

ListenWIFI Information for Language Interpreters

ListenWIFI replaces the old radio frequency (RF) equipment that has been used by interpreters and Church attendees for many years.

Using ListenWIFI to Provide Interpretation

Instead of using an RF transmitter to transmit your interpretation, you will simply need to speak into a microphone that is plugged into a designated interpretation microphone jack in the meetinghouse.

Note: We recommend that your ward/stake keeps the RF equipment on hand in case you need to use it as a backup if ListenWIFI is temporarily not working.

Your meetinghouse should have an interpretation microphone input jack in **one or more** of these locations:

- Behind the sacrament table
- In the back of the chapel
- In the overflow area
- In a classroom designated for interpreters.
- Note: If your stake has arranged with the facilities manager to install additional input jacks in the cultural hall, Relief Society room or other rooms, those jacks will be labeled specifically for interpreter use.

Although you could use a wired microphone, you may find it more convenient to use a wireless one.

Benefits of ListenWIFI for Interpreters

Since ListenWIFI is meant to replace the older radio frequency equipment, your ward/stake shouldn't need to spend as much effort to maintain those RF devices (e.g., changing batteries, sanitizing, storing, tracking).

All you will need is a working microphone plugged into the appropriate input jack.

Plugging in the Microphone

To begin interpreting, simply plug your microphone into one of the designated microphone input jacks (XLR type) in the meetinghouse and begin speaking.

These input jacks are labeled as "Interpreter 1, Interpreter 2," and so on.



If your meetinghouse has a dedicated interpretation room with a camera feed and TV monitor (these rooms are used primarily during stake conferences), you should plug your microphone into the MIC input in that room.

Helpful Tips

- If you're using a wireless microphone, ensure you have fresh batteries on hand.
- Get feedback from members receiving interpretation to know if the audio level of your interpretation is loud enough.
- Sit in a less populated, quiet area (if possible) to limit background noise.
- For you as the interpreter to better hear the audio being spoken into the pulpit microphone, you can put on some headphones and connect to the assistive listening channel in ListenWIFI (on your smartphone). This will amplify the sound into your ears. It works especially well if you use noise-cancelling headphones.



Troubleshooting

- If the ListenWIFI server is unresponsive or seems to be offline:
 - You can use the older radio frequency equipment to provide interpretation until the technical issue is resolved.
 - Report the issue to your Stake Technology Specialist. If he has a key to the A/V closet, he can attempt to reboot the ListenWIFI server. If he doesn't have a key, he will need to get help from the facilities manager.
- If the Church members are experiencing issues with the ListenWIFI app, here are some possible resolutions (these troubleshooting ideas are listed in the Tips section of the 1-page handout provided to Church members):
 - To use Bluetooth earbuds or hearing aids, ensure Bluetooth is enabled on your smartphone.
 - If you don't hear sound, try turning up the volume on your phone.
 - If there is a slight delay in the audio, try the following:
 - Tap the pause button, and then tap again to restart the audio stream.
 - Turn up your phone's volume to block out sound from the chapel's overhead speakers.
 - Use wired headphones instead of your Bluetooth hearing device.
 - For a better listening experience during hymns or musical numbers, consider lowering the volume on your phone or pausing the audio stream in the app.
 - For connectivity issues, try reconnecting to the Liahona network.

Responsibilities of Ward Support Personnel

Ward leaders may ask a few ward members to serve as temporary support personnel until all members of their congregations are comfortable with using ListenWIFI.

The responsibilities of these individuals are explained in this document: [ListenWIFI Information for Ward Leaders and Temporary Support Personnel](#). This page links to the 1-page handouts for Church members.

Note: If you, as an interpreter, desire to assist the wards by printing/distributing the 1-page handouts and temporarily providing one-on-one support to Church attendees, please coordinate this with the ward leaders.