FAQ: Sorenson for Zoom VRS

What are the new products that Sorenson is bringing to the table?
Say hello to *Sorenson for Zoom.* The integrated Zoom app and web app allow users to invite a Sorenson interpreter to a Zoom meeting on demand. The interpreter will be an active video participant in your Zoom meeting room so they can see everybody in the meeting and access Zoom features (e.g. viewing shared screens, and seeing the speakers' names), making the meeting more accessible for all.

What is the difference between the Zoom app and web app? Why are there two separate apps that will deliver the same result?
Sorenson for Zoom is an app that resides in the Zoom application. After downloading from the Zoom Marketplace, installing, and authenticating, it is integrated into the Zoom experience. With this streamlined app, you can invite a Sorenson interpreter to your meeting if you are the meeting host *and* logged in with your paid Zoom license.

But wait…what if you aren't the meeting host but would like to invite a Sorenson interpreter to your meeting? We got you! The Sorenson web app is a standalone app that accommodates users in cases where downloading Zoom apps is restricted **or** when the user is not the host. This app will work for attendees with any Zoom account if the meeting host uses a paid account.

How do I get started? Are there any prerequisites before I can start using the products?
To use VRS Sorenson for Zoom, you must be eligible and registered for VRS.
- You do not need to sign up for anything if you already have a Sorenson number.
- If you do not have a number with Sorenson, you can get one by visiting our sign-up page or call our Customer Care team at (801) 386-8500.

To use the web app:

- Visit https://engage.sorensonprod.com in any browser and log in with your Sorenson number. You can also download this app onto your PC or Mac for future use.
- Remember that you do not need to be the meeting host nor have a paid Zoom account, but the meeting host must have a paid Zoom account license.

To use the Zoom app:
- Download Sorenson for Zoom from the Zoom Marketplace.
- Remember that you must be the meeting host and have a paid Zoom account.

What are the hours of operations?
For VRS, we are available 24/7, 7 days a week, including holidays.

Can my meeting passcode be alphanumeric?

If you are planning on using the Sorenson web app for VRS, you need to be mindful of the host's security options. If the host has the passcode option enabled as the security option, the passcode will show up in the meeting invitation right below the link to join and the meeting ID.
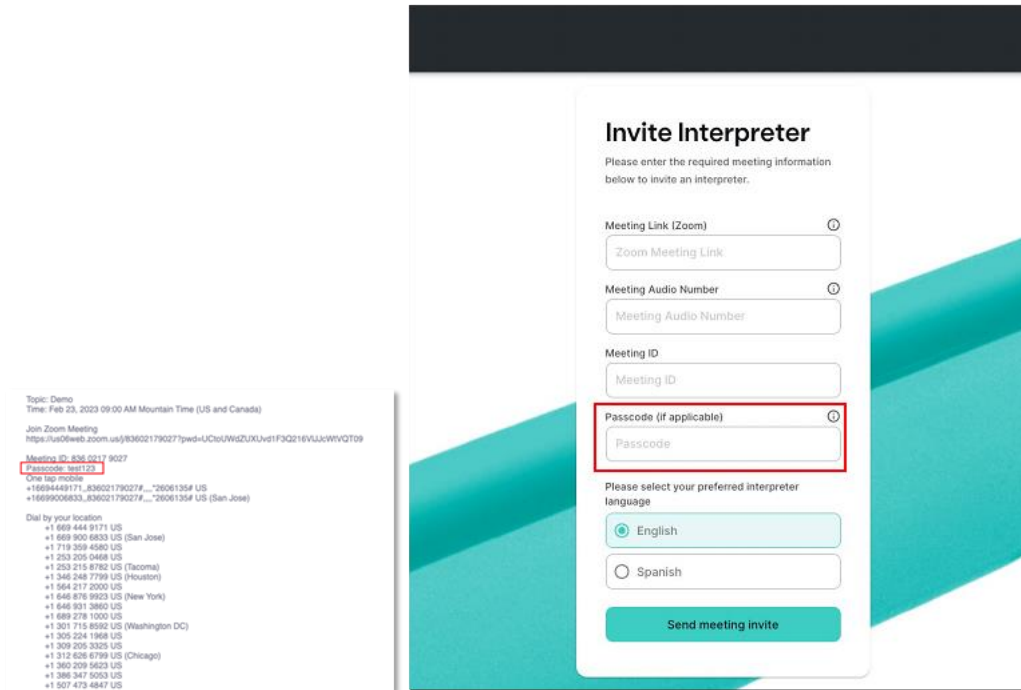
If the passcode in the invitation is all numbers, you'll simply enter it in the interpreter invitation as is. If the passcode contains letters (or a mix of both numbers and letters) **and** the host requires an audio passcode, please locate the second passcode (numeric) displayed farther down the invitation below the list of phone numbers.

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Topic: Demo
Time: Mar 10, 2023 08:30 AM Mountain Time (US and Canada)

Join Zoom Meeting
https://us06web.zoom.us/j/84245034666?pwd=QzZzZGtoeU5yRTJaNHRZZmhoSVIwZz09

Meeting ID: 842 4503 4666
Passcode: test123
One tap mobile
+12532050468,,84245034666#,,,,*6765691# US
+12532158782,,84245034666#,,,,*6765691# US (Tacoma)

Dial by your location
    +1 253 205 0468 US
    +1 253 215 8782 US (Tacoma)
    +1 346 248 7799 US (Houston)
    +1 669 444 9171 US
    +1 669 900 6833 US (San Jose)
    +1 719 359 4580 US
    +1 689 278 1000 US
    +1 301 715 8592 US (Washington DC)
    +1 305 224 1968 US
    +1 309 205 3325 US
    +1 312 626 6799 US (Chicago)
    +1 360 209 5623 US
    +1 386 347 5053 US
    +1 507 473 4847 US
    +1 564 217 2000 US
    +1 646 876 9923 US (New York)
    +1 646 931 3860 US
Meeting ID: 842 4503 4666
Passcode: 6765691
Find your local number: https://us06web.zoom.us/u/kbA6wLyBKz
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Copy and paste it into the Passcode field. The interpreter may also ask for the audio passcode when joining.

What kind of interpreting services can I use with the apps?
The products will support both Video Relay Service (VRS) and Video Remote Interpreting (VRI). However, the VRI portion will launch later this year.

When do I use Video Remote Interpreting (VRI) or Video Relay Service (VRS)?
Sorenson VRS (Video Relay Service) is available to eligible and registered VRS users. This government-funded program provides interpreting services for calls between Deaf and hearing individuals in different locations. VRS cannot be used for webinars or with a privacy screen because the interpreter must be able to always see the Deaf participant.
VRI (Video Remote Interpreting) is a service we offer to businesses and organizations to support interpreted in-person or virtual interactions by connecting to a Sorenson interpreter over a video connection. As these services are offered to businesses and are not federally funded, registered businesses pay the costs of the services when provided.

Can I use Zoom's recording feature to record my Zoom meetings while using a Sorenson VRS?
Yes, in an effort to provide functional equivalence, most Zoom features are available to you in a VRS Zoom call if enabled by the meeting's host.

Who do users contact if they have questions about the apps?

Our Customer Care Team: https://www.sorenson.com/video-relay/customer-care/contact

Do the host/participants know the meeting will have an interpreter?
If you've invited an interpreter, whether as the meeting host or an attendee, it is a best practice to let the rest of the attendees know an interpreter will be joining the call. Once the interpreter joins the call, anyone in the meeting will be able to see the interpreter.

If I am the requestor, will the interpreter stay in the meeting if I leave and there are other Deaf participants in the meeting?
For VRS, interpreters are required to terminate themselves from the meeting when the Deaf requestor leaves the meeting. If you aren't planning on being present for the entire meeting, let other deaf participants know. One of them would need to initiate another interpreter request on their end.

Do I need to have my Zoom video on for the entire duration of the meeting?
Per Federal Communications Commission (FCC)'s policy, interpreters must disconnect after five minutes of not seeing the Deaf requestor/caller using video relay service. That said, please plan on having your video on throughout the entire call. This also means we are unable to provide VRS interpreting services for webinars. However, you can use Sorenson VRI for webinar interpreting needs.

How do I know if I am using Video Remote Interpreting (VRI) or Video Relay Service (VRS) while using the app?
Zoom is only available for VRS calls currently, so simply log in with your Sorenson Phone Number.
*When VRI accessibility is ready, you will be directed to sign into your VRI account with your email.

Which phone number should I use to sign in to use VRS on the new products?
To use the Sorenson for Zoom product, you can use any of your Sorenson phone numbers. The app will ask for your Sorenson password before you can begin the process of requesting an interpreter. If you do not remember your password, you can use the 'Forgot Password' flow on the app or call our Customer Care team at (801) 386-8500.

Can I use a mobile phone to invite an interpreter to a Zoom meeting?
You can use the Sorenson web app to invite an interpreter to a Zoom meeting on your mobile device. Access the web app via URL using any browser app on your mobile device *(i.e. Safari, Chrome, Edge, Firefox)*.

You cannot use the Zoom app to invite an interpreter via mobile. Zoom Apps are not supported on mobile devices at this time - click here for more information. The Sorenson Zoom app is only supported

by Windows and MacOS (desktop/laptop only).

I am a VCO user and want to voice for myself in my meetings. How do I let the interpreter know?
You can either let the interpreter know when the interpreter arrives or send a private message to them using Zoom's chat feature.

Will there be an option to invite Spanish-speaking interpreters while using the new products?
Yes, a Spanish-speaking interpreter queue is available. After logging in, you will see a choice for English or Spanish in the "Invite Interpreter" screen.

What if I need an English- and Spanish-speaking interpreter for my meeting?
You can request an English-speaking interpreter and then ask to transfer to a Spanish-speaking interpreter. From there, the interpreters will use a consecutive interpreting method by speaking one language, then waiting for the other interpreter to speak the next language.

I want to be able to see everybody in Zoom. How do I do that?
Speaker mode is often the default view when using the Zoom platform. You can manually change the view to 'Gallery' mode to see everybody's screens side-by-side. To do that:
1. Click 'View' on the top right corner and wait for a dropdown to appear.
2. Click on 'Gallery,' and you should be able to see meeting participants who enabled their video.

I don't want to see the dial-in number as a participant in my meeting. How can I hide it?
You can hide non-video participants, including the dial-in number that the interpreter will use to listen to the meeting. Here's how:
1. In the top-right corner of your video window, click View.
2. In the list that appears, look for Hide Non-video Participants.
3. Clicking it will hide all participants without video.
   a. To make non-video participants visible again, click the View button at the top-right corner of your screen and select Show Non-Video Participants.

Can I add a second interpreter in Zoom?
Yes! You can notify the interpreter that you wish to add a team interpreter to your call for additional support. The interpreter will place the team request on their end. Additionally, our interpreters may notify you that they need to request for a team to provide a functionally equivalent experience for the conference call.

How long should I wait for an interpreter to arrive?
The interpreters are in our VRS queue and will join your call as soon as the next interpreter is available.

What if I want a different interpreter for my meeting?
The call is yours, and you are welcome to request a different interpreter. Let the current interpreter know that you would like to transfer to a different interpreter and if you have a preference (e.g. specific gender, Spanish-speaking for VRS, or just to a different interpreter) and they will initiate the transfer on their end.

I have several Deaf participants in my call. How do I enable the multi-pin option for the interpreter and for the Deaf participants?
The host would need to enable the 'Allow to Multi-Pin' for the participants who need to utilize the feature.
Here are the steps to enable that as the host**:**

- In the meeting controls toolbar, click **Participants** on the bottom to see a list of all meeting participants.
- Hover your mouse over the appropriate participant's Zoom name, click **More**, then **Allow to Multi-pin**.
- (Optional) Repeat as needed for those who need access to the multi-pin option.

I heard that Zoom added a sign language view feature. What is it, and can I use it with Sorenson's products?
This feature does not request an interpreter, but allows the host to designate someone in the meeting as a sign language interpreter. Once they host designates the interpreter, the participant can set where they see the interpreter as well as the size of the interpreter video window to their liking. Unfortunately, Zoom's new sign language view won't work if you invite a Sorenson VRS interpreter to your call for now. As soon as this changes, we'll come back with an update! More information and resources from Zoom [here](#).

How can I spotlight the interpreters in the Zoom meeting?
If you are not the host, let the host know that you want them to spotlight the interpreters. To do that, the host needs to:

1. Hover over the interpreter's video, then click to reveal a list of options.
2. Select "spotlight for everyone."

How do I turn on closed captions?
The host must ensure they've configured the captioning feature in settings before starting the meeting. You only need to do this setup once:
1. Log into your Zoom account.
2. Click on My Account > Settings > In Meeting (Advanced)
3. Ensure that "Closed captioning" is toggled on

With the captioning feature activated, it's just a couple more clicks:
1. In the meeting, the host needs to click the "CC/Live Transcript" button and "Enable Auto-Transcription" on the pop-up box.
   a. From there, meeting participants can enable the CC feature on their end.

I am eligible and registered for VRS. Can I use Sorenson for Zoom app or Sorenson web app to initiate calls with people from different country who speak either Spanish/English?
Yes, this would follow the same standard as all other VRS calls. You must either reside in the US or have a travel voucher during the time in question if they are not within the US at time of call. To collect your travel voucher, please go to https://sorenson.com/support/vrs/international-travel/ and submit the required information.

Why would my company use VRI for Zoom when our Deaf colleagues can use the apps through video relay service (VRS) which the government pays for?
Video Remote Interpreting through Sorenson's web app and Zoom app would benefit companies when:
- They need to quickly communicate with a Deaf colleague who is working in the same location. VRS is not an option when the Deaf and hearing person are in the same location.
- They didn't know a meeting attendee is Deaf until the meeting has started and need an interpreter to continue with the meeting as scheduled.
- They need to quickly communicate with a remote Deaf colleague who may not have a Sorenson VRS account.
- Deaf employees want to attend a webinar, conference, or other in-person setting and have access to a remote video interpreter.

Why do interpreters have to verify the person who submitted the VRS request before they can begin interpreting for the Zoom meeting that I am hosting or attending?
FCC regulations require that only eligible, registered users access VRS services. Interpreters must confirm the registered Deaf person who requested service is present in the meeting and has their camera turned on to provide VRS service.

Sorenson VRS is only available if you are eligible for VRS and have registered in the FCC's User Registration Database. The cost of VRS is paid by a federally administered fund. Accordingly, use of Sorenson Engage for VRS calling is subject to compliance with FCC regulations and Sorenson's VRS EULA. Under federal law, you may use VRS only if you have a speech or hearing disability and need VRS in order to communicate. Also, call participants must be in a different location than the other individuals on the call. VRS cannot be used for webinars or with a privacy screen because the interpreter must be able to see the Deaf participant at all times.

FCC rules permit you to port your telephone number to the VRS provider of your choice. If you request a new number, Sorenson will provide you with one for the geographic area where you live or work. To ensure proper routing of 911 calls, it is important that you provide, and update in the event it changes, the physical address (i.e., the Registered Location) from which you are placing the call. You can update your Registered Location by calling 800-659-4810 or by visiting https://sorenson.com/support/vrs/manage-account/. Emergency calls made via internet-based TRS may not function the same as traditional E911 service. For example, you may not be able to dial 911 if there is an internet-service failure or if you lose electrical power, and your 911 call may not be routed correctly if you have not updated your Registered Location. Hearing point-to-point video users will not be able to place emergency calls. For more information on the process of obtaining ten-digit numbers and the limitations and risks associated with using Sorenson's VRS to place a 911 call, please visit Sorenson's website: www.sorenson.com/legal. For information on toll-free numbering, please visit https://sorenson.com/tollfree.