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

Our step-by-step guide shows how to easily add a professional, live interpreter to your next Zoom call.

Words contain worlds. At its heart, language is human. LanguageLine for Zoom Meetings enables human-to-human interpretation, which is the fastest, clearest, best way to create mutual understanding.

Our clients can now add one of our 13,000 live on-demand professional interpreters, speaking more than 240 languages, to their next Zoom meeting in just seconds.

This is not voice-to-transcription. This is human interpretation from the finest linguistic team in the world. Our interpreters are medically qualified and meet all compliance standards. Connections to our certified interpreters are fully secure, meeting the rigorous standards of the health care, finance, and insurance industries, among others.

At LanguageLine, we envision a world in which language and cultural barriers no longer exist. Human-to-human interpretation is the most effective path to this goal. The following instructions show you how to easily add a live, professional interpreter to your next Zoom call.

Need a LanguageLine account?

Please note that to add a LanguageLine interpreter, you must have an account. Are you new to LanguageLine? Setting up an account is easy. To get started, please call 1-800-752-6096 or email CustomerCare@languageline.com.
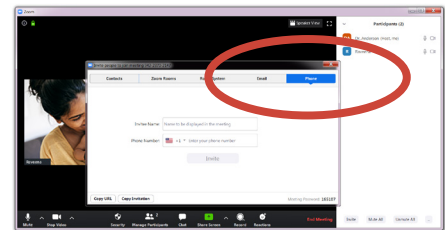
How to connect an audio interpreter to a Zoom Meeting

1 Once you are connected with your patient on your Zoom video conference, select "Manage Participants" to invite an interpreter to your call
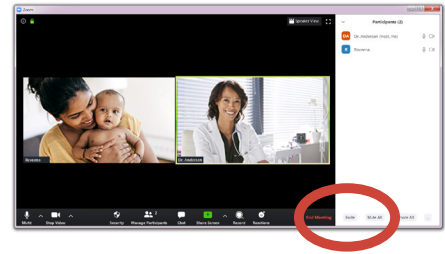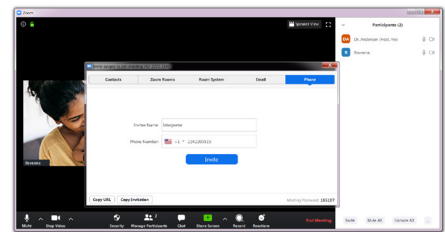
2 Select **Invite**

3 Select **Invite by Phone** option

4
- If prompted for a name for the new participant type "interpreter"
- Enter your dedicated LanguageLine telehealth phone number

- Click "Invite"

5 When a connection is made follow these voice prompts to select your language and connect to an interpreter:
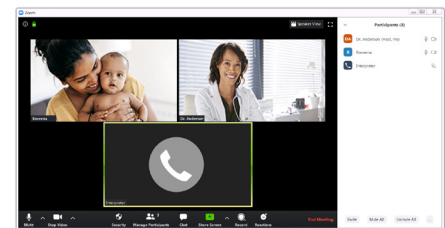
LanguageLine: "Thank you for calling LanguageLine. Please speak the name of the desired language."

Client: "Punjabi"

LanguageLine: "I understood Punjabi. If this is correct say yes or press 1. If this is incorrect say no or press 2."

Client: "Yes"

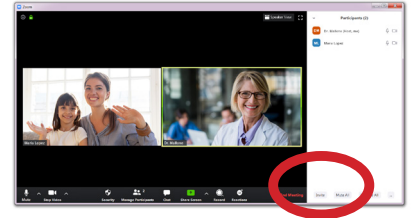LanguageLine: "Please hold for the next available interpreter."

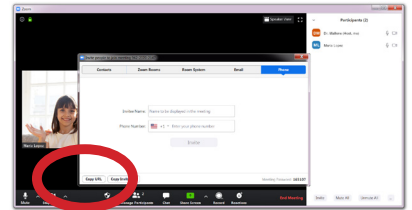# How to connect a video interpreter to a Zoom Meeting

1 Within your Zoom video meeting, select "Participants" to invite a video interpreter to your call

2 Select [Invite]

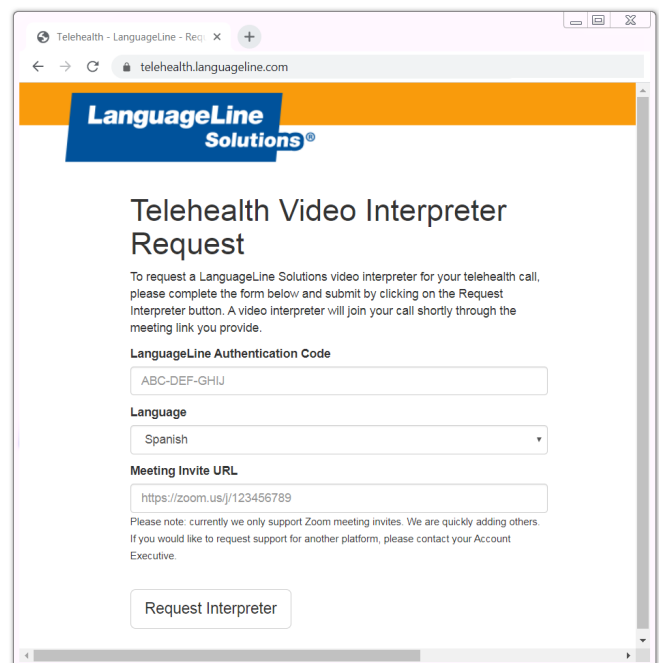**3** Select [Copy Invite Link]
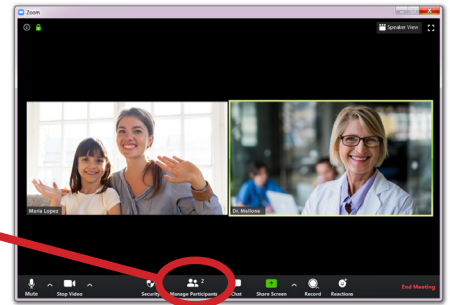
4 ■ Launch a browser, and go to **telehealth.languageline.com**

■ Enter your authentication code

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"

Telehealth Video Interpreter Request

To request a LanguageLine Solutions video interpreter for your telehealth call, please complete the form below and submit by clicking on the Request Interpreter button. A video interpreter will join your call shortly through the meeting link you provide.

LanguageLine Authentication Code

ABC-DEF-GHIJ

Language

Spanish ▼

Meeting Invite URL

https://zoom.us/j/123456789

Please note: currently we only support Zoom meeting invites. We are quickly adding others. If you would like to request support for another platform, please contact your Account Executive.

[Request Interpreter]

## 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
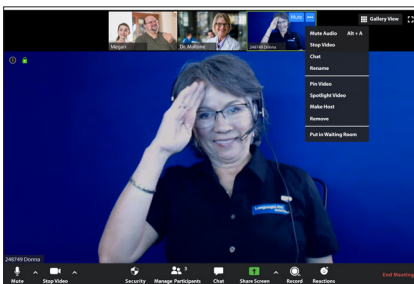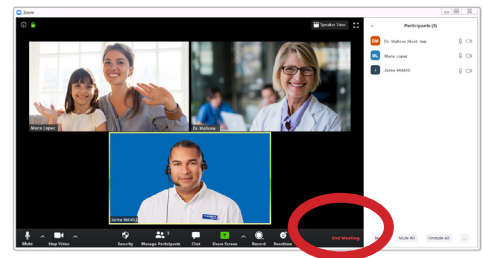

To enlarge the interpreter advise your patient to "pin" the interpreter's video using the following steps:
- Hover the mouse over the interpreter's image
- Click the three dots
- Select "Pin Video" from the drop-down menu
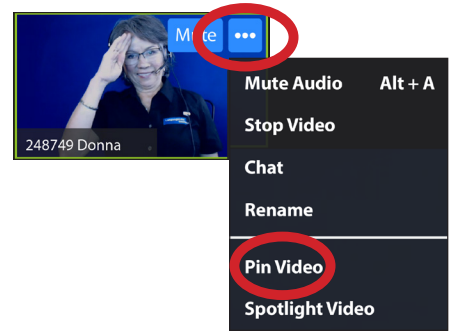
7 To end the interpretation session:
- Ask your interpreter to hang up or
- Click   End Meeting

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

LanguageLine for Virtual Meetings

Add LanguageLine Certified interpreters to virtual meetings on demand.

Need a LanguageLine Account?

Please note that the instructions on the previous pages are for existing LanguageLine clients. Are you new to LanguageLine? If so, setting up an account is a simple process. To get started, please call 1-800-752-6096 or email CustomerCare@languageline.com.

Questions?

We are pleased to answer any question you may have about how to add an interpreter to your virtual platform, including Zoom. Please contact your LanguageLine Account Executive or Customer Service at 1-800-752-6096 or email CustomerCare@languageline.com.