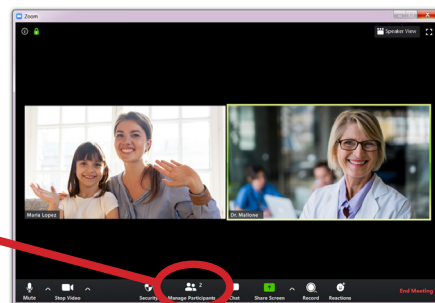
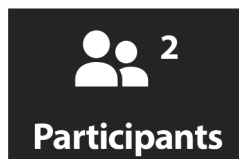


# Zoom: How to Add an On-Demand Interpreter to a Virtual Meeting

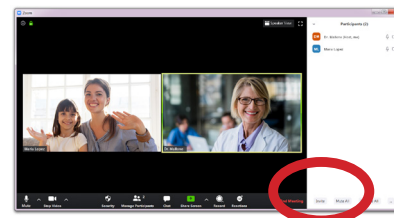


## How to connect a video interpreter to a Zoom Meeting

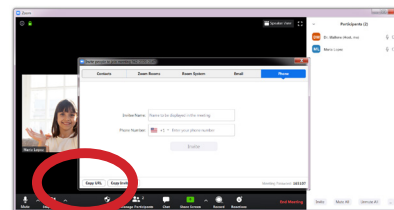
- 1 Within your Zoom video meeting, select “Participants” to invite a video interpreter to your call



- 2 Select Invite



- 3 Select Copy Invite Link



- 4 ■ Launch a browser, and go to **telehealth.languageline.com**

- Enter your authentication code

R6B36B849X

Your computer will remember the code for future sessions. This field will only be presented if required.

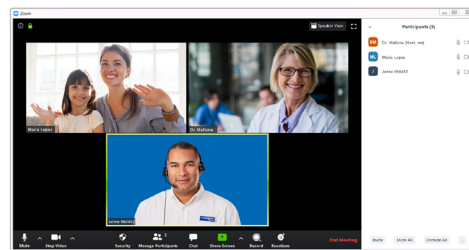
- Select the language you need from the drop-down menu
- Paste the link for your Zoom meeting into the field titled “Meeting Invite URL”
- Click “Request Interpreter”

*Continued >*

### How to connect a video interpreter to a Zoom Meeting - continued

- 5** Once connected, your interpreter will make a standard greeting and may request data required by your organization, such as a department name

Note the interpreter's ID, which will appear on the screen



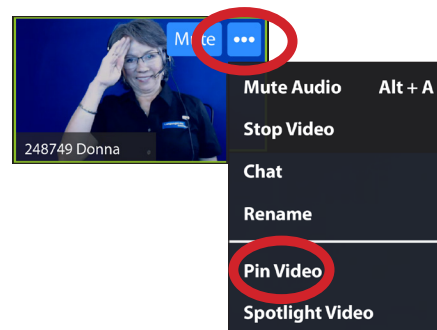
*Your call may be monitored for quality assurance purposes by a Senior Language Specialist as a silent observer in accordance with HIPAA standards.*

- 6** Deaf and Hard-of-Hearing patients may want to see the ASL interpreter enlarged at all times to enhance understanding

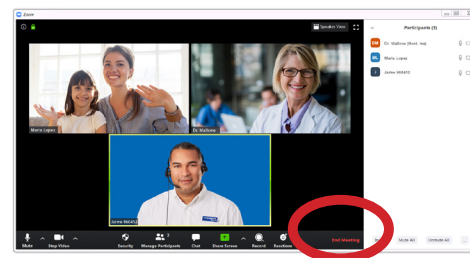


To enlarge the interpreter advise your patient to “pin” the interpreter’s video using the following steps:

- Hover the mouse over the interpreter’s image
- Click the three dots
- Select “Pin Video” from the drop-down menu



- 7** To end the interpretation session:
- Ask your interpreter to hang up or
  - Click **End Meeting**



### AFTER-HOURS INTERPRETER ACCESS

Please note that video interpreters are available from 6 a.m.- 5 p.m. Monday through Friday. Audio-only interpreters are available 24 hours a day, seven days a week. To reach an audio interpreter, please follow the instructions on page 3.



### The following are suggestions to help optimize your experience with a LanguageLine interpreter while on a virtual call:

**Add your interpreter to the call first:** For the limited-English speaker – or the person who is Deaf or Hard-of-Hearing – it is calming to have someone on the line from the very beginning who can help them communicate. Consider adding the interpreter to the call before the other party gets on the line. You can learn more about this feature [here](#).

**Can't dial out to a number from within Zoom?** Zoom offers a dial-out function, but only for those who subscribe to that level of service. If you do not see that option on your Zoom interface, there is another option for adding an interpreter. Rather than using your computer audio, opt to use your phone for audio instead. Once you are joined to the Zoom call, press “Add Call” on your phone and follow the instructions on page 3 to bring an audio interpreter into your virtual meeting. You can learn more about this feature [here](#).

**Raise hands:** Cross-talk makes it very difficult to track what is happening during a virtual meeting and convey meaning. Consider having the interpreter ask everyone to raise their hands before speaking. This eliminates the overlapping conversations that can be difficult to track.

**Pin your ASL interpreter:** To help those who are Deaf and Hard of Hearing, Zoom has added a feature that enables users to pin and spotlight multiple screens at a time. This allows the American Sign Language interpreter to always be alongside the speaker. You can learn more about this feature [here](#).



### Availability:

#### AUDIO

- Language Availability: 240-plus
- Hours of Operations: 24 hours a day, seven days a week, 365 days a year

#### VIDEO

- Language Availability: American Sign Language, Arabic, Cantonese, Mandarin, Russian, Spanish, Vietnamese
- Hours of Operations: Monday - Friday, 6 a.m. - 5 p.m. Pacific Daylight Time