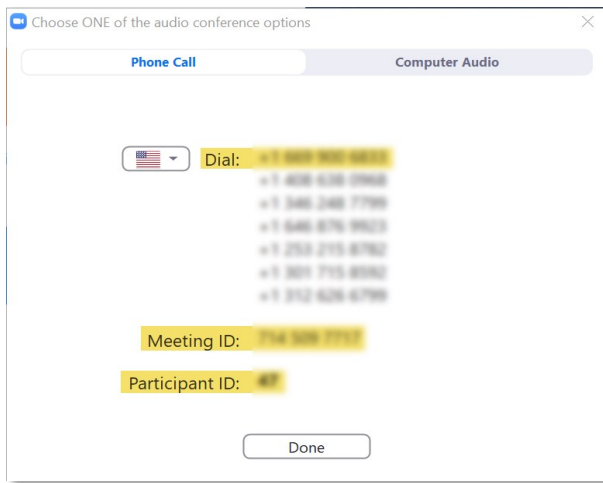


CyraCom Interpreter Integration into Zoom Telehealth Appointments

IMPORTANT: You will need to use a Phone (mobile or telephone) for AUDIO and Laptop/Computer with camera for VIDEO. Using computer audio will NOT work.

1. Start Zoom meeting on your computer but DO NOT select “Computer Audio”

- i. Select “Phone Call” and keep the screen below available as you call CyraCom. You will need to provide one of the “Dial” number on your screen to the CyraCom interpreter and then input the Meeting + Participating ID information later.



2. Call CyraCom with a Phone

- i. Dial CyraCom toll free number below from any Phone (including mobile) and enter Acc# + Pin.

NOTE: Dial Option 0 to speak directly with operator.

CyraCom Phone Number: 1-800-276-2519
Account Number: 19137
PIN: 1000

3. Ask CyraCom Interpreter to call Zoom

- i. After you are connected with the interpreter, request “outbound third party call to a Zoom meeting”.
- ii. Give any of the numbers listed under “Dial” on your computer (see Step 1) to the interpreter. (If needed, let the interpreter know that **YOU** will enter any additional meeting information)
- iii. Give name of parent/patient to the interpreter if asked.
- iv. The Interpreter will put you on hold as he or she dials the phone number to the Zoom Meeting

4. You Will Enter Meeting & Participant ID

- i. Once connected, you will hear “Welcome to Zoom, please enter your meeting ID”.
- ii. Using your phone, **YOU** will enter the Meeting ID & Participant ID from your computer screen (see step 1)
- iii. After information is entered, click on “Done” button on your computer. This connects you, the interpreter and anyone else on the Zoom meeting room to your phone audio.

NOTE: If your phone settings prevent you from entering the information, please provide and ask the interpreter to enter the Meeting and Participant ID to join the meeting.

5. Begin Meeting with Interpretation

- i. Admit patient into the meeting if not already done.
- ii. Allow the interpreter to introduce him or herself to the patient/parent, and begin your telehealth session.
- iii. **Do not hang up the phone until the end of your meeting as the phone provides audio connection for the visit.**

NOTE: Many users have placed the CyraCom interpreter on speaker phone to participate in the zoom meeting, relying on the computer microphone to “hear” the interpreter on speaker phone. The audio quality is good in most cases, but use the instructions above if the audio quality is poor.