# How to add an audio interpreter in a Zoom video meeting

Using an interpreter can be difficult when conducting video visits. The following is a workflow and detailed list of steps for how to add an audio interpreter into a Zoom video visit.

What you will need to get started:
- Zoom account with **personal meeting ID** and **waiting room** enabled
- Device with Zoom app installed
- A phone with conference calling enabled
  - *Feature depends on phone model. Below are instructions for:*
    - iPhone
    - Android
  - **If this is not enabled,** call the interpreter and put them on speakerphone in front of your screen for you and the patient to hear

Summary of workflow
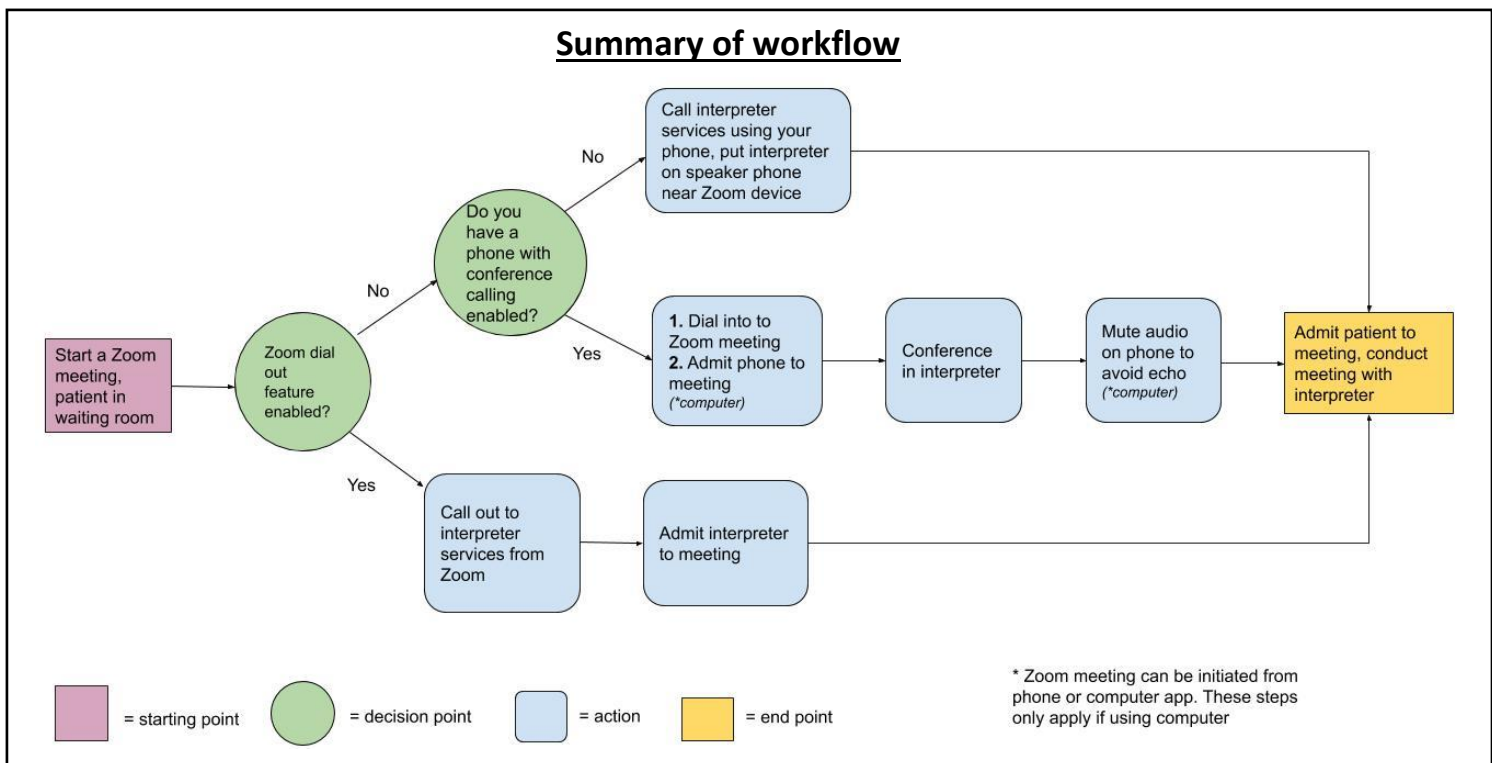
Step-by-step instructions:

When you are ready to begin a visit:

Launch a Zoom meeting
1. Open Zoom app on your desktop
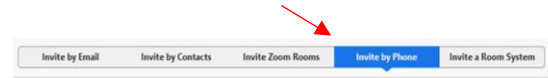2. Click "**New Meeting**" → join with device audio

When the patient is in the waiting room:

** Business users can call interpreter directly from Zoom (if not available, skip this step)
1. Once the Zoom meeting has been initiated, click **Invite** to send an invitation to the interpreter

2. Click **Invite by phone** option

3. Enter the following on the **Invite by phone** screen:
   a. Invitee name: **Interpreter**
   b. Phone number: your clinic's interpreter services line
4. Click **invite**

5. **Admit** interpreter into Zoom meeting
6. **Speak the name of the language that needs to be translated**
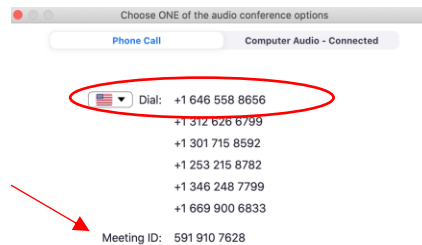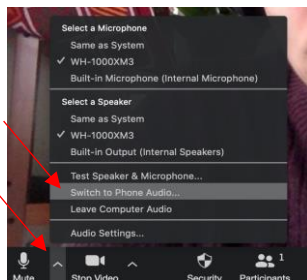7. **Introduce** patient and yourself once interpreter arrives on the line

Call the Zoom phone number from your phone
1. <u>Find the Zoom phone number</u>
   o If your Zoom is open on a computer:
     ▪ On the bottom left of your computer screen, click on the carrot next to "**Audio**" → click "**Switch to phone audio**"
   ▪ The Zoom phone number will be listed on the screen

   o If your Zoom is open on a smartphone
     ▪ Disconnect from audio
     ▪ Then select dial in to meeting
   ▪ Several numbers to dial will appear
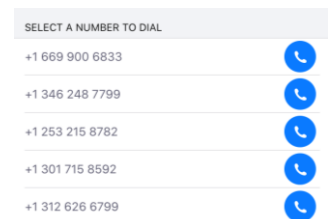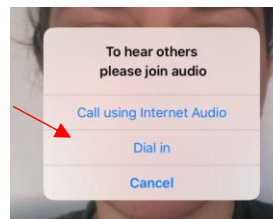
2. <u>Call into the meeting</u>
   • From the phone you plan to use the call interpreter, dial the any number listed *(may need to try multiple)*
   • Enter the **meeting ID** when prompted → press # → press # again
     DO NOT enter the participant ID

- o If using Zoom on a computer, **Admit** your phone to the meeting, rename your phone as interpreter
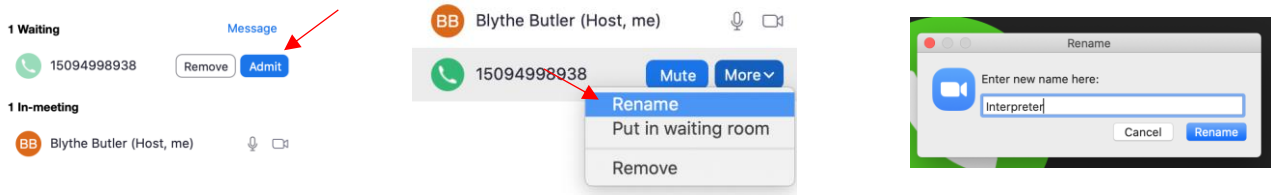
Doing this will show the interpreter as a separate participant in the meeting, which is helpful for the patient
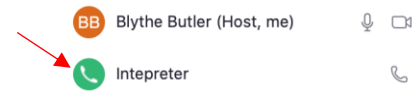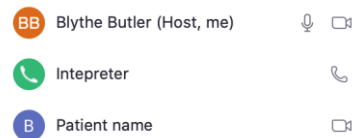

⁺⁺*Conference in interpreter services*

1. Add another line to the call → dial interpreter services number
2. Merge the calls
1. If connected to device audio, mute your phone to avoid echo

Admit the patient to the meeting

1. You should see yourself, interpreter line, and patient as participants
2. Introduce the interpreter to the patient
3. Conduct the visit