.net](http://www.speedtest.net) - “go”
- Use Desktop, Laptop or Tablet Devices*
- Use light, comfortable, professional quality binaural headset with noise cancelling microphone and mute
- Use a high-resolution Webcam
- Adjust your video image / use proper lighting
- Work in a quiet video room
- Familiarize yourself with video platforms/applications
ACCESSIBLE RSI: ZOOM

- Personal option which offers scheduling and feature control – suitable for encounters in which both Consecutive and Simultaneous modes are used.
- As low as $15 per month for Teleconferencing Service (VRI)
- Cost sharing possibility with other people
- RSI Capability available through Language Interpretation Feature in Webinar Add on ($40 p/m)
- More than one language supported
- RSI Interpreter cannot move to breakout room
- Still has some quirks in advanced features
ZOOM Language Interpretation Desktop Screen
CSA LSP Rankings: Top 100 / by Region

- https://csa-research.com/More/Featured-Content/Global-Market-Study/Top-100-LSPs
- https://csa-research.com/More/Featured-Content/Global-Market-Study/Regional-Rankings

In-person vs. OPI vs. VRI: RATES! Let’s talk about it!

Examples of large LSPs which traditionally hire Interpreters for OPI and VRI Service. Listing here is only for illustrative purposes, it does not promote or endorse any of the companies listed here. They may use proprietary or 3rd party technology

- Language Line - [https://languageline.wd5.myworkdayjobs.com/LLS_Careers](https://languageline.wd5.myworkdayjobs.com/LLS_Careers)
- Stratus Video: [https://www.stratusvideo.com/](https://www.stratusvideo.com/)
Examples of VRI/RSI platforms which interpreters may be required to use, in addition to commercially available video teleconferencing services. Listing here is only for illustrative purposes, it does not promote or endorse any of the companies listed here. Platforms may also have interpreter networks.

**VRI**
- Boostlingo - [https://boostlingo.com/](https://boostlingo.com/)
- Zoom, Webex, GoToMeeting
- Stratus Video - [https://www.stratusvideo.com/](https://www.stratusvideo.com/)

**RSI**
- Interactio - [https://interactio.io/](https://interactio.io/)
- Interprefy - [https://interprefy.com/](https://interprefy.com/)
- KUDO - [https://kudoway.com/](https://kudoway.com/) (Platform Certification / Network [https://kudoway.com/about/#our-network](https://kudoway.com/about/#our-network))
- Zoom - [https://zoom.us/](https://zoom.us/)
VRI Interpreter Resources

- National Center for State Courts VRI Resources: [https://www.ncsc.org/vri](https://www.ncsc.org/vri)
RSI Interpreter Resources

- **ATA Blog:** [https://www.ata-chronicle.online/highlights/is-remote-simultaneous-interpreting-the-next-big-thing/](https://www.ata-chronicle.online/highlights/is-remote-simultaneous-interpreting-the-next-big-thing/)
- **ATA Webinar:** Understanding Remote Simultaneous Interpreting [https://www.atanet.org/webinars/ataWebinar211_remote_simultaneous_interpreting.php](https://www.atanet.org/webinars/ataWebinar211_remote_simultaneous_interpreting.php)
- **AIIC Guidelines for Distance Interpreting (Version 1.0)** [https://aiic.net/page/8734/aiic-guidelines-for-distance-interpreting-version-1-0/lang/1](https://aiic.net/page/8734/aiic-guidelines-for-distance-interpreting-version-1-0/lang/1)
RESOURCES - RSI

- Is RSI the Next Big Thing? – Judy Jenner
  https://www.ata-chronicle.online/highlights/is-remote-simultaneous-interpreting-the-next-big-thing/
- ATA Webinar - Understanding Remote Simultaneous Interpreting – March 2020
  https://www.atanet.org/webinars/ataWebinar211_remote_simultaneous_interpreting.php
- AIIC Guidelines for Distance Interpreting
  https://aiic.net/page/8734/aiic-guidelines-for-distance-interpreting-version-1-0/lang/1
RIT DURING COVID-19 CRISIS

- LANGUAGE SERVICES ASSOCIATES
Part 2: Strategies for success when working with Remote Interpreting Technologies
Thursday, April 16, 2020, from 1:00 pm to 3:00 pm

This webinar will explore best practices and strategies for success when working with Remote Interpreting Technologies as an interpreter: Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI) and Remote Simultaneous Interpreting (RSI). Strategies will include how to maximize audio quality and video image (lighting, equipment placement), considerations regarding professional demeanor, body language, encounter management, and interventions via the digital platform. The webinar will conclude with live evaluations of participant’s visual presence (volunteers welcome). Presented by Alessandra Campana and Maria Ceballos-Wallis
Anti-Human Trafficking Educational Webinar

It’s time to give back! All the proceeds from this webinar will be donated to https://truckersagainsttrafficking.org/

Sat, April 25, 2020  9:00 AM – 12:00 PM EDT

Learn how to recognize, screen and report different forms of human trafficking in different institutional contexts, namely social service investigations and healthcare facilities.

Community service providers who are informed on recognizing and reporting human trafficking can help ensure victim safety and prevent the growth of trafficking throughout Georgia. Presented by Tatiana Nigh.
Upcoming webinars:

Q & A

Thank you!
Additional RIT Platforms/Resources

Groupize - [https://www.groupize.com/](https://www.groupize.com/) (paid), used mostly for intra-company meetings

SpeakUs [https://speakus.club/](https://speakus.club/)

Polycom: [https://www.polycom.com/](https://www.polycom.com/)

Zoom - support [https://support.zoom.us/hc/en-us/articles/360034919791-language](https://support.zoom.us/hc/en-us/articles/360034919791-language)

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**Equipment Resources**

**Headsets:**
General brands recommended: Plantronics, Sennheiser, Jabra, Williams Sound (noise-cancelling, audio limiting, USB for computers, binaural, with microphone and mute button)
[https://www.youtube.com/watch?v=OG-skWCz0wE](https://www.youtube.com/watch?v=OG-skWCz0wE)


Amazon: [https://www.amazon.com/gp/bestsellers/pc/3015405011/ref=pd_zg_hrsrc_pc](https://www.amazon.com/gp/bestsellers/pc/3015405011/ref=pd_zg_hrsrc_pc)


**Microphones:**
ATR2100-USB - [https://www.youtube.com/watch?v=mLpaNy6JzPg](https://www.youtube.com/watch?v=mLpaNy6JzPg)

**Soundproofing your home**

**Conference services, equipment sales and rental** - Universe Language Solutions - Carlos Solis [http://www.universelanguage.com/csolis@universelanguage.com](http://www.universelanguage.com/csolis@universelanguage.com)

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Important information on Risk of hearing loss for Interpreters


Where can I find more webinars?

AAIT Website
Networking and information on Facebook: Groups such as Georgia Court Interpreters
Corinne McKay
Interpreter Education Online
Josh and Alex

Cross Cultural Communications - https://www.cultureandlanguage.net/
Four FREE Webinars on Remote Interpreting!

Webinar #1: An Overview of Remote Interpreting
Katharine Allen, MA
Thursday, April 9, 2020, 12:00 p.m. ET
Scores of interpreters wrote us their thanks for Katharine’s down-to-earth, honest and clear overview of the field. The recording is available for free. You can also access Katharine’s amazing PowerPoint presentation for free.

Webinar #2: Set Yourself Up for Remote Interpreting
Thursday, April 16, 2020, 11:30 a.m. ET
Caroline Remer, MA, Boostlingo
Registration is now open--sign up here!
https://zoom.us/webinar/register/WN_n0m_qogQNyk-VUjLUZ5UA

Webinar #3: Basic Protocols and Professional Etiquette in Remote Interpreting
Thursday, April 23, 2020, 11:30 a.m. ET
Tatiana Cestari, PhD and Sarah Stockler-Rex, Martti
Registration opens next Friday, April 17.

Webinar #4: Guidelines for Healthcare Remote Interpreters
Thursday, April 30, 2020, 11:30 a.m. ET
Tatiana Cestari, PhD, Martti, and Danielle Meder
Registration opens April 24.