



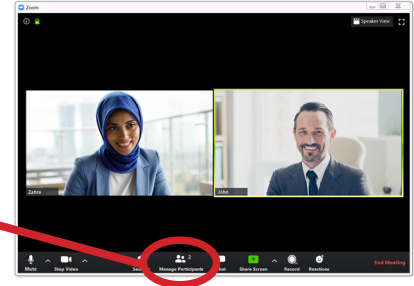
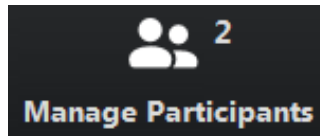
How to Connect a Video Interpreter to a Zoom Meeting

Available Monday through Friday from 6:00 a.m. to 5:00 p.m. PDT

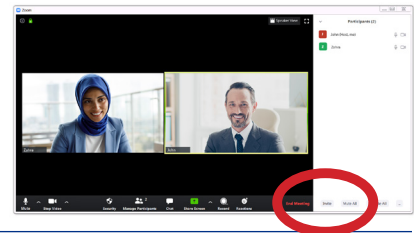
Requests made outside these hours will receive an "interpreter unavailable" message

See next page for after hours audio interpreter access

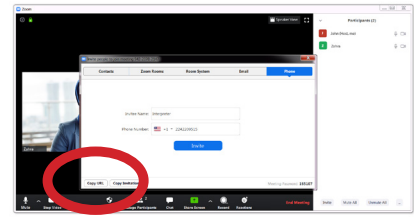
- 1 Within your Zoom video meeting, select "Manage Participants" to invite an interpreter to your call



- 2 Select



- 3 Select



- 4
 - Launch a browser, and go to **virtualmeetings.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 URL for your Zoom meeting into the field titled "Meeting Invite URL"
- Click "Request Interpreter"

Continued >



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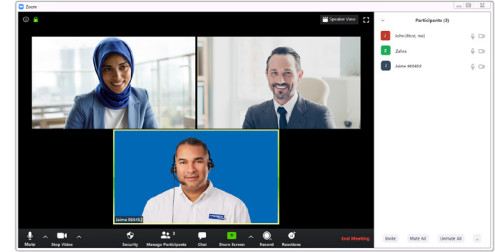
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- 5** Once connected, your interpreter will make a standard greeting and may request data required by your organization, such as a department name

Note the interpreter’s ID which will appear on the screen

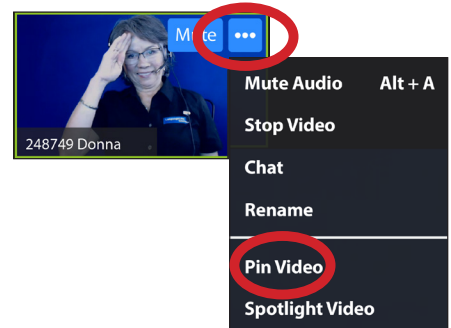
Your call may be monitored for quality assurance purposes by a Senior Language Specialist as a silent observer in accordance with HIPAA standards.



- 6** Deaf and hard of hearing participants may want to see the ASL interpreter enlarged at all times to enhance understanding

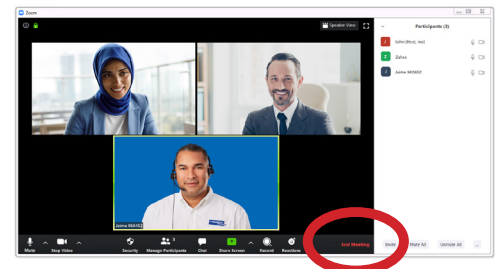
To enlarge the interpreter, advise the Deaf or hard of hearing participant to “pin” the interpreter’s video using the following steps:

- 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

To reach an audio interpreter in 240 languages 24/7 use the “Invite” option outlined above:

1. Select “Invite by Phone” option
2. Enter your dedicated LanguageLine virtual meeting phone number, available from your language access project lead
3. Follow the voice prompts

QUESTIONS? Contact your LanguageLine Account Executive or the LanguageLine Technical Support Help Desk at 1-844-373-1951