



Microsoft Teams: using human language interpretation

Attendee Guidance

The meeting that you have been invited to join has been set up with simultaneous language interpretation. This means that a human interpreter will be available to provide real-time translation into English or an alternative language, depending on the meeting requirements.

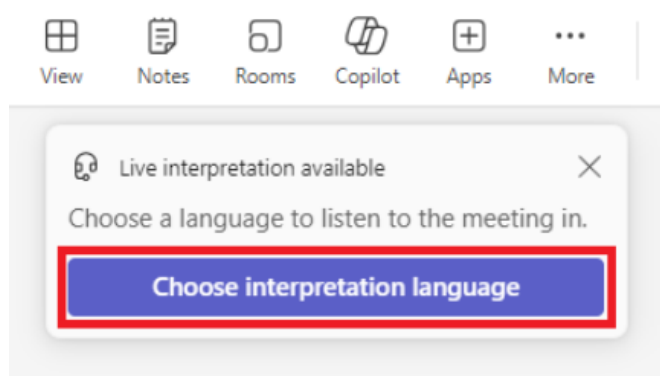
You can attend the meeting using either:

- Microsoft Teams Application (on a computer or mobile phone); or
- Web browser.

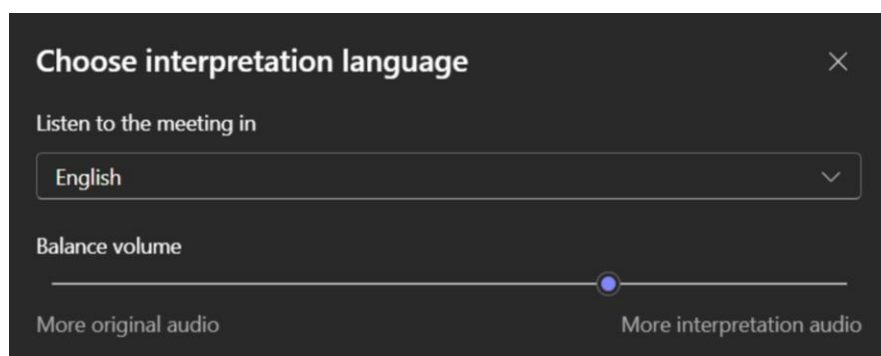
If using a web browser, we advise you use Microsoft Edge to avoid any difficulties.

Joining the Meeting

When you first join the meeting, you will see a pop-up box asking you to 'Choose interpretation language'.



Select your Language from the options available.



Selecting the language that you want to hear

The languages a meeting will be translated from and into, will be determined by the meeting requirements and set up by the meeting organiser.

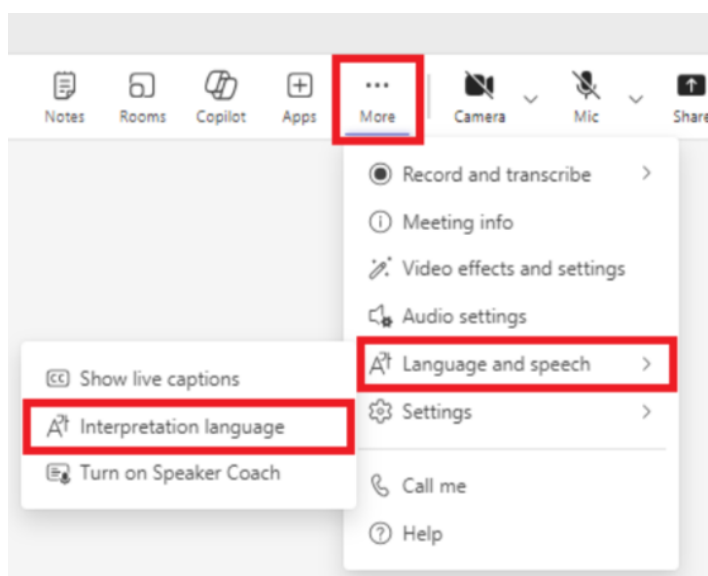
'Original audio' is always an option and is the language spoken on the 'floor' of the meeting. If you understand all the languages spoken on the floor, you can select this option. You won't hear any interpretation at all if you select 'Original audio'.

If you select another language, for example English, then you'll hear a human voice interpreting into English when another language is spoken.

You can also change the volume balance and choose how loudly you'd like to hear the interpreter over the original speaker's voice. You can change this later by clicking 'More' (...) and 'Language and speech', then 'Interpretation language'.

Selecting your Language Choice using the 'More' (...) menu

If the pop-up box disappears before you have chance to select your language choice, go to the meeting toolbar, click on 'More' (...) and 'Language and speech', select 'Interpretation language' and choose your language preference.



You will now be able to hear the meeting and the interpretation.

Spatial audio

Prior to joining a meeting where human language interpretation is being used, you should ensure you have turned off spatial audio.

Turning off spatial audio will provide a better experience and should allow you to hear the interpreter clearly.

To turn off spatial audio, please follow the step by step instructions below:

- 1) Click on **More (...)** then **Settings**
- 2) Select **Device settings**
- 3) **Turn off spatial audio** by using the toggle

Trouble Shooting

If you are unable to select an interpretation language when joining through a browser, your browser may not be compatible with the features available. Please make sure you're using Microsoft Edge.

If you are still unable to select an interpretation language, please check that you are not using a personal account. Human language interpretation is now only supported for organisational accounts. We're working with Microsoft to re-enable this feature for personal accounts as soon as possible.



Llywodraeth Cymru
Welsh Government

If you have selected your language preference but cannot hear the translation when an alternative language is spoken (for example Welsh), please leave the meeting, return, and select your language interpretation choice again.

If you are unable to hear any audio, please check your meeting device settings and that the audio has not accidentally been muted. You can also try to leave and rejoin the meeting.

If you do not have the option to select interpretation, please message the meeting organiser to check whether language interpretation has been arranged. If you are using the Teams application (rather than a browser), you should also check that you are running the most up to date version of Teams.

If you are unable to hear the Interpreter, please ensure they have not been muted. You can check this through the People Pane. If they have been muted, they will need to unmute themselves. A meeting organiser is not able to unmute attendees.

If you can hear both the floor language and the interpreter at the same volume, please ensure you have turned off Spatial Audio and check the volume balance.