

# Wyoming Guide to Court Interpreting with KUDO



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# Introduction to KUDO and this Guide

KUDO is a multilingual collaboration platform. KUDO is a cloud-based solution allowing court interpreters to attend court remotely. It also allows you, as an interpreter, to service the Wyoming Judicial Branch safely and professionally, regardless of your physical location.

This guide to court interpreting with KUDO covers the following topics:

1. *Wyoming Interpreter Onboarding Process*. Learn the steps you must take to become KUDO certified for remote interpretation in Wyoming courts.
2. *Tools of the Trade & Technical Requirements*. See a list of hardware, software, and connectivity requirements. Learn how to configure audio. The end of this section summarizes this information in an interpreter readiness checklist.
3. *Schedule for a Hearing*. Once you have completed the onboarding process and confirmed you meet all technical requirements, you need to learn how you will be scheduled for an assignment. This section walks you through the process.
4. *Joining a Hearing*. Next, you need to learn how to join a hearing. This section walks you through the process.
5. *The Interpreter Interface*. This section introduces you to the KUDO interface. Take some time to review KUDO features, including the handover feature, dual-listening feature, and keyboard shortcuts.
6. *Troubleshooting/FAQ*. Find solutions and answers to common problems and questions.

# Wyoming Interpreter Onboarding Process

Once court interpreters have been added to the Wyoming Court Interpreter Roster or have been contacted by a court to provide interpreting services, they are eligible to become KUDO certified for the Wyoming courts.

Wyoming courts KUDO certification steps are:

1. Setting up your KUDO profile/account on the US server at [live.kudoway.com](https://live.kudoway.com),
2. Completing the self-guided courses, *The Interpreter Journey*, the *Handover Tutorial* and the *Dual-Listening feature videos*,
3. Attending a 1-hour live KUDO webinar provided by KUDO (<https://kudoway.com/webinars-events/interpreter-event/>), and
4. Attending a 30-minute webinar provided by the Wyoming Supreme Court Administrative Office of the Courts. Once interpreters are listed on the roster, they will be provided the links for each step.

# Tools of the Trade & Technical Requirements

As an interpreter working remotely, there are many variables you don't control. However, a poorly prepared interpreter can create a bad experience for everyone. Panic not! KUDO has broken it all down for you and prepared a list of simple measures you need to consider making sure you are prepared.

Please follow the guidelines in this section to create the right working environment, get the right equipment and accessories and ensure infallible connectivity on your end.

## *The Right Hardware*

Your computer is the one piece of equipment you will need to trust with your life. As an interpreter working remotely, that computer is, in many ways, what gives you a presence. KUDO recommends having a computer with the following specifications: (1) 16GB+ RAM, Intel i7 Core Processor, (2) 15" monitor and cordless mouse, (3) dedicated sound card and graphics card, (4) one (1) additional LCD monitor, minimum size of 20", (5) Two (2) professional-grade USB headsets, and (6) one (1) APC Smart UPS unit as a power backup for all networking devices.

No matter how good an interpreter you are, the wrong headset will make you sound like a cockpit talking to air traffic controllers. You want something capable of capturing your full vocal range, with enough depth and no hisses. KUDO recommends having a USB headset that is; (1) Light-weight and easy to wear, even for long periods of time, (2) flexible microphone boom arm that you can bend with your hand, for the right adjustments, (3) a rotating boom arm that allows you to have the mic on either side of your face, (4) In-line mute and volume control, (5) Built-in USB connectors, (6) Two earpieces plus a built-in microphone, and (7) Good around-the-ear coverage on both ears, to prevent leakages into your mic.

Along with recommendations on the computers and headset that court interpreters use, KUDO has compiled a list of best practices for interpreters relating to their computer hardware. These include:

- Mac users must use the Google Chrome or Mozilla Firefox browsers, refrain from using Safari.
- Make sure to choose a computer with a silent keyboard.

- Always carry a spare USB headset.
- Be sure to deactivate any automatic upgrades, app notifications, Skype calls before you start interpreting.
- If you would prefer to touch the controls with your fingers (like in normal hardware), consider getting one of the new touchscreen notebooks on the market.
- Make sure your computer comes with a built-in network cable jack (Microsoft Surface computers usually don't).
- Always reboot your computer before your meeting begins.
- Get an extra power cable and charger to take with you on the go.

### *The Right Software*

KUDO relies on a technology called WebRTC (short for web real-time communications). It allows for web-based bi-directional, high-traffic communication. No plugins, no sweat. The catch is not every browser is WebRTC-compatible. That's why you must use Google Chrome, Firefox or Microsoft Edge. Please make sure to have installed the latest update prior to your assignment with the court.

**IMPORTANT:** Safari is not yet fully compatible to WebRTC features.

### *The Right Connectivity*

KUDO is a lean and streamlined application, requiring only marginal bandwidth of those following a meeting on their computers or smartphones. Under most circumstances, even a decent 3G connection will allow an attendee to follow a meeting with HD video and crisp audio. That situation changes considerably for anybody uploading video or audio content (or both). That includes, speakers and interpreters.

You will want to ensure your voice is sent over the web with zero packet loss. Unlike a passive attendee, interpreters need to make sure the audio and video they download is near-perfect and sufficient for interpretation purposes.

Kudo has the following connectivity recommendations:

1. Upload and download network speed of at least 25x10 Mbps. The more, the better.
2. Stable, wired connection for all computers in use by interpreters.
3. Room-wide wi-fi for redundancy.

**IMPORTANT:** While wi-fi will in most circumstances get you through most meetings, there is always the risk of fluctuations from occasional shared use by other people in an office or household. We therefore strongly suggest that interpreters invest in a dedicated wired connection for the sole purpose of remote interpretation.

### *The Right Audio Settings*

You want to make sure your microphone is properly set and able to project your voice with enough power. Below is a step-by-step checklist of KUDO's recommendation of adjusting your audio settings for both Windows and Mac users. See Appendix A How to Join/Headset Set-up for printable detailed instructions.

#### **Windows Users:**

1. Right click on the loudspeaker icon at your Windows menu bar and select Recording devices or Sounds (depending on the Windows version you have installed).
2. On the Playback and Recording tabs, right click on the microphone you're using and select Set as Default Device and Set as Default Communication Device. Then on the Recording Tab right click on the device and select Properties.
3. Click on the Levels tab and adjust the microphone sensitivity to a level between 75-100. Click OK, close the Sound window, and go back to KUDO in Chrome.
4. To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field. You can click on Manage and select a different microphone through the browser settings.

### Mac Users:

1. Click on the loudspeaker icon at the menu bar and select Sound Preferences. If you can't see the icon, click the apple icon at the menu bar and select System Preferences, then select Sound from the list.
2. On the Output tab, select the headset you are using from the list.
3. On the Input tab, select the headset you are using from the list and adjust the microphone volume to a higher level with the Input volume slider. Close the Sound window and go back to KUDO in Chrome.
4. To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field. You can click on Manage and select a different microphone through the browser settings.

# Interpreter Readiness

Below is an interpreter's readiness checklist. The readiness checklist covers; (1) hardware, software, and connectivity requirements, (2) a pre-meeting checklist, and (3) interpreters' best practices. This is a helpful document to refer to prior to every hearing. See Appendix B Interpreter Readiness Checklist for a printable detailed checklist.

## *Hardware, Software, and Connectivity Requirements Checklist:*

- OS: Windows 7+ or MacOS 10.11+
- Browser: Google Chrome (Preferred; latest version)
  - Mozilla Firefox (Alternative; latest version)
  - Allow access to microphone; avoid ad-blockers
- Memory: 16GB+
- CPU: Intel Core i7+ or equivalent
- USB Headset
  - Check AIIC's list of ISO-compliant headsets
- Wired internet connection with min. 10Mbps up/down
- Soundproof booth or quiet room

## *Pre-meeting Checklist:*

- Onboarding Tutorial completed
- Live Interpreter Webinar attended
- KUDO Profile created and up to date
- Interpreter Guidelines reviewed
- Signed NDA on file with KUDO or the client
- In-session soundcheck completed

## *Interpreter Best Practices Checklist:*

- Be mindful of your microphone at all times.
- Always assume the mic is ON!
- Clear cookies and reboot your computer prior to the meeting.
- Log in at least 20 minutes before the start for a soundcheck.
- Make sure you know who to contact in case you need assistance.
- Coordinate with your boothmate on the timing of your shift.

# Scheduled for a Hearing

Court interpreters are used throughout the Wyoming Judicial Branch. However, most assignments are in either Circuit or District Court. The scheduling of court interpreters is handled differently by circuit and district courts. Those differences will be discussed below.

## *Circuit Courts*

The circuit courts are limited jurisdiction courts. The civil jurisdiction of the circuit courts covers small claim cases and civil cases in which the damages or recovery sought do not exceed \$50,000. Circuit courts also hear family violence, stalking, and sexual assault protection order cases. Further, they hear forcible entry and detainer cases. The criminal jurisdiction of the circuit courts covers all misdemeanor cases. Finally, the circuit courts may set bail for people accused of crimes, and they may conduct preliminary hearings in felony cases. Circuit court judges handle thousands of traffic, criminal, small claims and civil cases every year. They might hear traffic cases in the morning and felony preliminary hearings in the afternoon.

At the circuit courts throughout the state court interpreters are schedule by the circuit court clerk's office. Many times, court interpreters are contacted via phone or e-mail for a potential assignment in the circuit court. The court interpreter will want to obtain the contact information for the individual at the clerk's office who is scheduling their assignment in case they need to contact the clerk's office regarding the assignment.

**IMPORTANT:** In the circuit courts court interpreters are scheduled by the circuit court clerk's office.

## *District Courts*

The district courts are the trial courts of general jurisdiction in the state. The district judges preside over felony criminal cases, large civil cases, as well as juvenile and probate matters. They also hear appeals from lower court decisions. The jurisdiction of the district courts is unlimited except for civil cases under \$50,000, small claims cases, forcible entry and detainer cases, and misdemeanors, which are heard in the circuit

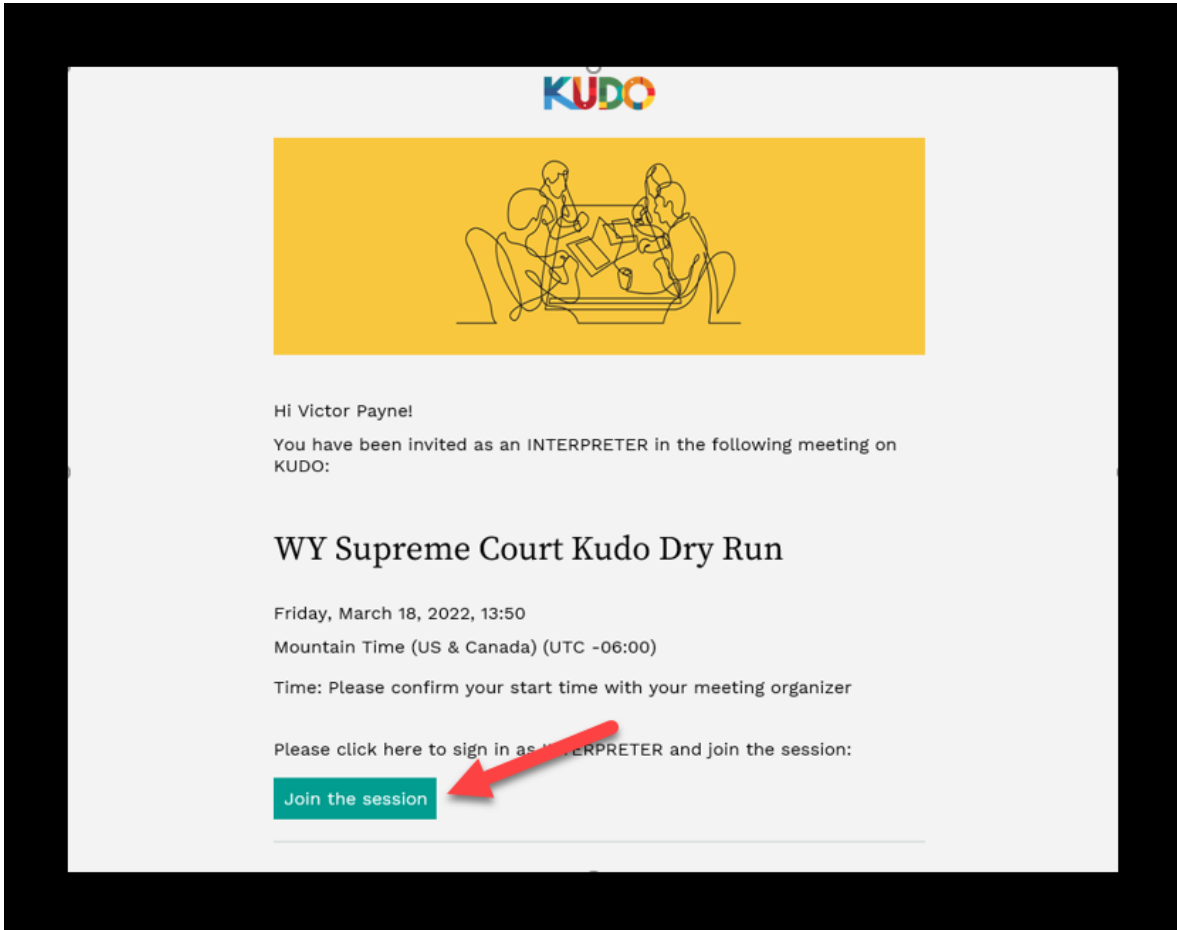
courts. As a result, the work of the district courts includes the most serious cases and controversies in the state.

At the district courts throughout the state court interpreters are schedule by the judicial assistant to the presiding judge. Many times, court interpreters are contact via phone or e-mail for a potential assignment in the district court. The court interpreter will want to obtain the contact information for the judicial assistant who is scheduling their assignment in case they need to contact them regarding the assignment.

**IMPORTANT:** In the district courts court interpreters are scheduled by the judicial assistant to the presiding judge.

# Joining a Hearing

Once you are scheduled to interpreter for the court you will receive an e-mail with the link to join the remote hearing. See below:



You can join the session by clicking the link "Join the session." You will need to join fifteen (15) minutes prior to the hearing to allow time to configure your channels and test your audio.

## *Outgoing Channel Setup for Wyoming Courts*

Once you join a hearing as an interpreter, the first thing you need to do is tell KUDO which languages you intend to speak. During the hearing you will be required to alternate between more than one language (i.e., English and Spanish). You will not be able to activate your microphone until you do that.

Locate the Outgoing Channel box, in the upper right-hand side corner of your screen. Click on Configure (number 5 on Appendix C User Interface diagram), and a pop-up window will display, showing you three drop-down menus.

Using the drop-down menus, search and select your active languages (your A or B languages). You need to enter English and the language you will be translating from (i.e., English and Spanish). You cannot select the same language twice. The choice will be limited by the languages available for that meeting. See Diagram A below.

Configuring a language is just the first step. You still need to SELECT the language you intend to use when you activate your microphone. To do so, simply click on the button immediately below the language of your choice (the button will display the corresponding code for that language). See Diagram B below.

During the hearing, you need to change the outgoing channel to the language you will be interpreting for. This may be different based upon such things as the method of interpretation, courtroom practice, or if the LEP is present in the courtroom.

When you are interpreting simultaneously for the LEP individual you will need to be in the outgoing for their language (i.e., Spanish).

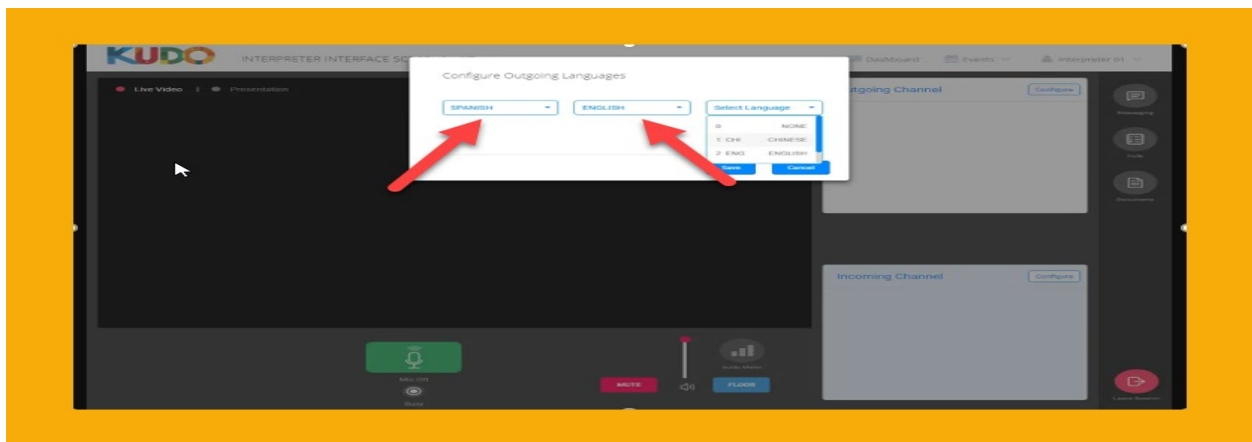
When you are interpreting consecutively between the LEP and an English speaker the outgoing channel you will need to be in may vary between two options. Each option is addressed below.

**Option 1:** Switch between channels as you interpret consecutively for the LEP and the English speaker (i.e., English & Spanish). For example, when you are interpreting the LEP statements into English you will be in the English Channel and when you are interpreting for the LEP you will be in their native language channel. This option will be used at the preference of the presiding judge or when the LEP is not present in the courtroom.

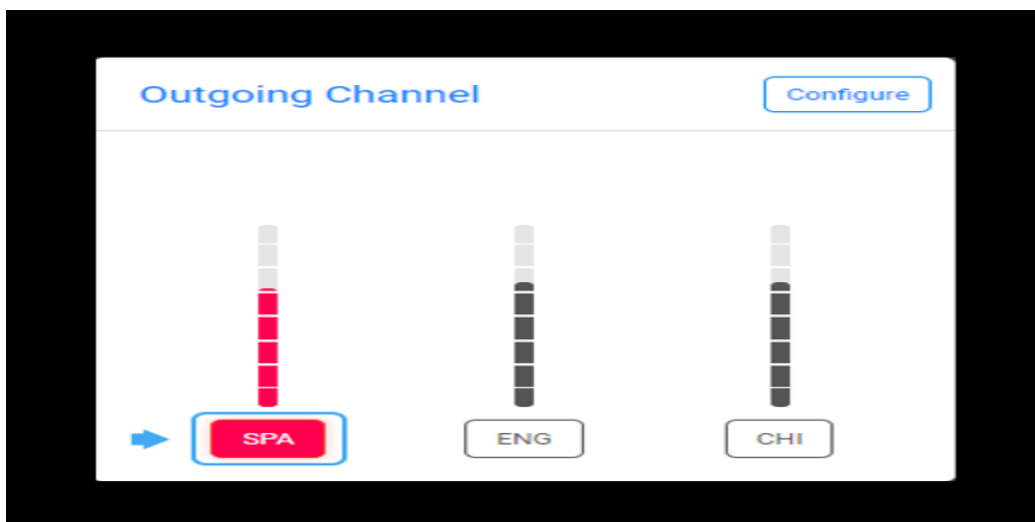
**Option 2:** Stay in the English channel as you interpret consecutively for the LEP and the English Speaker. For example, when you are interpreting the LEP statements into English you will be in the English channel and when you are interpreting for the LEP in their native language you will stay in the English channel. This option may be used at the preference of the presiding judge when the LEP is present in the courtroom.

Please confirm the court's preference before the proceeding. For either option, all you must do is click on the corresponding language you have pre-configured.

**Diagram A:**



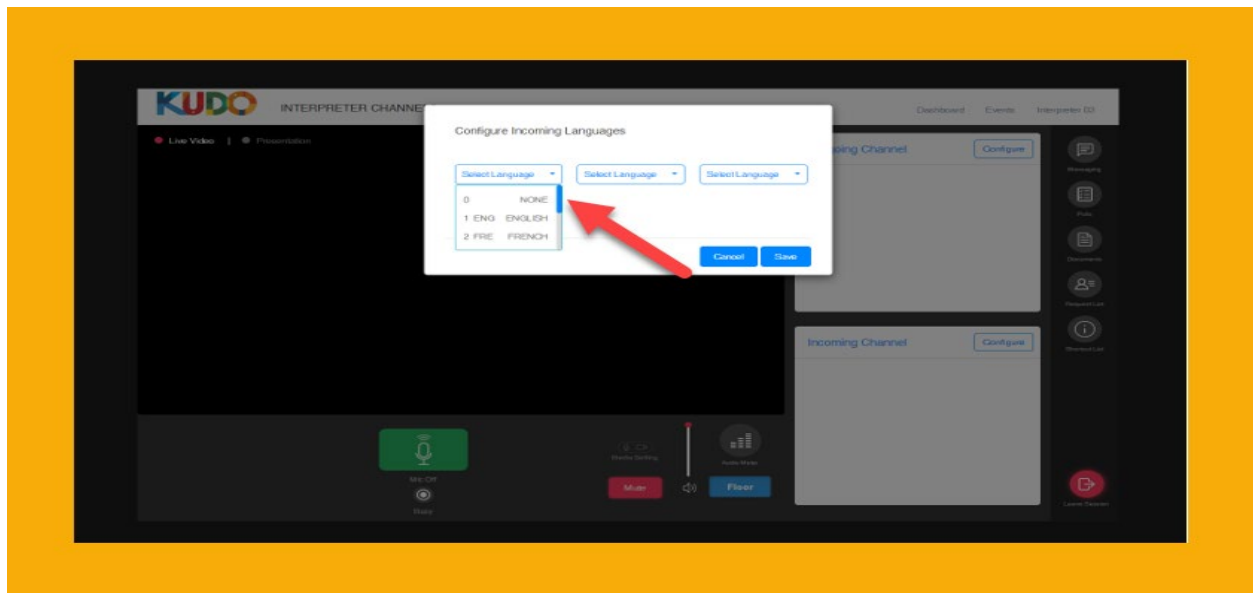
**Diagram B:**



## *Incoming Channel Setup for Wyoming Courts*

Next, you need to configure your incoming channel. For KUDO's use within the Wyoming courts, you will select "none" as your incoming channels.

This is done in the exact same manner as for outgoing languages. Locate the Incoming Channel box and click on Configure (number 7 on Appendix C User Interface diagram). Then follow the same procedure you used for the outgoing languages. See below:



You are now ready to start interpreting. Make sure your microphone is on **(RED)** and start speaking. Your microphone will be **(GREEN)** when it is muted and **(RED)** when it is unmuted, thus when you are speaking you will want your microphone **(RED)**.

# The Interpreter Interface

The KUDO Interpreter Interface is where you will spend most of your time when interpreting through KUDO. Take time to familiarize yourself with the many features KUDO has to offer. See Appendix C User Interfaces/Interpreters for a printable version of the interpreter interface. This section also includes use of the handover feature, the dual listening feature, and KUDO's keyboard shortcuts.

## *Handover Feature*

The Handover Feature allows two interpreters to switch between being the active and the passive interpreter. This feature will only be used when two interpreters are scheduled for one assignment with the courts. This feature is designed for a real time handover/switch of interpreters, however during court hearings these handovers will most likely happen during a recess.

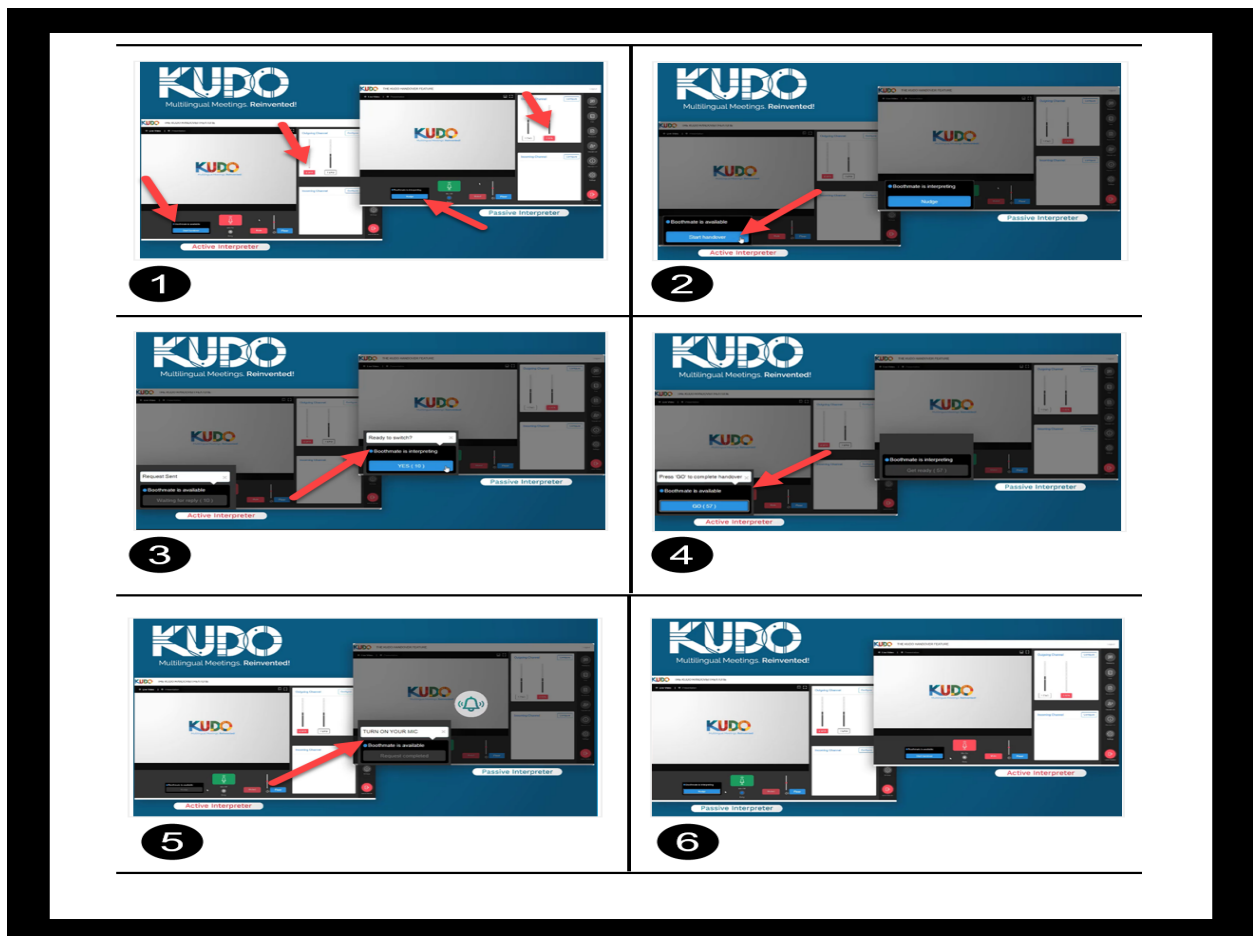
The Handover feature will only work when both interpreters have the same outgoing channel selected (**by turning it RED**), and one of the interpreters has their microphone active (**RED**). For the active interpreter it will say "Boothmate is available, Start handover" and for the passive interpreter it will say "Boothmate is interpreter, Nudge." See step one (1) in the diagram below.

Both the active and the passive interpreter can initiate the handover. The active interpreter can initiate the handover by clicking "Start Handover." See step two (2) in the diagram below. There will then be a beep for the passive interpreter, and a question will pop up and ask if they are ready to switch. The passive interpreter has fifteen (15) seconds to confirm their availability by clicking "Yes." See step three (3) in the diagram below.

If the passive interpreter fails to respond within the fifteen (15) seconds the system will reset and the handover procedure will have to be restarted. Once the passive interpreter confirms their availability the active interpreter will see a message "Press GO to complete handover" and a sixty (60) second timer will be displayed. See step four (4) in the diagram below.

Once the active interpreter click “GO” their microphone will turn green. The passive interpreter will hear two (2) beeps and a message will be displayed “Turn on your Mic.” See step five (5) in the diagram below.

At this point the passive interpreter must manually activate their microphone and start interpreting. The handover is complete. Notice how the active and passive interpreters have now switched roles. See step six (6) in the diagram below.



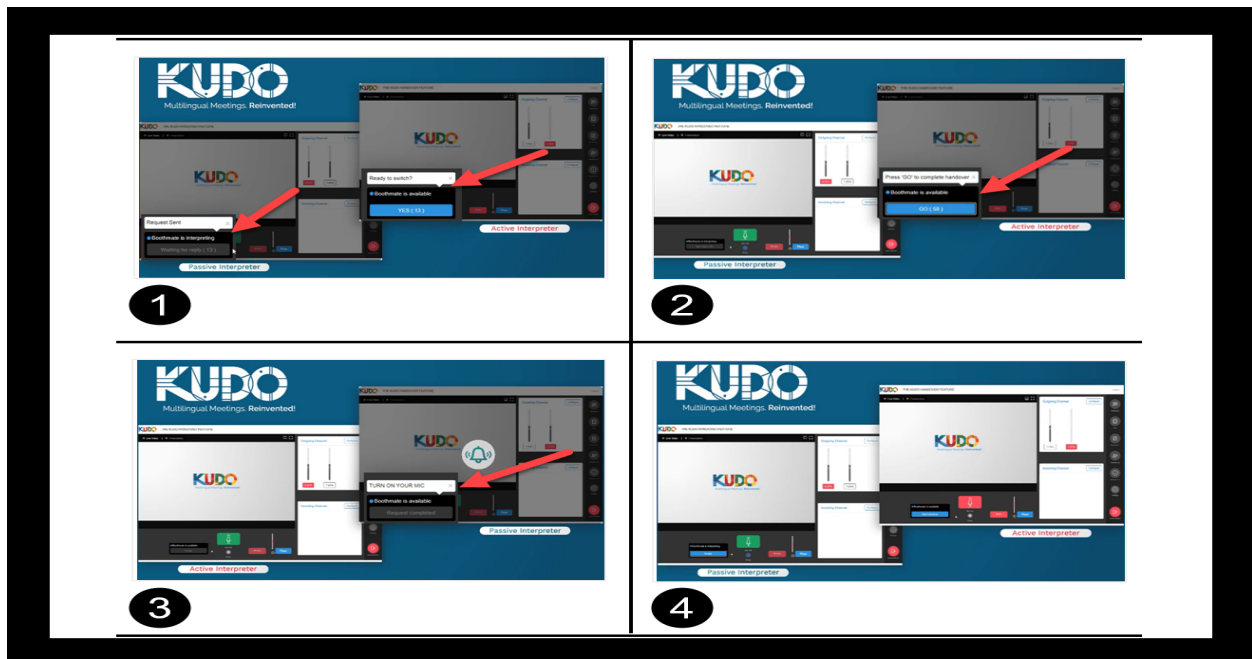
Next, we will look at the handover feature when the passive interpreter is the one who initiates the handover. This process is easier than when the active interpreter is the one who initiates the handover.

The passive interpreter will click “Nudge” the active interpreter will hear a beep and see the fifteen (15) second timer. See step one (1) in the diagram below.

Once the active interpreter confirms their availability, they will see a message “Press GO to complete handover” and a sixty (60) second timer will be displayed. See step two (2) in the diagram below.

Once the active interpreter click “GO” their microphone will turn green. The passive interpreter will hear two (2) beeps and a message will be displayed “Turn on your Mic.” See step three (3) in the diagram below.

At this point the passive interpreter must manually activate their microphone and start interpreting. The handover is complete. Notice how the active and passive interpreters have now switched roles. See step four (4) in the diagram below.



## *Dual Listening Feature*

The Dual Listening Feature will allow the passive interpreter to listen to both the active interpreter and the floor at the same time. This feature would only be used when the court has scheduled two interpreters for one assignment.

For this feature to work the interpreter will have to configure the incoming channels the same as the outgoing channels. For this example, let's use English. See step one (1) in the diagram below.

In this example you can see as the passive interpreter your microphone must be off **(GREEN)**, and your busy button must be lite. The handover button should also read "Boothmate interpreting" indicating that you colleague is interpreting into that channel.

To listen to your colleague, you will click the English button on the incoming channel. This will turn the button read and you will begin to hear your colleague interpreting into that channel. You will also notice the Floor Mix is off at this time. See step two (2) in the diagram below.

If you would like to listen to both your colleague and the original speaker at the same time you will choose either, low, med, or high on the floor mix. See step three (3) in the diagram below.

When it becomes your turn to interpreter you will only have to click on "Floor" and turn on your microphone. See step four (4) in the diagram below.



## *KUDO Keyboard Shortcuts*

The KUDO Interpreter Interface can also be controlled with keyboard shortcuts for added convenience. See Appendix D KUDO's Interface Interpreter's Shortcuts for a printable list of all the keyboard shortcuts for both Windows and Mac.

# Your KUDO Interpreter Profile

When you log into KUDO for the first time, you will be asked to complete your professional profile. complete your profile, using the link below. This will set up your profile for the US server, which is the only server used by the Wyoming courts.

- [https://live.kudoway.com//users/sign\\_up](https://live.kudoway.com//users/sign_up)

# Troubleshooting/FAQ's

Below are some common interpreters troubleshooting frequent asked questions. For a more extensive list of common troubleshooting issue please see Appendix E Interpreter Troubleshooting.

## *What do I do if I am disconnected form a hearing?*

Immediately try to log back into the hearing and notify the court that you lost connectivity. If you are unable to log back into the hearing, please call the court and individual who schedule you for the hearing to notify them of the technical difficulties.

The operator of the hearing may also provide you with technical assistance if needed.

## *Where is my Certificate/KUDO Certified Badge?*

To download your certificate, you must have completed 100% of the Interpreter Journey. Then you can follow these steps to get a copy of your badge:

1. Sign back in using the credentials you used the first time (for the Tutorial!)
2. Click on 'Replay course'
3. Click on View Certificate (or Get Your Certificate) and go from there.

## *I will be interpreting at an upcoming hearing. How can I join the session?*

You will be sent a session-specific link in due course. Once you click on the link, you will be asked to log in using your interpreter credentials. You may also receive an email from KUDO, with a link to join the session and register.

## *Can I join from my phone?*

Not as an interpreter. To operate KUDO's interpreter interface, you need to be on a computer. We're developing an interface for the iPad as well. We will let you know when it is available.

## *Account locked! But I need to connect now! What can I do?*

If you try to log in too many times with the wrong password, the system will lock you out for 10 minutes, for security purposes. If you can't wait those 10 minutes, reach out to your designated contact person or KUDO staff for support. If you don't know who to contact, send us a message, so we can reset your password temporarily for you.

***Why am I getting the error message “unable to connect to stream in reasonable amount of time”?***

This usually happens if your Internet connectivity is slow. But it could also be caused by firewalls or other programs installed on your computer. Here are a few things you can try:

1. Refresh the page and try connecting again. This usually solves the problem.
2. Log out and close any other programs and browser windows that are not essential.
3. Make sure you don't have any other video application running.

***“Invalid username/password”? I am sure I entered the right credentials.***

You may have registered as a participant but not as an interpreter or you may be trying to log into KUDO using the credentials you created for the online tutorial. Make sure you use the exact same email and password you entered when you registered as an interpreter on KUDO.

***Why am I getting the error message ‘User is not a valid interpreter’?***

You might be trying to log into KUDO without ever having set up a profile as an interpreter.

***My mic and outgoing channel are red, but my voice is not going through. Why?***

Make sure you don't have your mic muted in the in-line mute button. Make sure you have the right audio settings, and that the gain of your mic is correctly set.