# Reference Guide

to

# Remote Simultaneous Interpreting

Version 1 | May 2020

# Preface

This reference guide was developed following the AIIC Remote Simultaneous Interpreting (RSI) seminar held in Geneva by AIIC Switzerland on 29 February 2020. It was written by Hayley Bonner, Eliane Bou Khalil, Barbara Delahayes and Laura Keller, under the supervision of the AIIC Switzerland Bureau. We would like to extend our special thanks to Melanie Klemm, AIIC Switzerland contact person for PriMS, Maya de Wit, coordinator of the AIIC Sign Language Network (SLN), Klaus Ziegler, AIIC Technical and Health Committee (THC) coordinator and member of the AIIC Task Force on Distance interpreting (TFDI) and Andrew Constable, AIIC TFDI coordinator, for their valuable contributions.

The [TFDI AIIC Interpreter Checklist: Performing Remote Interpreting Assignments from Home in extremis during the Covid-19](), published 3 May 2020, focuses exclusively on technical aspects of RSI from home with recommendations to interpreters and platforms alike. In parallel with this research, the current document aims to complement the TFDI's work by providing practical information and technical considerations to interpreters based in Switzerland (and possibly elsewhere) working on the private market and who might be asked to perform RSI from hubs or from their homes. The aim of this paper is therefore to support interpreters' reflections and contract negotiations when considering an offer of work in this new setting.

It should be kept in mind that there is a distinction between RSI for the private market and for the international organisations, in that an established framework is in place in the institutional market. AIIC Agreements apply to all assignments carried out for the Agreement sectors and to all conference interpreters, regardless of whether they are AIIC members or not. These Agreements also apply to remote interpreting contracts. Any attempt by platforms to recruit interpreters to work in organisations covered by AIIC Agreements is a flagrant violation of those Agreements and should be reported to the appropriate Negotiating Delegation immediately.

Annex I presents a checklist to assist an interpreter who has been offered an RSI contract. The checklist is by no means definitive; nevertheless, it does offer a starting point for discussion with potential clients.

Annex II presents additional resources on remote interpreting.

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# I. Types of distance interpreting and best practices

## A. Definitions

As defined in the [AIIC Position Paper on Remote Interpreting](#), published 7 March 2018, distance interpreting includes two major strands: teleconference interpreting and remote interpreting. According to the [AIIC Covid-19 Distance Interpreting Recommendations for Institutions and DI Hubs](#), published 27 March 2020, 'the nature of the interpreting performed depends on the location of the interpreters and active (speaking) participants:

- If the interpreters are located together with some active participants, with other active participants appearing remotely, they are performing teleconference interpreting.
- If the interpreters are all located together (team co-location) but no participants are at the same location, they are performing remote interpreting, here remote hub interpreting (also referred to as a distance interpreting hub).
- If the interpreters are working together by booth (booth co-location) but not with the rest of the team, they are performing remote interpreting in a single-booth hub.
- Set-ups also exist where interpreters work individually but are able to communicate with boothmates (virtual booth) or teammates (virtual team).'

It follows that in teleconference interpreting, the interpreters have a direct view of most speakers and non-speaking participants, but no direct view of remote participants. In the most common form of teleconference interpreting, namely videoconference interpreting, interpreters have a direct view of most participants and an indirect view of remote participants. This is in contrast to video remote interpreting, where they only have a video-mediated view of participants. 'Remote interpreting', 'video remote interpreting', 'remote simultaneous interpreting' (RSI) and even 'distance interpreting' are often used to mean the same thing.

Regarding RSI specifically, the first distinction to be made is therefore that it can be done either from home or from a hub, the former being a fully decentralised model (no-colocation of interpreters), the latter being a room equipped with ISO-compliant mobile

or permanent interpreting booths. 'Regular' conference rooms can be used as hubs when interpreters work *in situ* and participants are remote.

Both solutions need to include:

- Secure stable wired internet access
- Traditional or 'soft' consoles (the RSI interpreting platform's proprietary software)
- Up-to-date internet browsers
- Quiet zone as befits interpreting requirements
- Headsets, or headphones and microphones
- Hearing protection devices (see health issues), or hearing protection built in to the system, platform or headphones
- ISO standards in place – ideally ISO/PAS 24019:2020, ISO 22259:2019, ISO 20108:2017, ISO 2603:2016, ISO 4043:2016 and ISO 20109:2016

→ See checklist in Annex I for full requirements

## B. Best practices for RSI from hubs (as per AIIC guidelines and ISO standards – see Annex II)

The hub solution, which is offered by some cloud-based RSI platforms (although most focus mainly on a fully decentralised model), seeks to mimic the traditional interpreting set-up: mobile or permanent booths side by side with Perspex or glass between each one, on-site technician, boothmates on site, technical set-up in place, screens in or outside the booths, and perhaps even a hub laptop with proprietary software installed. However, there might be perceived disadvantages; for instance, there may not be a hub near the interpreter's home, distance to travel (are these travel costs included in the contractual remuneration?), limited space within the booths to set up a personal laptop, lack of documentation, etc.

According to the AIIC Guidelines for Distance Interpreting (Version 1.0), published 9 January 2019, 'an interpreter must be able to work with their language team and other language teams seamlessly. The quality and continuity of data connection must be ensured, confidentiality of all communications must be safeguarded and data including personal data must be protected. ISO norms are of paramount importance. Equipment must be fit for purpose. [...] it is required to provide a private, soundproofed setting (ideally

booths, as per ISO norm 2603 (permanent booth) or 4043 (mobile booth) as well as interpreting consoles according to ISO 20109:2016, or interpreter interfaces offering the same basic functionalities. For working conditions to be acceptable, an interpreter also needs to access conference documents and view them live as they are displayed to the audience. A conference technician must be present, screens, preferably LED, should be large enough for the interpreter to read the text displayed or clearly see any images'.

This solution allows, amongst other things, for:

- Teamwork to be maintained (through co-location), making it possible to:
  - Support boothmates when numbers, acronyms or proper nouns are read out at speed
  - Support boothmates when unfamiliar or technical terms are used
  - Assist boothmates who are following a written document read out by a speaker at speed (especially when a paragraph is omitted or the structure of the presentation changes)
  - Monitor the outgoing channel of boothmates (in a bi-directional booth)
  - Monitor the incoming channel of boothmates (to avoid the use of relay unnecessarily)
  - Coordinate with boothmates if there are technical problems
  - Take over during an unexpected event (e.g., persistent coughing)
- Adequate internet connections (bandwidth, stability and redundancy)
- Technical support
- Protection from disturbances
- Rest areas for interpreters

(For further details, see AIIC Canada – An incomplete account of the thoughts expressed last Saturday on Distance Conference Interpreting, by Haris Ghinos, published 4 April 2020.)

## C. Suggested best practices for RSI from home (to be used in extreme situations)

As stated in AIIC's Covid-19 Distance Interpreting Recommendations for Institutions and DI Hubs, updated on 26 March 2020, 'AIIC's primary concern is the health and well-being

of its members and the importance of not jeopardizing public health in any way. Given AIIC's commitment to multilingualism, it is therefore imperative as an interim measure that AIIC consider the eventual need for interpreters to work *in extremis* from their own premises (e.g. via a cloud-based platform) i.e., where no other options are available due to public health, legal and/or official restrictions.'

In this scenario, one of the initial considerations for an interpreter when accepting an RSI contract is whether the 'working-from-home solution' is a viable one, both technically and financially, and in particular with regard to the paramount issue of the interpreter's health.

Below are some aspects to consider in the 100% decentralised or home-office model:

- Lack of an on-site technician
- Lack of control over external noises (e.g., dog barking, postal worker knocking)
- No boothmate, or difficult communication with a boothmate also working from home
- Lack of a sense of camaraderie with colleagues
- If an interpreter uses their own laptop onto which the cloud-based platform's software is downloaded, the critical issues of data privacy and liability (in case of internet connection failure) arise. A possible way to circumvent these issues may be to create another user on one's own computer (such that the additional user does not have access to the documents of the main user) and to install remote platforms exclusively under this new user. This does, however, mean that the interpreter cannot access the documents in their main user area at the same time. Alternatively, the interpreter may choose to use a laptop or computer dedicated exclusively to remote interpreting assignments. An interpreter may even need two separate screens if one computer or laptop screen does not have the technical capacity to display both the remote platform console (speakers' videos, etc.) and the working documents simultaneously.
- Potential stress and cognitive load from performing additional tasks and responsibilities for which one is not trained or qualified
- Potential fatigue from the additional time needed for extensive testing before each use
- Potential additional stress resulting from the feeling of 'remoteness' (this notion exists even when two interpreters physically work together)

- Potential additional stress and workload resulting from the absence of a boothmate (no teamwork)
- Potential additional cognitive load and stress resulting from the virtual, non-intuitive console (new tasks not related to interpreting (chat), excessive multitasking, distractions from the core task of interpreting)

In both cases, interpreters must be attentive to the changes induced by the use of RSI to their regular working conditions (breaks, documentation, manning strength, relief team). This includes the need for additional time for training in the use of the platform and to test the system.

For more information, please refer to the 'Sharing best practices' section of the [AIIC's Covid-19 Distance Interpreting Recommendations for Institutions and DI Hubs](#) and to [AIIC Canada – An incomplete account of the thoughts expressed on Distance Conference Interpreting](#).

# II. Key considerations when working in RSI

Issues such as privacy and confidentiality of information, transmission fees and equipment requirements remain paramount when working remotely, whether from a hub or from home. Below are some considerations that should be kept in mind and discussed with potential clients.

## A. Recruitment and remuneration

The main scenarios in terms of recruitment are:

- The recruitment process is carried out by a chief interpreter, a consultant interpreter or an interpreter, who would most likely be negotiating equal contractual conditions for the entire interpreting team. This constitutes an important safeguard.
- The recruitment process is carried out by the platform provider, offering the hiring of interpreters as part of its core business. In this case, interpretation fees are likely to be included in a package deal offered to the end customer. Experience shows that platforms are more likely to negotiate unequal contractual conditions for interpreters of the same team.

● The recruitment process is carried out by the end customer.

Adequate remuneration must be ensured. The overall sum paid to the interpreter must cover not only any travel costs involved, but also any training and system check required on the company's proprietary software. Interpreters must scrutinise their contracts and ensure decent working conditions, especially given the recent arrival of RSI platform providers as new players in the market. Interpreters should be mindful of the impact the new working conditions that have been imposed by the use of RSI may have on the negotiation of an adequate rate and the challenge they may pose to using their professional domicile as the basis for negotiating that rate.

## B. Liability

This issue is of paramount importance in an RSI setting.

All RSI contracts should include a clause stipulating that the interpreter is exempt from any responsibility for technical issues related to transmission of sound and image to interpreters and sound output to the audience that may arise during the event.

## C. Privacy/confidentiality of documents on a private computer in a bring-your-own-device (BYOD) scenario

This is another key area. Some considerations:

● The [AIIC Guidelines for Distance Interpreting (Version 1.0)](#), published 9 January 2019, make clear that 'rules relating to the protection of natural persons with regard to the processing of personal data and rules relating to the free movement of personal data shall always be respected' (reference cited: [EU General Data Protection Regulation](#)).

● Will the hardware be provided by the platform? If not, is it possible to protect private data (data belonging or referring to the owner of the device, i.e., the interpreter) and confidential data (e.g., documents given to the interpreter by the client requesting RSI services and especially data and documents provided to the interpreter by other clients for preparation purposes) stored on the privately owned device from being accessed via the platform, and if so how?

- If a BYOD solution is chosen and a technical problem occurs locally, i.e., involving the interpreter's hardware or software, what are the rules and precautions that apply if a remotely located technician needs to take control of the computer (via TeamViewer or other similar applications)? (See Section II.C for recommendations on using one's personal computer.)

## D. Streaming/transmission fees

The AIIC Guidelines for Distance Interpreting (Version 1.0), published 9 January 2019, state:

- 'According to regulations on intellectual property (reference cited: Berne Convention for the Protection of Literary and Artistic Works), prior written consent shall be obtained from the interpreter in case interpreting services are recorded.
- The interpreter should include specific clauses regulating the use of their individual interpreting services in their contract with the client.
- A language disclaimer should be added to the web-streamed and/or archived recording stating that interpretation via video and audio (including any interpretation via an audio and video channel) are intended to facilitate communication and do not constitute an authentic record of the event.'

Key questions to ask include:

- Will the interpretation be web-streamed and if so, is it publicly available? If so, additional fees may need to be negotiated for copyright reasons.
- Will the interpretation be stored somewhere, and if so, is the recording publicly available and/or will it be used for secondary purposes? If so, additional fees may need to be negotiated for copyright reasons.

## E. Health issues

**Acoustic shock**

No platform provider currently offers protection from acoustic shock. For the time being, it is the interpreter's responsibility to equip themselves with ear protection devices.

Two of the existing options are PreservEar and LimitEar, but they only ensure protection against major acoustic shocks. Some headphones have built-in protection that complies with EU regulations for hearing protection but not ISO standards for interpreting.

**Additional perceived stress and cognitive load**

As mentioned in Section I.C above, the use of RSI may lead to additional stress and cognitive load for interpreters, resulting from:

- The absence of a boothmate (in case of a home-office scenario), leading to a lack of teamwork
- A sense of alienation and a feeling of isolation due to the interpreters' remoteness
- Additional tasks created by the use of the platform (e.g., chat boxes to communicate with boothmates, teammates, platform provider or end customer) and for which the interpreter may not have been trained or qualified
- Constantly changing technology
- Heightened anonymity

# Annex I: Suggested checklist

On the basis of the checklist contained in Annex 2 of the AIIC Guidelines for Distance Interpreting (Version 1.0), published 9 January 2019, the following aspects should be considered when exploring an RSI solution. This checklist is meant as a basis for reflection and discussion with potential clients.

**Platform compliance with ISO 20108/20109**

- ❏ When working from a home office, does the interpreter have access to:
  - ❏ A stable internet connection via ethernet?
  - ❏ A secure network connection, e.g., via VPN tunnel established by the organiser/platform provider?
  - ❏ A soundproof area?
  - ❏ A neutral background and adequate lighting, in case interpreters appear on video?
- ❏ Is compliance ensured for all software and hardware used in the setting, from the interpreter to the end user?
- ❏ Do all microphones (including laptop and smartphone microphones) and headphones reproduce audio frequencies between 125 Hz and 15,000 Hz?
- ❏ Are all videoconferencing microphones equipped with an on/off or mute button?
- ❏ Does the platform/system allow for a configuration in which only one microphone in the meeting room can be switched on at all times?
- ❏ Can distant sound sources be managed within the system?
- ❏ Is acoustic echo cancelling ensured at all sites?
- ❏ Are acoustic feedback and acoustic shock protections available?
- ❏ Are reverberation or echoes within the limits set out in AS/NZS 2107?
- ❏ Is the speech transmission index (STI) at least 0.64?
- ❏ Is lip sync ensured?
  - ❏ Sound should be no more than 45 ms behind image
  - ❏ Sound should be no more than 125 ms before image
- ❏ Will image and sound arrive at the interpreter's screen and headphones with 500 ms of their production at the source?

- ❏ Is 4Mbps of bandwidth permanently available and ensured for every HD video feed?
- ❏ Does the interpreter receive visual input from both the active speaker and projected material such as slides?
- ❏ Is the equipment (including the interface) accessible to persons with disabilities?

→ Note that, as of May 2020, no platform is fully compliant with these requirements.

## Recruitment and remuneration

- ❏ Who is hiring?
    - ❏ The conference organiser (end customer)
    - ❏ A consultant interpreter
    - ❏ The RSI platform provider
    - ❏ Other
- ❏ What remuneration will apply?
- ❏ Does professional domicile apply?
- ❏ If not, does the interpreter charge according to:
    - ❏ Where the event is taking place?
    - ❏ Where the platform is based?
    - ❏ Other
- ❏ Do all team members benefit from the same working conditions and remuneration?
- ❏ Does the RSI platform provider keep a roster of interpreters having undertaken its platform-specific training? If so, is that roster made available to its potential clients?

## Professional fees and additional copyright fee

- ❏ Will the meeting be web-streamed? If so, will it be publicly available?
- ❏ Will the meeting be recorded and stored? If so, will the interpretation be made publicly available?
- ❏ In case of recording and storing, will additional fees be included in the contract as copyright?

**The type of technological platform to be used**

- ❏ Hub or home office (i.e., fully decentralised model)?
- ❏ In case of a hub scenario, are travel costs covered for the interpreter? (See question on professional domicile.)
- ❏ What hardware and/or software is to be provided by the client/platform provider/interpreter?

**Technical support during the event**

- ❏ In case of a hub scenario, will a technician be on site?
- ❏ In case of a home-office scenario, will a technician be attending the meeting? If not, will one be contactable? If so, how?
- ❏ If a remote access tool is used by a technician to access the interpreter's personal computer for setup and troubleshooting purposes, is it GDPR compliant?

**Live communication with team partners and event partners**

- ❏ What 'behind-the-scenes' communication channels are offered and with whom (chair, team leader, technician, other)?
- ❏ Does the platform offer a dedicated handover system?
- ❏ Have the interpreters agreed on a separate backup communication channel?

**Liability**

- ❏ Does the contract clearly state that the interpreter is exempt from all liability for technical problems, such as sound input and output, image and other data relayed to interpreters before or during the event?
- ❏ Does the contract clearly state that the interpreter is exempt from all liability for interruption of service, data loss and unauthorised access to personal or confidential data?
- ❏ Does the contract clearly state that the interpreter is exempt from all liability for damage caused by acoustic shock?

**Confidentiality**

❏ How does the platform provider ensure end-to-end confidentiality of information provided by the client before and during the event?

**Time allocated for testing the system**

❏ Is a training session scheduled for the interpreter before the meeting?

  ❏ Is the training free of charge to the interpreter?

  ❏ Is the interpreter remunerated for this time?

❏ Is a test scheduled shortly before the meeting to ensure the system works?

**Recruiter/event participants**

❏ Are event participants required to bring their own devices for the meeting?

❏ Are event participants gathered in a meeting room or joining the meeting remotely? (If joining remotely, they should do so with ISO-compliant equipment.)

❏ Does the recruiter have a direct communication channel with the interpreter during the meeting to flag any potential issue with the interpretation, and vice-versa?

**Potential for relay and retour**

❏ Does the software allow for a relay setting, i.e., can interpreters switch input channels?

❏ Does the software allow for a retour setting, i.e., can interpreters switch output channels?

**Manning strength**

❏ Does the perceived extra stress and cognitive load justify a reinforced team, a shorter meeting or longer breaks?

❏ Is a relief team scheduled for the meeting?

❏ If so, how is the handover organised?

**Cancellation policy**

❏ What cancellation policy is in place for the contract?

❏ Can force majeure be included in the contract?

# Sign language interpreters

Note: This document also covers conditions for sign language interpreting. In addition, a detailed description of the requirements for sign language interpreting is available in the AIIC Guidelines for positioning of sign language interpreters in conferences, including web streaming, published 21 December 2016. For all technical specifications for sign language interpreters working remotely, please refer to the AIIC Guidelines for Distance Interpreting (Version 1.0), published 9 January 2019.

The following is a summary of some key considerations.

**Studio/booth**

❏ Is a dedicated booth or studio, equipped with all the adequate technical equipment required, including technical support and video camera, video and audio monitors, available for the sign language interpreter?

**Placement**

❏ Is there sufficient space within the studio for two sign language interpreters, to ensure mutual support during the assignment?

**Visibility**

❏ Is a background screen and is adequate lighting available?

**Video and camera images of interpreters**

❏ Is a dedicated camera and a camera-operator available?
❏ Will the video stream with the sign language interpreter be embedded (in-vision)? If not, will it be presented in a box (min. 25% of the screen size)?

**Retour in spoken language**

❏ Providing retour from a sign language displayed on screen into a spoken language can be provided, exceptionally. Sign language is a 3D language and interpreting from a 2D screen adds additional constraints for the interpreter. This can only be considered for a limited time, and only if an interpreter cannot be present on site with the signer.

# Annex II: References for further information on RSI

## A. ISO standards

*Please note that these standards are not available without purchase. The links below will give you access to the foreword of each standard.*

ISO/PAS 24019:2020 Simultaneous interpreting delivery platforms – Requirements and recommendations, published 15 January 2020, edition 1 (under review)

ISO 22259:2019 Conference systems – Equipment – Requirements, published 5 April 2019, edition 1

ISO 20108:2017 Simultaneous interpreting – Quality and transmission of sound and image input – Requirements, published 26 October 2017, edition 1

ISO 2603:2016 Simultaneous interpreting – Permanent booths – Requirements, published 2 December 2016, edition 4

ISO 4043:2016 Simultaneous interpreting – Mobile booths – Requirements, published 2 December 2016, edition 3

ISO 20109:2016 Simultaneous interpreting – Equipment – Requirements, published 2 December 2016, edition 1

## B. AIIC guidelines and recommendations on RSI

*In chronological order, starting with the most recent*

AIIC Interpreter Checklist – Performing Remote Interpreting Assignments from Home in extremis during the Covid-19 Pandemic, published 3 May 2020

TFDI Newsletter: Issue 1 – Guidance from the AIIC Taskforce for Distance Interpreting (TFDI) on providing professional service during challenging times, published 2 May 2020, updated 3 May 2020

[AIIC Technical and Health Committee's technical study on the transmission of sound and image through cloud-based systems for remote simultaneous interpreting](#), published 11 June 2019, updated 31 March 2020

[AIIC Covid-19 Distance Interpreting Recommendations for Institutions and DI Hubs](#), published 25 March 2020, updated 26 March 2020

[AIIC best practices for interpreters during the Covid-19 crisis](#), published 17 March 2020, updated 18 March 2020

[AIIC Covid-19: Advice on performing interpreting assignments from home in extremis](#), published 17 March 2020 (members only)

[AIIC Guidelines for Distance Interpreting](#) (Version 1.0), available in English, German and Spanish, published 9 January 2019, updated 17 March 2020

## C. AIIC articles and presentations to date

*In chronological order, starting with the most recent*

AIIC THC Newsletter [Issue 1: Testing of headsets](#), published 15 May 2020.

AIIC Switzerland's [website section dedicated to professional resources](#), including on RSI (public)

[AIIC Switzerland's intranet section dedicated to RSI – remote interpreting](#) (members only)

[AIIC's website section dedicated to Remote Interpreting](#) (public)

AIIC Position Paper – [DI from home, in extremis, temporary guidance until the measures to fight the CoVid-19 pandemic are lifted, by AIIC-UN ND and AIIC ExCo](#), published 15 April 2020

AIIC Canada – [Remote simultaneous interpretation (RSI) platforms audio scenarios,](#) by Jean Marc Larivière, presented 4 April 2020

AIIC Canada – [Interprétation à distance les bonnes et les mauvaises pratiques](#), by Kathleen Ratel, presented 4 April 2020

AIIC Canada – [An incomplete account of the thoughts expressed last Saturday on Distance Conference Interpreting,](#) by Haris Ghinos, published 4 April 2020

Summary of presentations – Remote interpreting seminar II, 29 February 2020, published 11 March 2020

Article by Phil Smith Booth camp: remote simultaneous interpreting, published 4 February 2020

Article by Phil Smith Booth camp: acoustic shocks in (remote) simultaneous interpreting, published 4 February 2020

Video presentation by Klaus Ziegler & Naomi Bowman – Helping interpreters better understand the challenges of Remote Interpreting, published 20 January 2020

Summary of presentations – Remote interpreting workshop I, 30 November 2019, published 18 December 2019

Article by Gillian Misener – The shocking reality of sudden noises, published 29 May 2019, updated 31 May 2019

Article by Tatiana Kaplun – A fresh look at remote simultaneous interpreting, published 21 December 2018, updated 20 January 2019 ; and video of the key presentations.

Article by Kilian Seeber on the FIFA study (Seeber et al., 2019) – Interpreting from the sidelines, published 24 October 2018, updated 28 November 2018

AIIC's Code of professional ethics, available in German, English, French, Spanish, published 26 February 2014, updated 26 March 2018

AIIC's Position Paper on Remote Interpreting, published 7 March 2018

AIIC article New ISO standards relating to conference interpreting, published 8 November 2017

AIIC's Professional standards, available in English, French, German, Hebrew, Portuguese and Spanish, published 28 February 2014, updated 19 August 2016

Private Market Sector Standing Committee – Conference and remote interpreting: a new turning point?, published 15 March 2011, updated 2 December 2015

Article by Panayotis Mouzourakis – That feeling of being there: Vision and presence in remote interpreting, published 19 June 2003, updated 2 December 2015

Article by Barbara Moser-Mercer – Remote interpreting: Assessment of human factors and performance parameters, published 19 May 2003, updated 2 December 2015

[Presentation by Andrew Constable – Distance Interpreting: A Nuremberg Moment for our Time](#), AIIC 2015 Assembly Day 3: Debate on Remote, held on 18 January 2015

## D. Other sources

**Research**

*In alphabetical order*

Braun, S. (2015). [Remote interpreting](#). In H. Mikkelson & R. Jourdenais (Eds.), *The Routledge Handbook of Interpreting*. New York: Routledge, 352–367.

Mertens-Hoffman Management Consultants (2005). [Final report on the December 2004 remote interpreting test at the European Parliament](#). Unpublished report.

Moser-Mercer, B. (2005). [Remote Interpreting: Issues of Multi-Sensory Integration in a Multilingual Task](#). *Meta*, *50*(2), 727–738.

Moser-Mercer, B. (2005). [Remote Interpreting: The Crucial Role of Presence](#). *Bulletin suisse de linguistique appliquée 81*, 73-97.

Mouzourakis, P. (1996). [Videoconferencing: Techniques and challenges](#). *Interpreting 1*(1), 21–38.

Mouzourakis, P. (2006). [Remote interpreting: A technical perspective on recent experiments](#). *Interpreting 8*(1), 45–66.

Roziner, I., & Shlesinger, M. (2010) [Much ado about something remote: Stress and performance in remote interpreting](#). *Interpreting 12*(2), 214-247.

Seeber, K. G., Keller, L., Amos, R. & Hengl, S. (2019). [Expectations vs. experience: Attitudes towards video remote conference interpreting](#). *Interpreting 21*(2), 270-304.

UNESCO (1976). [A teleconference experiment](#). Report on the experimental use of the Symphonie satellite to link UNESCO Headquarters in Paris with the Conference Centre in Nairobi. Paris: UNESCO.

**Professional organisations**

Société Française des Traducteurs – [Conditions générales de prestation de services Interprétation Annexe 1 – Cas particulier : l'interprétation à distance](#)

Société Française des Traducteurs – website section 'Interprétation à distance'

## Articles and blog posts

*In chronological order, starting with the most recent*

Cyril Flerov – What Every Interpreter Must Know about Decibels, published 25 April 2020

The Professional Interpreter Blog – The other danger interpreters face during the COVID-19 pandemic, published 23 March 2020

Sarah Tiemman – COVID-19 – Is it about time to WAKE UP to enhance your Remote Interpreting Skills?, published 18 March 2020

Jonathan Downie – Remote Interpreting: A personal position, 2 March 2020

Nimdzi – Hearing Loss and Acoustic Shock A Silent Threat for Interpreters, by Sarah Hickey, published 2 February 2020

The Professional Interpreter Blog, The very real dangers of Remote Simultaneous Interpreting from our home, published 17 October 2019

Anja Rütten – Remote Simultaneous Interpreting … muss das denn sein – und geht das überhaupt?!, published 31 May 2019

Nimdzi – The problem of platform abundance, published 29 July 2018

Nimdzi – Introduction to Virtual Interpreting Technology (VIT), published 25 July 2018

InterpretAmerica – The (Potentially Positive) Power of Disruption, published 19 February 2013

Alexander Drechsel – Interpreters versus technology? Reflections on a difficult relationship

## Podcasts

*In chronological order, starting with the most recent*

Troublesome Terps – Episode 15 Remote Interpreting with a cat on your lap, published 22 August 2017

Troublesome Terps – Episode 5 Remote Interpreting, published 6 May 2016

**Videos**

*In chronological order, starting with the most recent*

Remote Simul Interpreting – [Tamber Hilton Reviews PC Headset Options for RSI](#), published 21 April 2020

Remote Simul Interpreting – [Remote Interpreting in a Covid 19 world](#), published 7 April 2020 (available in Chinese, English and Portuguese)

Freelancexpert – [Remote Interpreting, what is it? | Everything you need to know about RI/RSI/DI | Hub vs. Home Office](#), published 31 March 2020

David Violet – [Acoustic Shock. Prevention Now! David Violet](#), published 30 March 2020

Translation Minus One – [Interview with Alexander Drechsel on Technology in Interpreting](#), published 14 December 2019

A word in your ear – [RSI - how it really works](#), published 12 April 2019

A word in your ear – [Sofia, a RSI case study](#), published 11 April 2019

A word in your ear – [Some reflections on RSI](#), published 11 April 2019

A word in your ear – [Remote interpreting: The elephant in the room](#), published 13 September 2017