**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](https://www.youtube.com/watch?v=5E2ctB9oXtI)
    - [Android](https://www.youtube.com/watch?v=qWnAOQ8hIQI)
  + **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

*A screenshot of a cell phone

Description automatically generated* **Summary of workflow**

*Step-by-step instructions:*

**A picture containing drawing

Description automatically generatedWhen you are ready to begin a visit:**

*Launch a Zoom meeting*

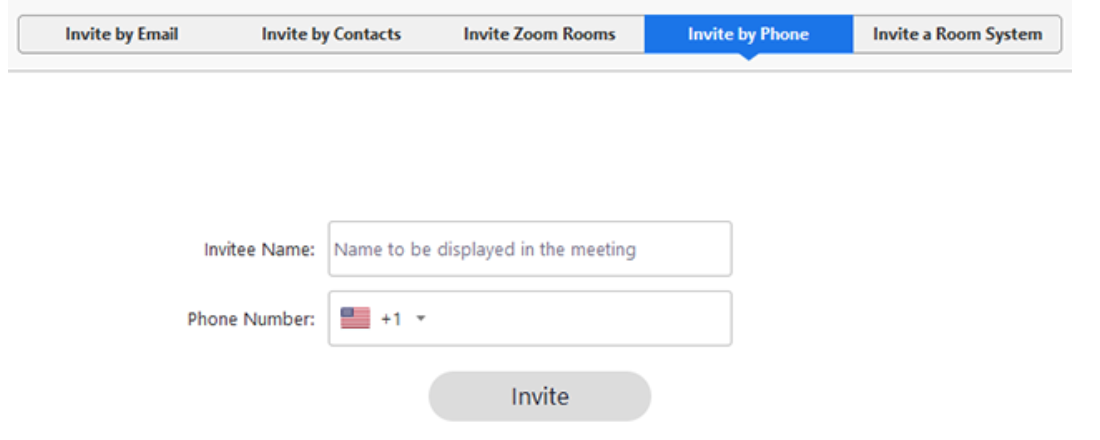
1. Open Zoom app on your desktop
2. Click “**New Meeting**” 🡪 join with device audio

**When the patient is in the waiting room:**

***\*\* Business users can call interpreter directly from Zoom (if not available, skip this step)***

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   Description automatically generatedOnce the Zoom meeting has been initiated, click **Invite** to send an invitation to the interpreter



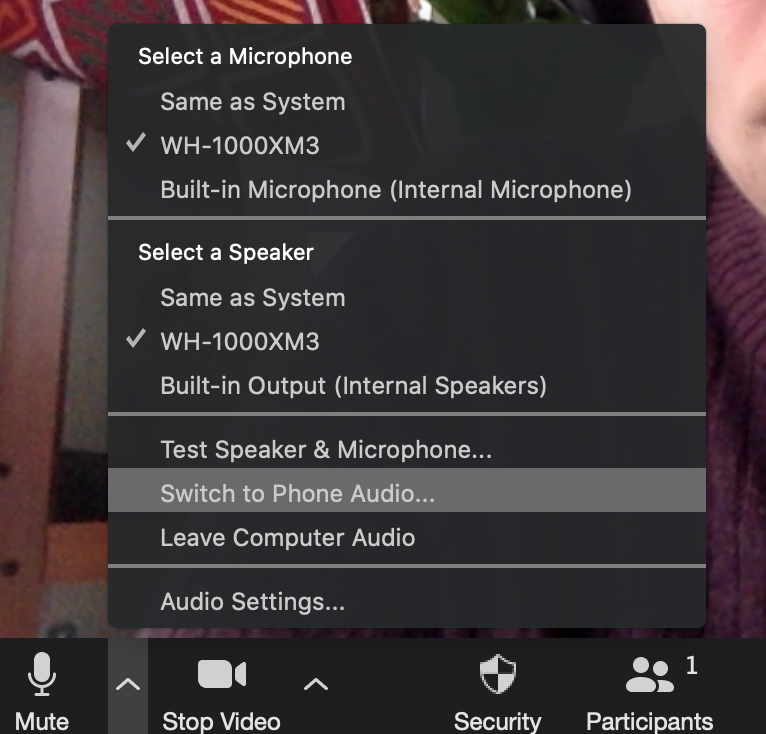
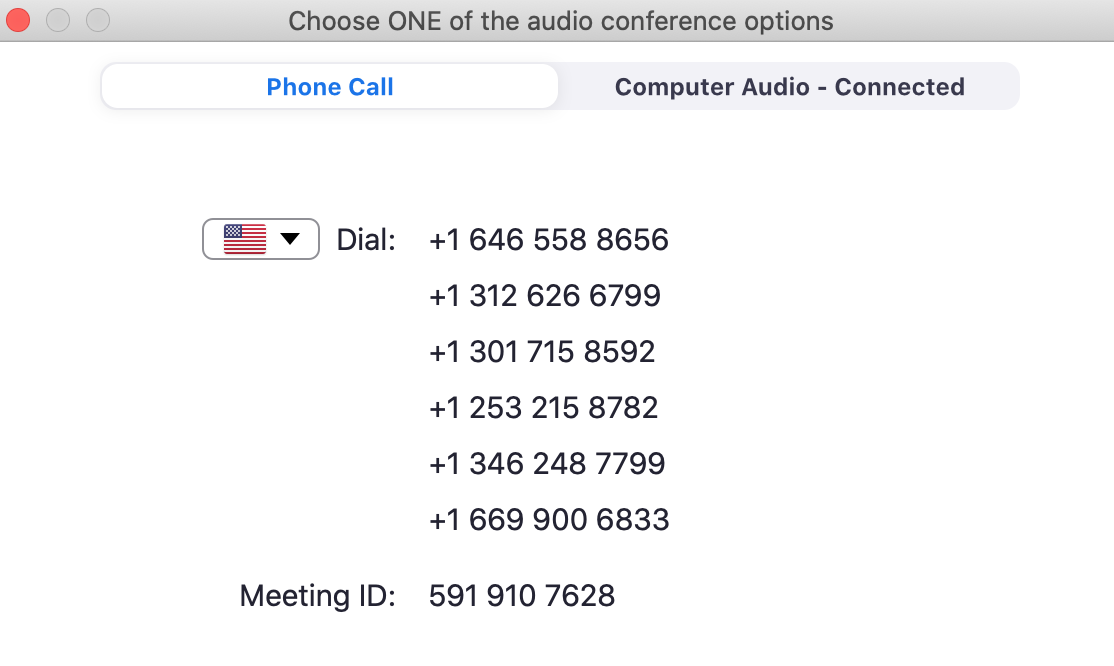
1. Click **Invite by phone** option
2. Enter the following on the **Invite by phone** screen:
   1. Invitee name: **Interpreter**
   2. Phone number: your clinic’s interpreter services line
3. Click **invite**
4. **Admit** interpreter into Zoom meeting
5. **Speak the name of the language that needs to be translated**
6. **Introduce** patient and yourself once interpreter arrives on the line

***If you do not have this feature enabled, continue below:***

***\*Note****: If you are already connected to the Zoom meeting by phone audio (and not computer audio), skip to* ***‘”Conference interpreter services”++***

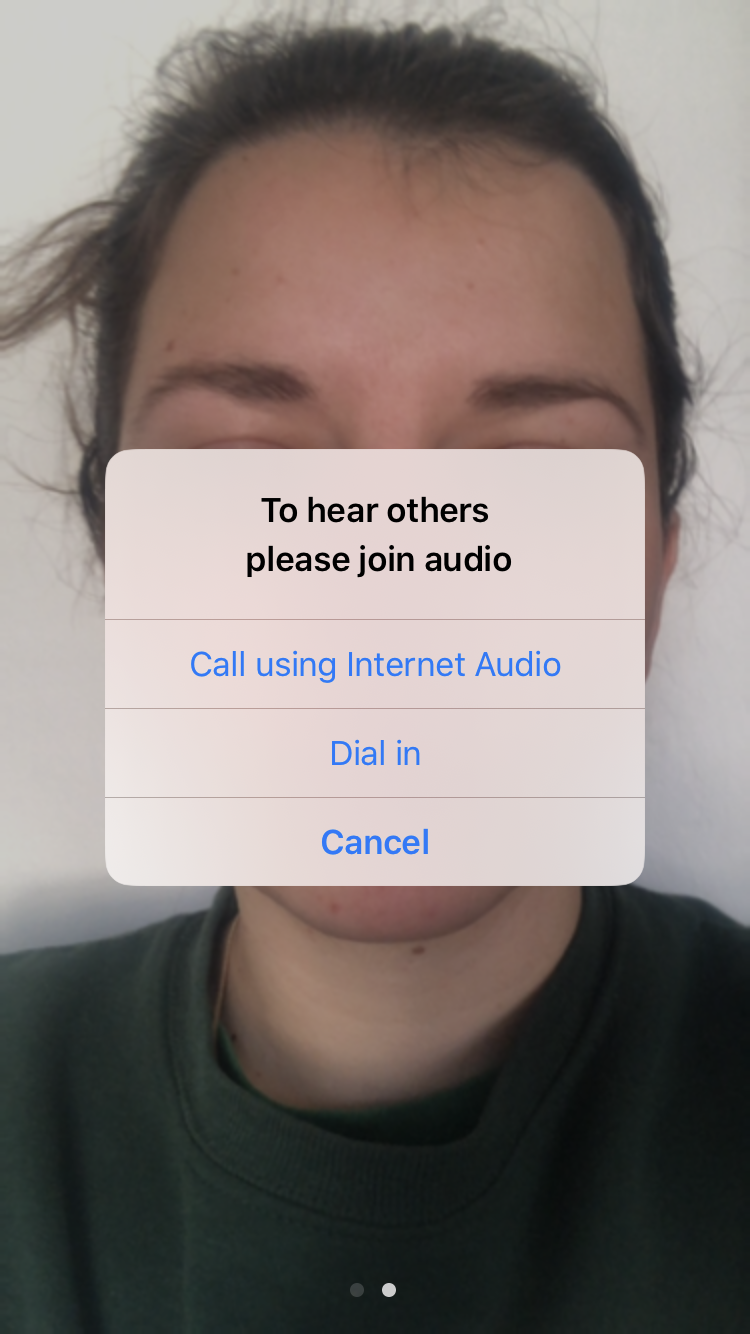
***Call the Zoom phone number from your phone***

1. Find the Zoom phone number
   * 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



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* + If your Zoom is open on a smartphone
    - Disconnect from audio
    - Then select dial in to meeting
    - Several numbers to dial will appear

1. Call into the meeting

* From the phone you plan to use the call interpreter, dial the any number listed

*(may need to try multiple)*

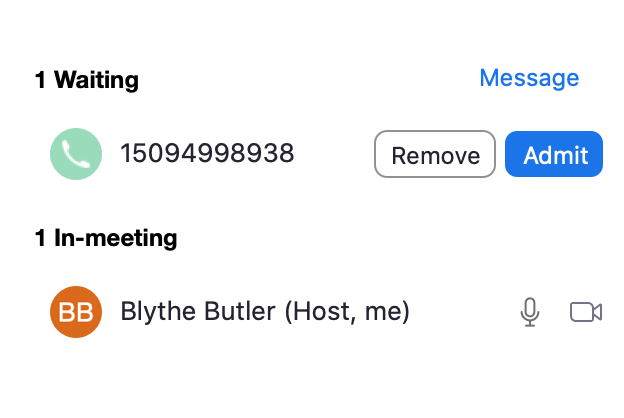
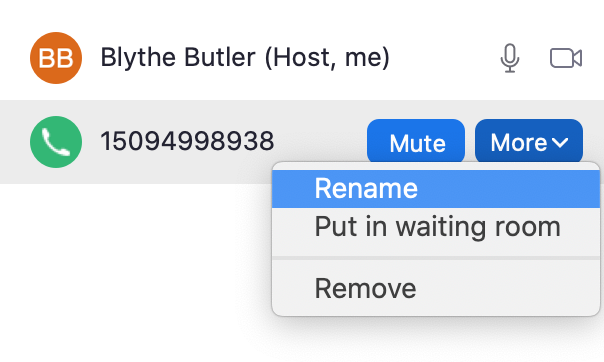
* Enter the **meeting ID** when prompted 🡪 press # 🡪 press # again

***DO NOT enter the participant ID***

* + If using Zoom on a computer, **Admit** your phone to the meeting, rename your phone as interpreter

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*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
3. If connected to device audio, mute your phone to avoid echo

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Description automatically generated***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

Questions or feedback on this tool? Please submit here: <http://tiny.ucsf.edu/telemedsurvey>