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Welsh Government

# Microsoft Teams: using human language interpretation

## Organiser guidance

Language interpretation allows human interpreters to translate what the speaker says into another language in real time without disrupting the speaker.

This allows more inclusive meetings, where participants who may not speak the same language can collaborate. In our case at the Welsh Government, this means that we can now use more Welsh in our meetings.

This guidance explains how to:

- book your human interpreter
- set up human language interpretation in Teams
- designate a human interpreter during the meeting
- set up interpretation from a shared mailbox
- guidance and templates for attendees
- further support

**[Click here to see this guidance in video format.](#)**

## Book your human interpreter

Your first step is to book a human interpreter and receive their individual email address so you can invite them to the meeting and assign them to the interpreter role in the meeting options.

**Please note:** You must test the meeting link with your translator 15-30mins ahead of the scheduled meeting. It is important that you test on the meeting link itself.

## Set up human language interpretation in Teams

Human language interpretation can be added to any scheduled meeting, channel meeting and webinar. Interpretation can also be used within breakout rooms. However, interpretation is not currently available in Town Hall events.

You will need to:



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1. **Create a scheduled Teams meeting** - either in Teams or Outlook - and send the invitation. Ensure your human interpreter is added to the meeting invitation.
2. **Open the Meeting Options** for the meeting in which you require simultaneous interpretation.
3. Click **Enable language interpretation** and search for the interpreter using their name or email address.

**Please note:** If your interpreter's name does not appear on the list, you will not be able to assign them as an interpreter **ahead of** starting the meeting. If this happens, you will need to temporarily assign the interpreter role to another meeting attendee. This cannot be a co-organiser.

You'll need to re-assign the role to the real interpreter during the pre-meeting test. For instructions on how to do this, please scroll down to **'Designate a human interpreter during the scheduled Teams meeting'**.

If you're setting up the meeting from a shared mailbox, please scroll down to **'Set up interpretation from a shared mailbox'** for specific instructions.

4. Assign the source and target languages (most likely to be interpretation from Welsh to English).
5. Click **Save** and send the meeting update.

☒ Enable language interpretation ⓘ

Interpreters

• Marshall, Inde... ✕ • Lilley, Sarah (... ✕

Source language Target language

Welsh → English

Delete

#### Please Note:

- **A red border around any of the fields, indicates an error.**
- If you require **more than one interpretation channel** e.g. French to Welsh and Welsh to French, you'll need to create separate interpretation channels, one for each language pair.
- You must check that the meeting settings are saved ahead of the meeting. You can continue to make **changes to meeting settings** leading up to the start of the meeting BUT once the meeting has started, any changes will not



take effect unless you stop the meeting for all attendees (including yourself), and then restart the meeting.

- **Meeting recordings** will only capture the audio of the main channel (original language), and not the audio of the interpreter.
- **Captions will only show the original language speaker's words.** If the original language changes, the meeting organiser will need to manually switch the captions to the language being spoken. Teams is not able to detect changes in spoken language automatically.
- **Meeting co-organisers should always be set up** to ensure that more than one meeting organiser can access meeting options and make changes.

**[Click here for Microsoft Support instructions on adding co-organisers to a meeting.](#)**

**[Click here to watch a video example.](#)**

- 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.

## Designate a human interpreter during the scheduled Teams meeting

During a Teams meeting, you can designate a human interpreter as long as they have received the meeting invitation. As organiser or co-organiser, you can assign the interpreter role using the people pane in the Teams meeting.

**[Click here for Microsoft Support instructions on assigning an interpreter once a meeting has started.](#)**

**[Click here to watch a video example.](#)**

## Set up interpretation from a shared mailbox

You can set up simultaneous interpretation in Teams meetings where invitations have been sent from a shared mailbox. Shared mailbox access does not mean that you are automatically recognised as an organiser or co-organiser for a Teams meeting.

To assign or re-assign roles such as the interpreter in a Teams meeting, you must be an organiser or co-organiser. When designating a co-organiser, ensure you name



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a specific individual rather than a shared mailbox. This should be completed prior to the meeting using the meeting options.

Ahead of the meeting, an organiser or co-organiser can assign roles in the meeting options using the shared mailbox calendar. During the meeting, you will only be able to re-assign roles in the people pane. This includes the ability to re-assign the interpreter role if needed.

**[Click here to watch a video example.](#)**

For guidance on how to join a meeting, use our **[attendee instructions](#)**.

## Guidance and templates for attendees

Use our **[attendee instructions and template for meeting organisers](#)**.

## Further support

If you have any questions please visit **[Microsoft Support](#)**.