

Sorenson Express

for Zoom

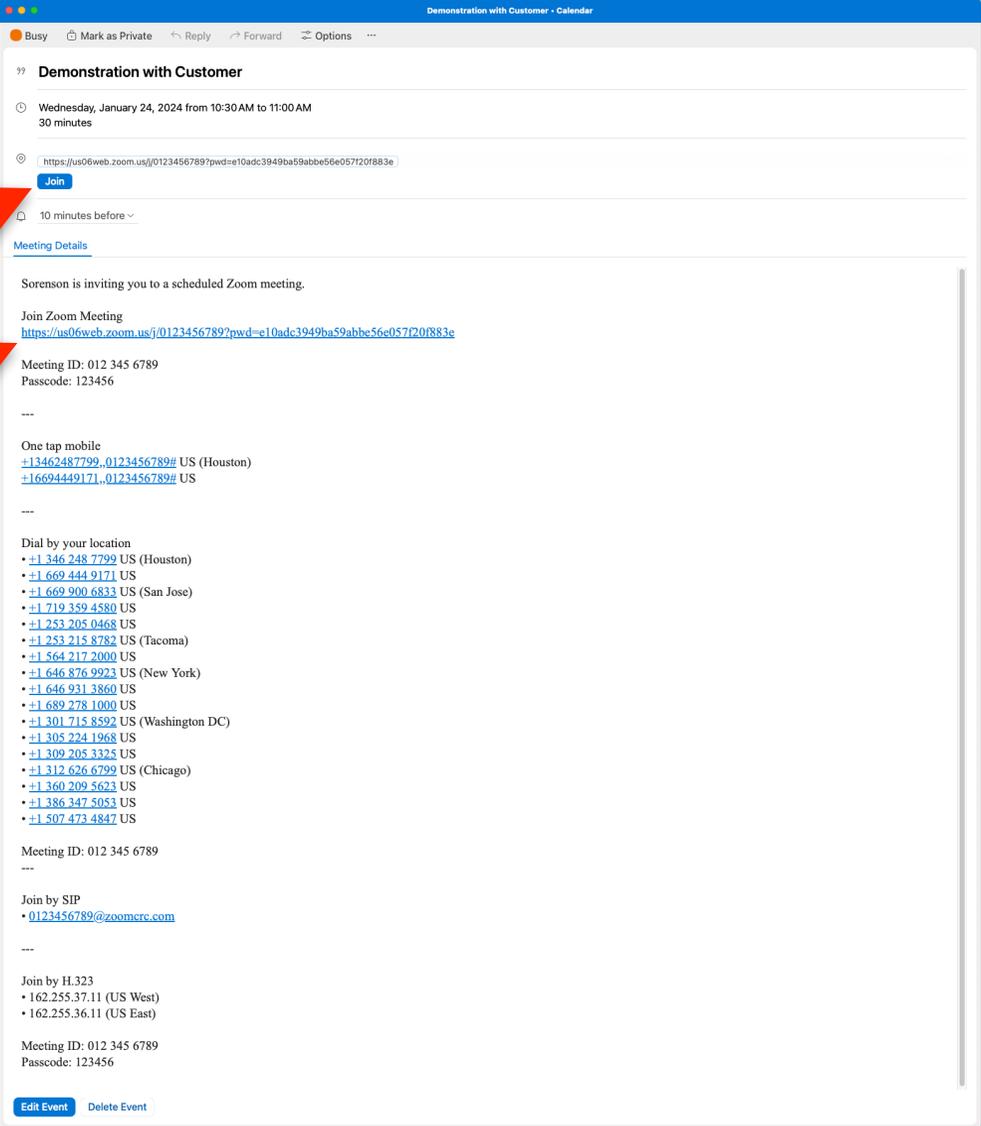
Plug-In App Guide for the host



Sorenson

Connect Beyond Words.

1. Click the 'Join' button or Join Zoom Meeting link.



The screenshot shows a calendar event titled "Demonstration with Customer" scheduled for Wednesday, January 24, 2024, from 10:30 AM to 11:00 AM. The event duration is 30 minutes. A Zoom meeting link is provided: <https://us06web.zoom.us/j/0123456789?pwd=e10adc3949ba59abbe56e057f20f883e>. A blue "Join" button is located below the link. Two red arrows point to the "Join" button and the meeting link. Below the link, the meeting ID (012 345 6789) and passcode (123456) are listed. The event also includes dial-in numbers for various locations and a "Join by SIP" option.

Demonstration with Customer

Wednesday, January 24, 2024 from 10:30 AM to 11:00 AM
30 minutes

<https://us06web.zoom.us/j/0123456789?pwd=e10adc3949ba59abbe56e057f20f883e>

Join

10 minutes before ▾

Meeting Details

Sorenson is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
<https://us06web.zoom.us/j/0123456789?pwd=e10adc3949ba59abbe56e057f20f883e>

Meeting ID: 012 345 6789
Passcode: 123456

One tap mobile
[+13462487799](tel:+13462487799), 0123456789# US (Houston)
[+16694449171](tel:+16694449171), 0123456789# US

Dial by your location

- [+1 346 248 7799](tel:+13462487799) US (Houston)
- [+1 669 444 9171](tel:+16694449171) US
- [+1 669 900 6833](tel:+16699006833) US (San Jose)
- [+1 719 359 4580](tel:+17193594580) US
- [+1 253 205 0468](tel:+12532050468) US
- [+1 253 215 8782](tel:+12532158782) US (Tacoma)
- [+1 564 217 2000](tel:+15642172000) US
- [+1 646 876 9923](tel:+16468769923) US (New York)
- [+1 646 931 3860](tel:+16469313860) US
- [+1 689 278 1000](tel:+16892781000) US
- [+1 301 715 8592](tel:+13017158592) US (Washington DC)
- [+1 305 224 1968](tel:+13052241968) US
- [+1 309 205 3325](tel:+13092053325) US
- [+1 312 626 6799](tel:+13126266799) US (Chicago)
- [+1 360 209 5623](tel:+13602095623) US
- [+1 386 347 5053](tel:+13863475053) US
- [+1 507 473 4847](tel:+15074734847) US

Meeting ID: 012 345 6789

Join by SIP
• 0123456789@zoomcrc.com

Join by H.323

- 162.255.37.11 (US West)
- 162.255.36.11 (US East)

Meeting ID: 012 345 6789
Passcode: 123456

Edit Event Delete Event



2. Click the 'Apps' icon.



3. Click the 'Sorenson for Zoom' app.



4. Click the 'Get an interpreter' button.

The image shows a Zoom meeting window with a video feed of a woman with long, wavy brown hair and glasses, smiling. On the right side of the window, there is a white overlay titled "Sorenson for Zoom". The overlay contains the following text: "Hi there! Hosting a meeting today?", "Let's help you get connected to an interpreter. Are you a Sorenson VRS user or [do you need to sign up for Sorenson Express?](#)", a video thumbnail titled "What type of service do I use?" showing a man in a red shirt, and a teal button labeled "Get an interpreter". A red arrow points to this button. Below the video thumbnail, it says "(See explanation in ASL with captions)".



5. Select 'I am using Sorenson Express'.

The image shows a Zoom meeting window with a video feed of a woman on the left and a Sorenson for Zoom overlay on the right. The overlay contains the following text:

Zoom Meeting

Sorenson for Zoom

Hi there! Hosting a meeting today?

Let's help you get connected to an interpreter. Are you a Sorenson VRS user or do you need to sign up for Sorenson Express?

What type of service do I use?

Sorenson VRS

Let's help you get connected to an interpreter

I am using Sorenson VRS
Sign in with a Sorenson VP phone number
[Terms and conditions](#)

I am using Sorenson Express
Sign in with a Sorenson Express account
[Terms and conditions](#)

[When can I use video relay services \(VRS\)?](#)

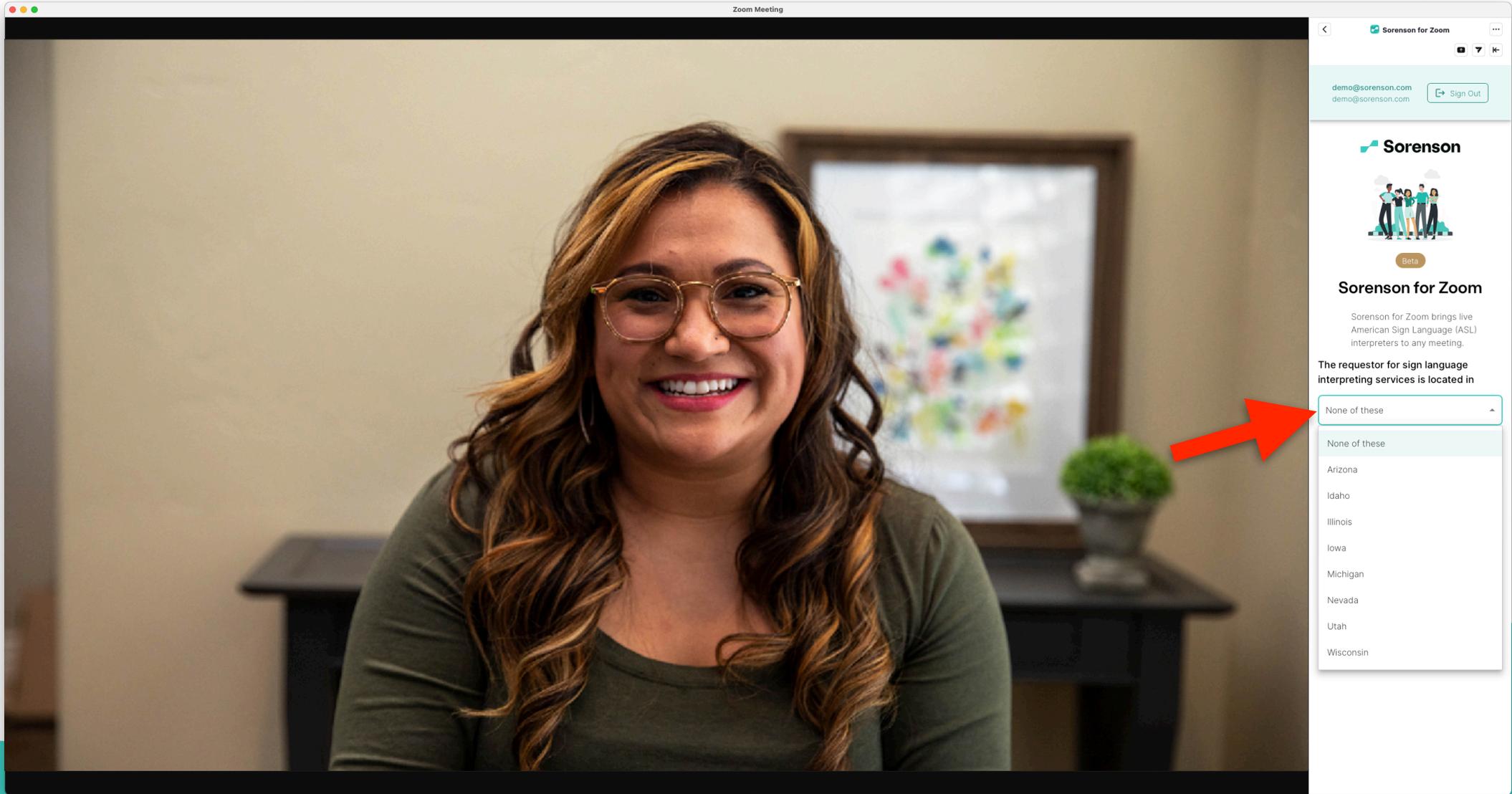
A red arrow points to the 'I am using Sorenson Express' option.



6. Sign in with your Sorenson Express credentials (Auth0).



7. Choose the state where the requestor for sign language interpreting services is located and if their state is not listed, select 'None of these'.



The image shows a Zoom meeting window with a video of a woman with long, wavy brown hair and glasses. On the right side, there is a sidebar for 'Sorenson for Zoom'. The sidebar includes a 'Sign Out' button, the Sorenson logo, a 'Beta' badge, and a section titled 'Sorenson for Zoom' with a description: 'Sorenson for Zoom brings live American Sign Language (ASL) interpreters to any meeting.' Below this, there is a dropdown menu with the text 'The requestor for sign language interpreting services is located in'. The dropdown menu is open, showing a list of states: 'None of these', 'Arizona', 'Idaho', 'Illinois', 'Iowa', 'Michigan', 'Nevada', 'Utah', and 'Wisconsin'. A red arrow points to the 'None of these' option in the dropdown menu.



8. Click the 'Continue' button.

The image shows a Zoom meeting window with a video feed of a woman on the left and a Sorenson for Zoom overlay on the right. The overlay includes a sign-out button, the Sorenson logo, a 'Beta' badge, and a form to select a location for sign language interpreting services. A red arrow points to the 'Continue' button at the bottom of the overlay.

Zoom Meeting

Sorenson for Zoom

demo@sorenson.com
demo@sorenson.com Sign Out

Sorenson

Beta

Sorenson for Zoom

Sorenson for Zoom brings live American Sign Language (ASL) interpreters to any meeting.

The requestor for sign language interpreting services is located in

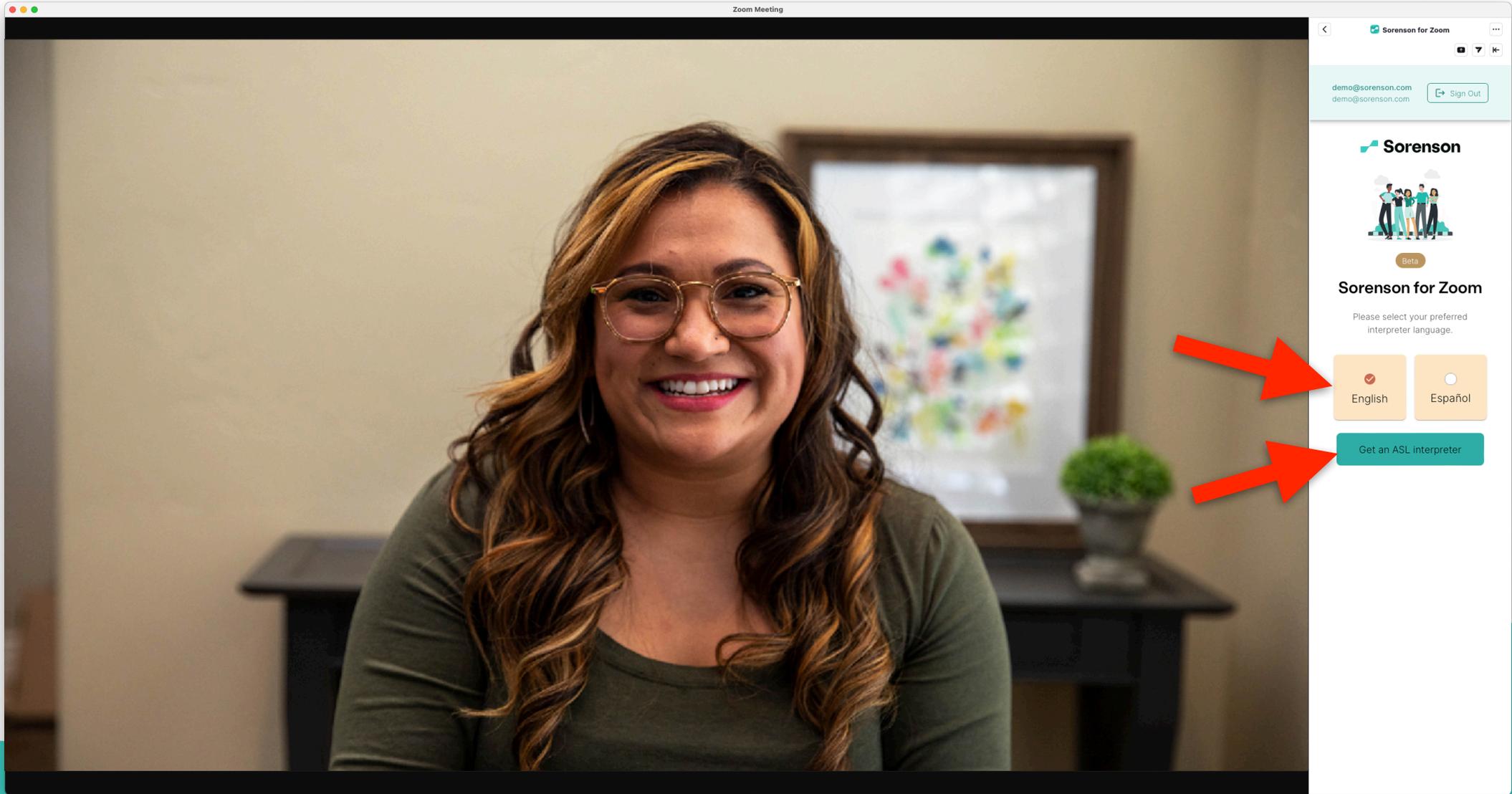
None of these

Choose the state where you are located

Continue



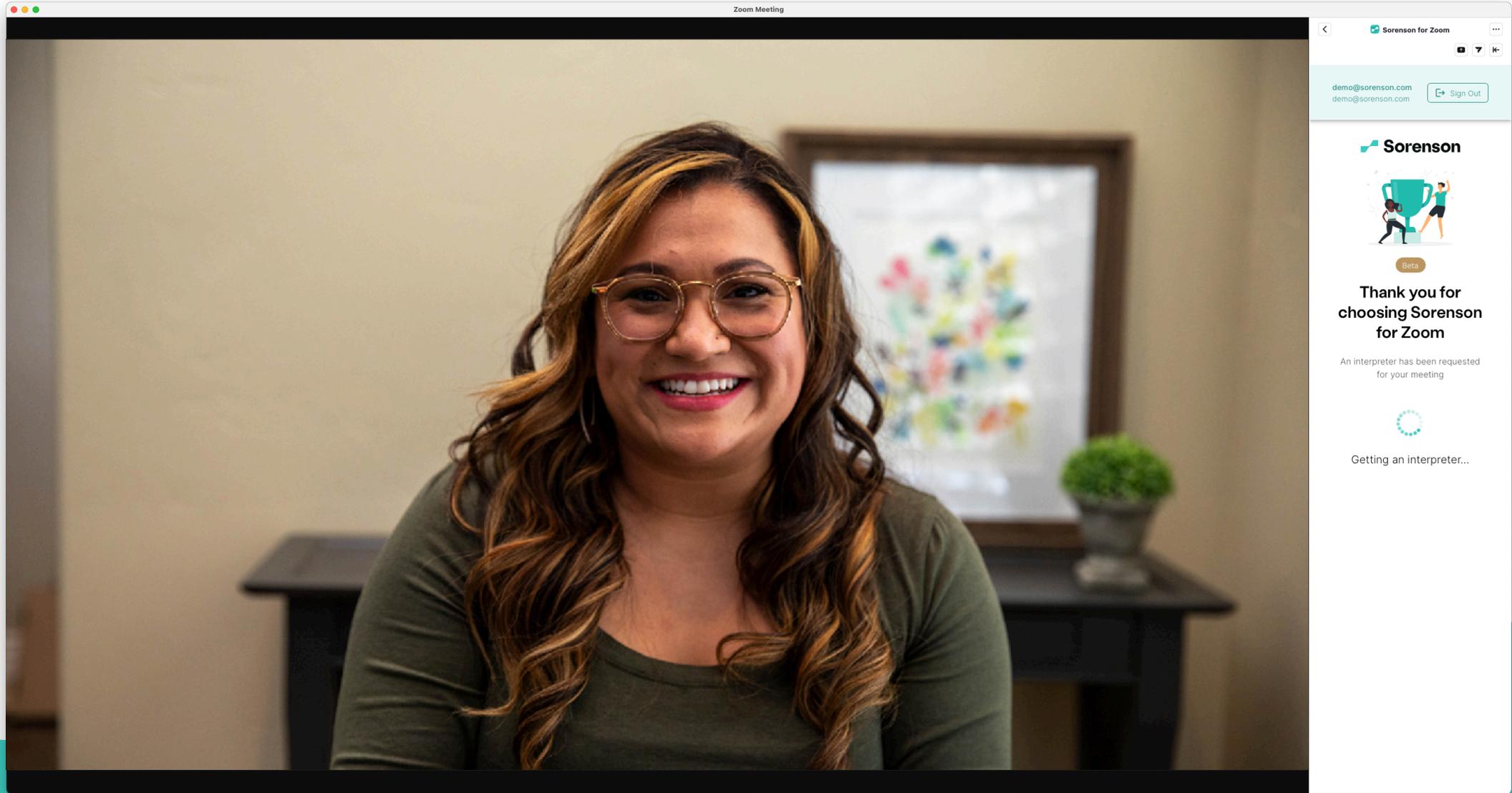
9. Choose your preferred interpreter's spoken language and click the 'Get an ASL Interpreter' button.



The image shows a Zoom meeting window. On the left, a woman with long, wavy brown hair and glasses is smiling in a video call. On the right, the Sorenson for Zoom sidebar is open. The sidebar includes a header with the Sorenson logo and a 'Beta' badge. Below the logo, it says 'Sorenson for Zoom' and 'Please select your preferred interpreter language.' There are two buttons: 'English' with a red checkmark and 'Español' with a radio button. Below these is a teal button labeled 'Get an ASL interpreter'. Two red arrows point to the 'English' button and the 'Get an ASL interpreter' button.



10. Wait for the system to place the interpreter request.



The image shows a Zoom meeting window. On the left, a woman with long, wavy brown hair and glasses is smiling. On the right, there is a white overlay for 'Sorenson for Zoom'. The overlay includes a 'Sign Out' button, the Sorenson logo, a 'Beta' badge, and the text: 'Thank you for choosing Sorenson for Zoom', 'An interpreter has been requested for your meeting', a loading spinner, and 'Getting an interpreter...'. The Zoom window title bar says 'Zoom Meeting'.



11. You will be informed once an interpreter accepts your request. Please wait a bit for the interpreter to join the meeting.
Note: If your meeting requires a waiting room, please let the host know to expect an interpreter.



The image shows a Zoom meeting window. On the left, a woman with long, wavy brown hair and glasses is smiling. The Zoom control bar at the bottom includes icons for Unmute, Stop Video, Security, Participants (2), Chat, Share Screen, Record, Hide Captions, Polls/Quizzes, Reactions, Raise Hand, Apps (1), Whiteboards, Notes, and an End button. On the right, a Sorenson sidebar is open. It displays the Sorenson logo, a 'Beta' badge, and the text 'Thank you for choosing Sorenson for Zoom.' Below this, a confirmation message states 'An interpreter has accepted your request.' with a checkmark icon. Underneath, there are 'Some tips for a successful meeting with your interpreters:' followed by a bulleted list: 'Admit' their audio, Share the meeting topic, and Allow multi-pin. At the bottom of the sidebar, there is a question 'Did the interpreter unexpectedly leave the meeting?' and a 'Request an interpreter again' button.



12. Interpreter has joined the meeting! You may begin the meeting!



The image shows a Zoom meeting window. The main video feed displays a woman with blonde hair, wearing a black top, waving her right hand. In the bottom right corner, there is a smaller video feed of another woman. The Zoom control bar at the bottom includes icons for Unmute, Stop Video, Security, Participants, Chat, Share Screen, Record, Hide Captions, Polls/Quizzes, Reactions, Raise Hand, Apps, Whiteboards, Notes, and an End button.

On the right side of the meeting window, there is a sidebar for the Sorenson application. At the top, it says "Sorenson for Zoom" and shows the user's email address "demo@sorenson.com" with a "Sign Out" button. Below this is the Sorenson logo and a "Beta" badge. A message reads: "Thank you for choosing Sorenson for Zoom." Below the message is a checkmark icon and the text: "An interpreter has accepted your request." Underneath, there is a section titled "Some tips for a successful meeting with your interpreters:" followed by a bulleted list:

- 'Admit' their audio
- Share the meeting topic
- Allow multi-pin

Below the list, there is a question: "Did the interpreter unexpectedly leave the meeting?" and a button labeled "Request an interpreter again".



13. You may click the left arrow icon to close the sidebar and continue your meeting.



The screenshot shows a Zoom meeting window with a sidebar on the right. The sidebar contains the Sorenson for Zoom logo, a 'Sign Out' button, and a 'Beta' badge. Below this, there is a message: 'Thank you for choosing Sorenson for Zoom.' followed by a confirmation message: 'An interpreter has accepted your request.' and a section titled 'Some tips for a successful meeting with your interpreters:' with a list of tips: 'Admit' their audio, Share the meeting topic, and Allow multi-pin. At the bottom of the sidebar, there is a button that says 'Request an interpreter again'. A red arrow points to the left arrow icon in the top right corner of the sidebar, which is used to close the sidebar.

Zoom Meeting

Sorenson for Zoom

dem... Zoom
dem... Sorenson

Sign Out

Sorenson

Beta

Thank you for choosing Sorenson for Zoom.

An interpreter has accepted your request.

Some tips for a successful meeting with your interpreters:

- 'Admit' their audio
- Share the meeting topic
- Allow multi-pin

Did the interpreter unexpectedly leave the meeting?

Request an interpreter again

Maria Fulano

Interpreter

Hector H.

Kimberly K.

Unmute Stop Video Security Participants Chat Share Screen Record Hide Captions Polls/Quizzes Reactions Raise Hand Apps Whiteboards Notes End



Sorenson Express for Zoom

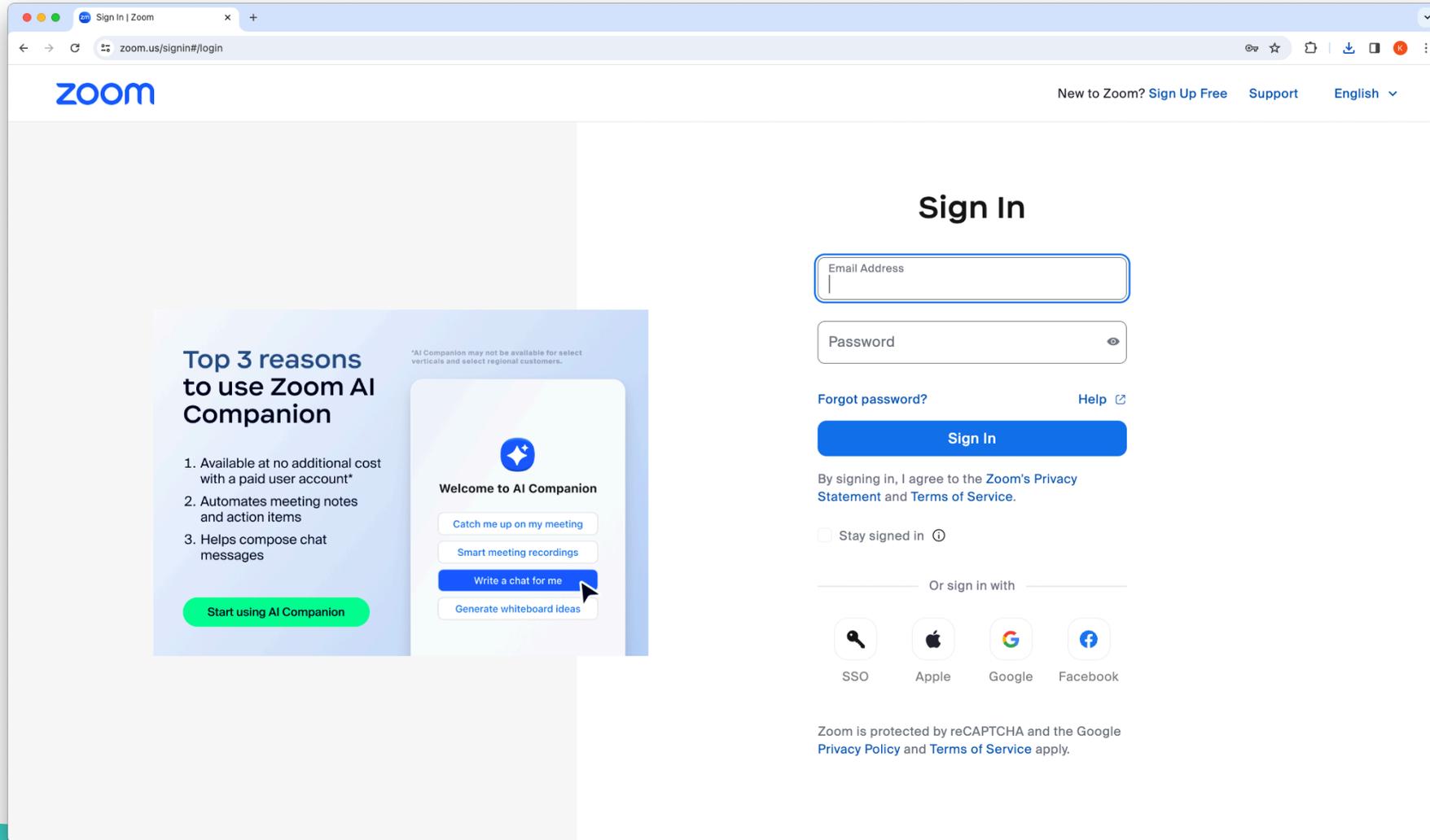
Troubleshooting: Uninstalling the Existing Plug-in



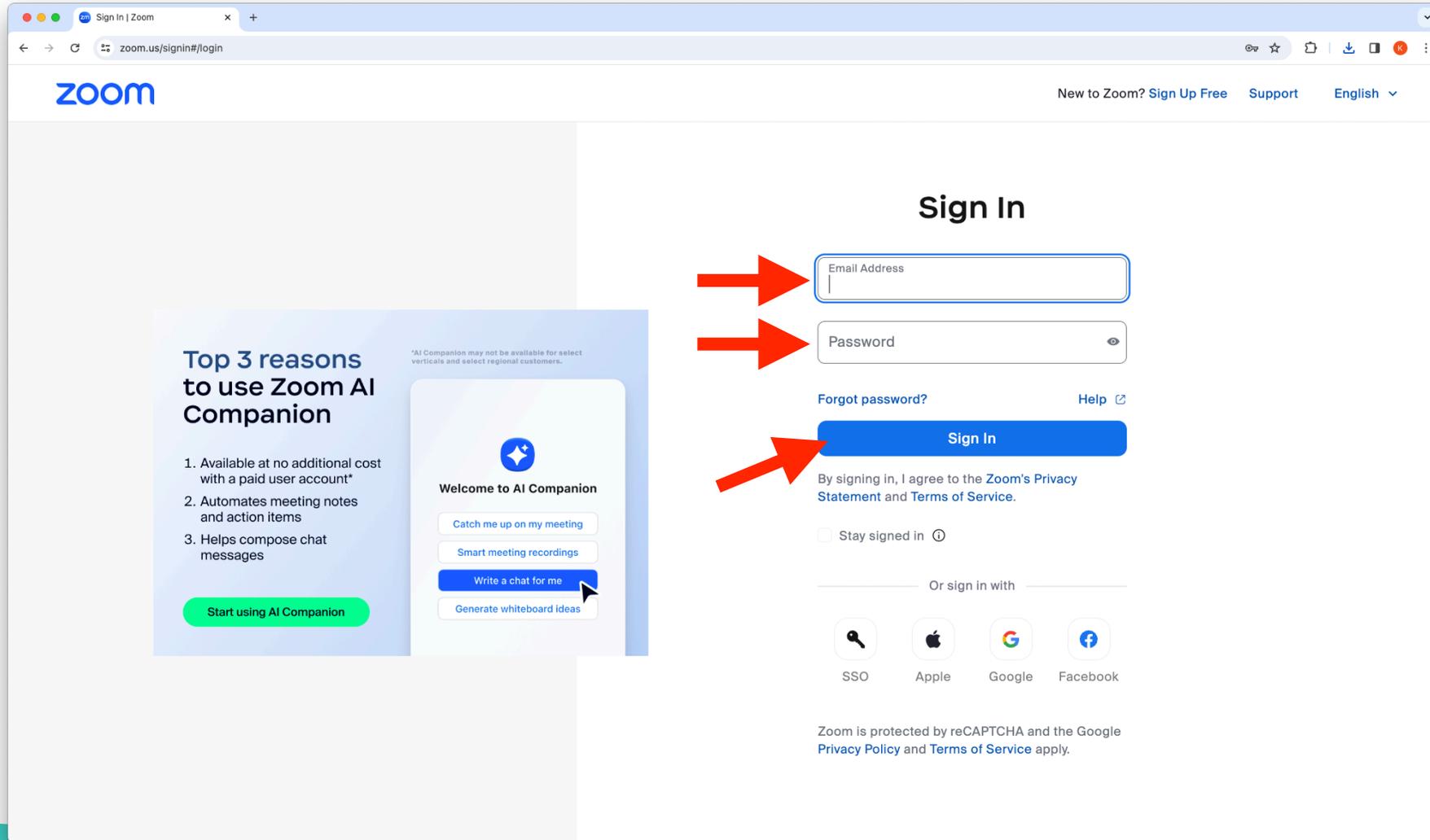
Sorenson

Connect Beyond Words.

1. Type in the URL: <https://marketplace.zoom.us/user/installed>



2. Enter your Zoom account credentials and click Sign In.



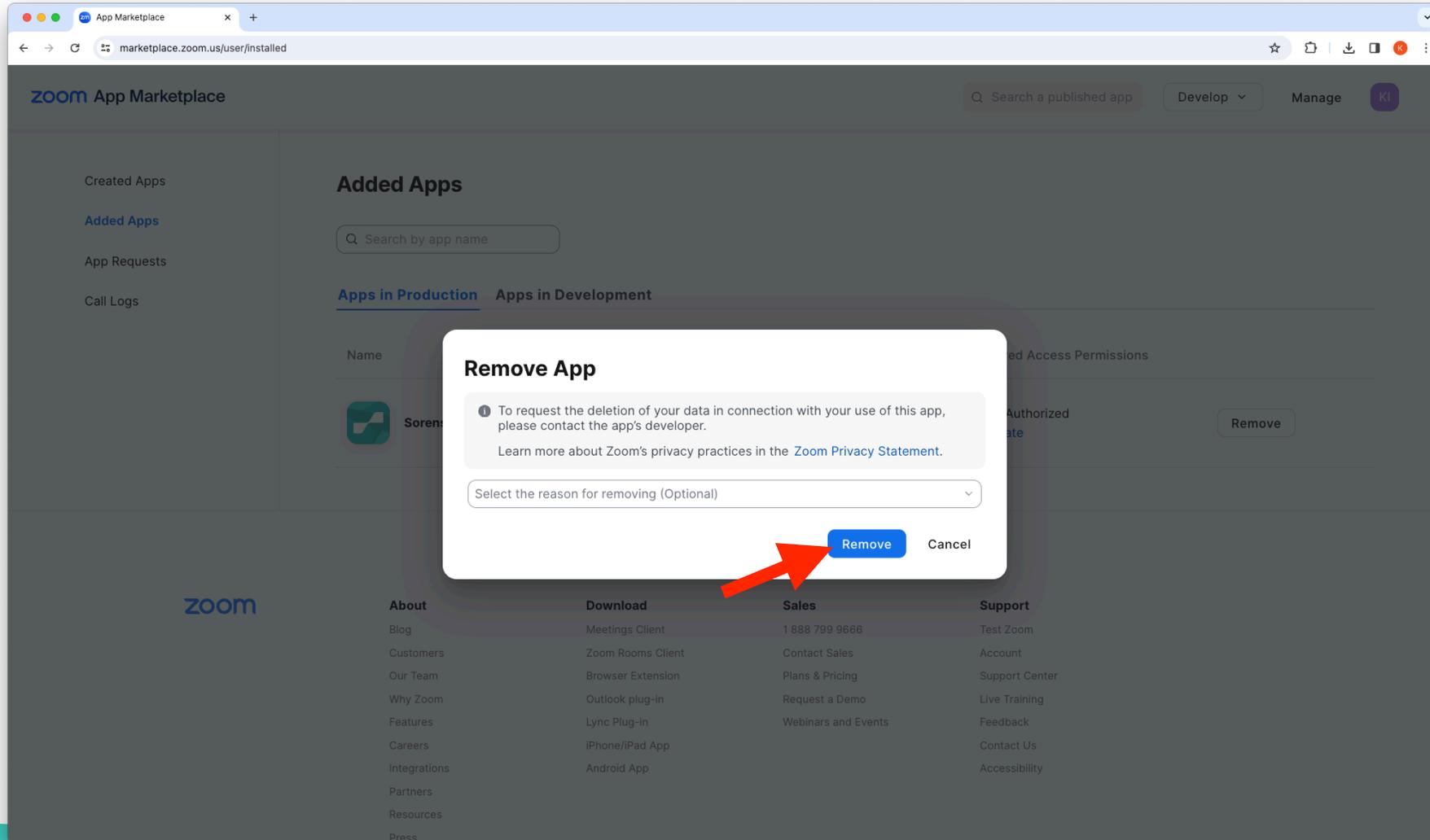
3. Once signed in, search "Sorenson for Zoom" and click on "REMOVE."

The screenshot shows the Zoom App Marketplace interface. The browser address bar displays 'marketplace.zoom.us/user/installed'. The page title is 'zoom App Marketplace'. A search bar contains 'Search a published app'. The user profile 'Manage' is shown as 'Kl'. The main content area is titled 'Added Apps' and includes a search box 'Search by app name'. Below this, there are tabs for 'Apps in Production' and 'Apps in Development'. A table lists the installed apps:

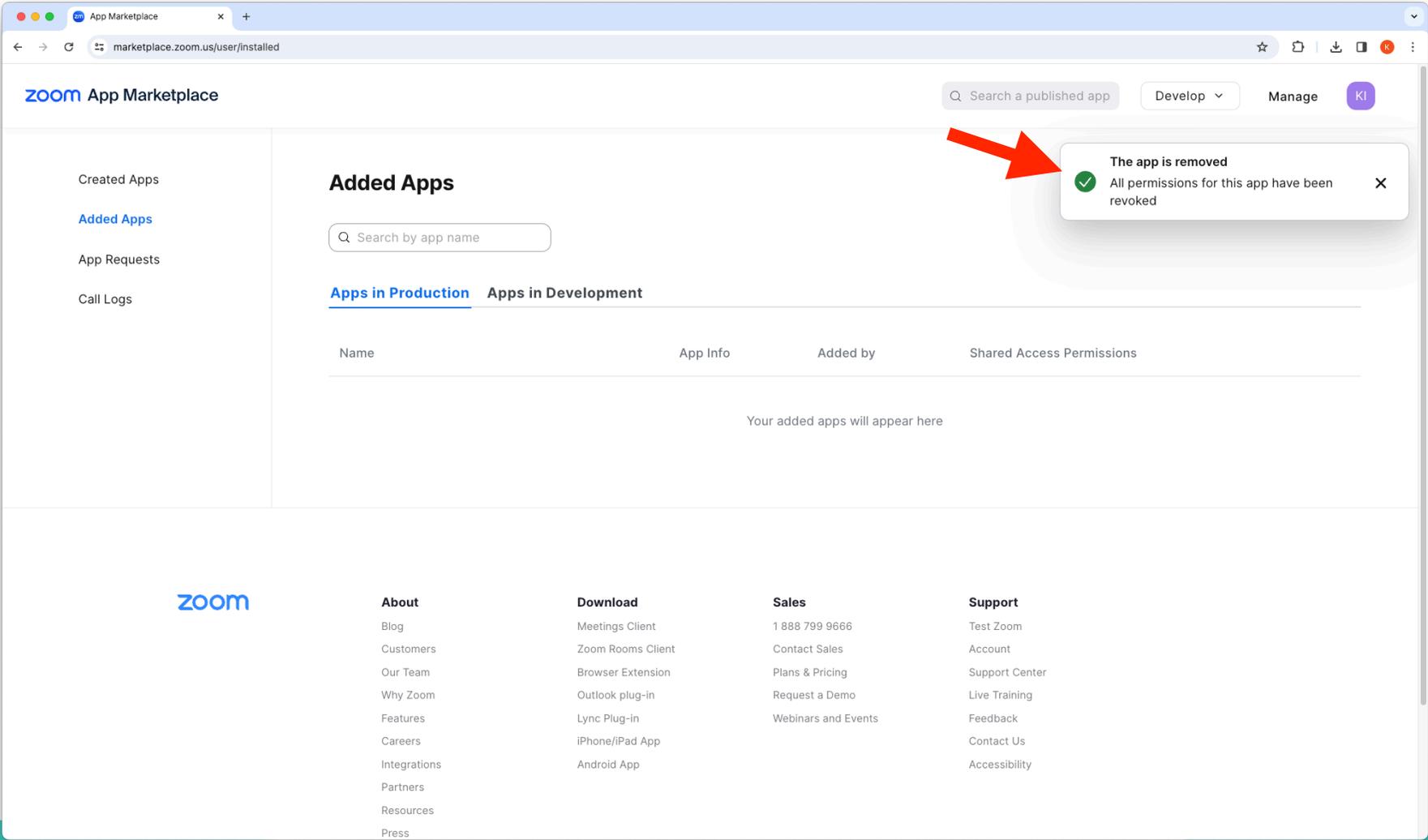
Name	App Info	Added by	Shared Access Permissions
 Sorenson for Zoom	User Managed Published	Myself Subscribed Today 11:13 AM	Not Authorized Update

A red arrow points to the 'Remove' button in the 'Sorenson for Zoom' row. The footer contains the Zoom logo and navigation links for About, Download, Sales, and Support.

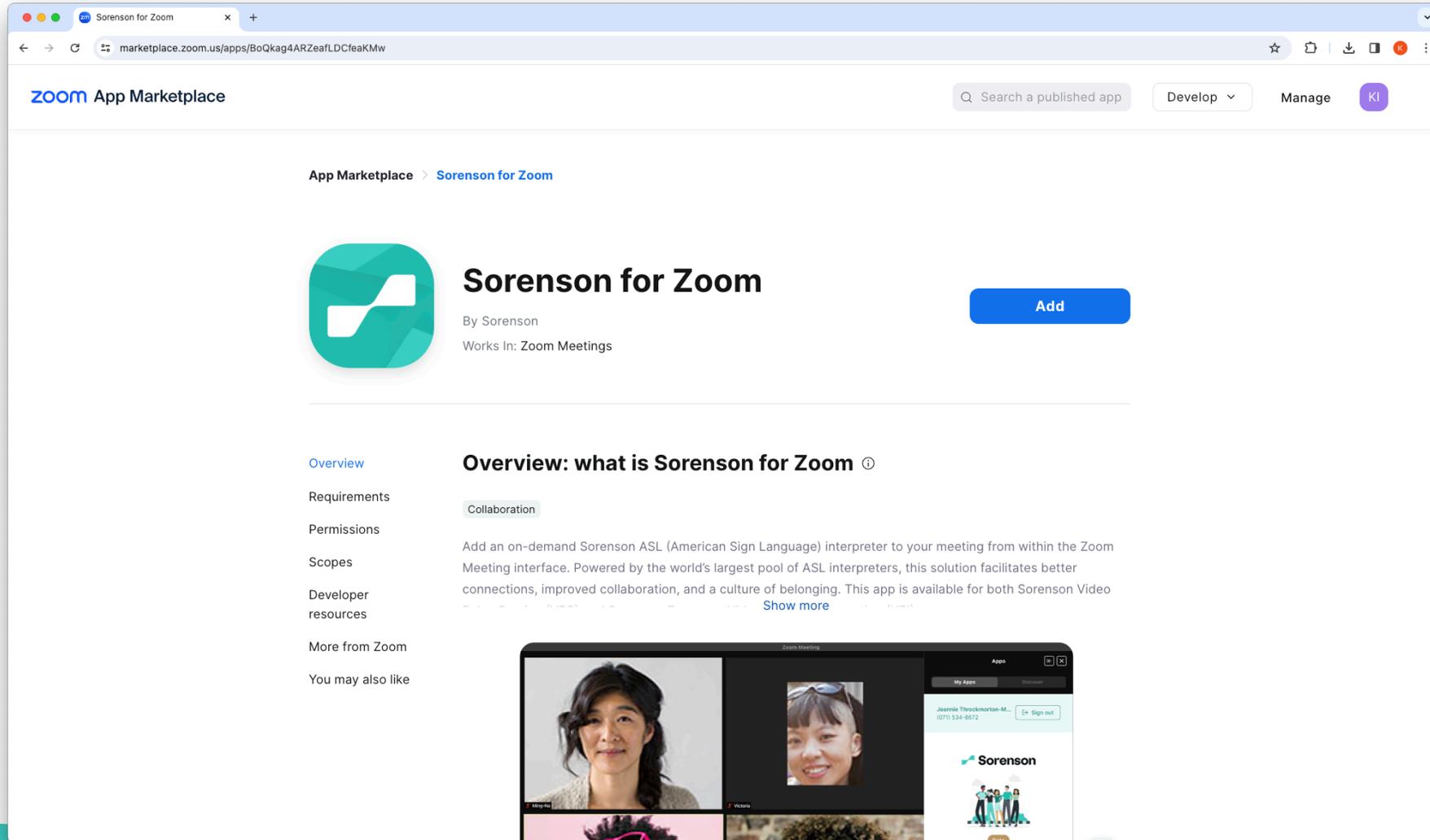
4. A dialog box will appear to confirm the removal of the app. Click the REMOVE button.



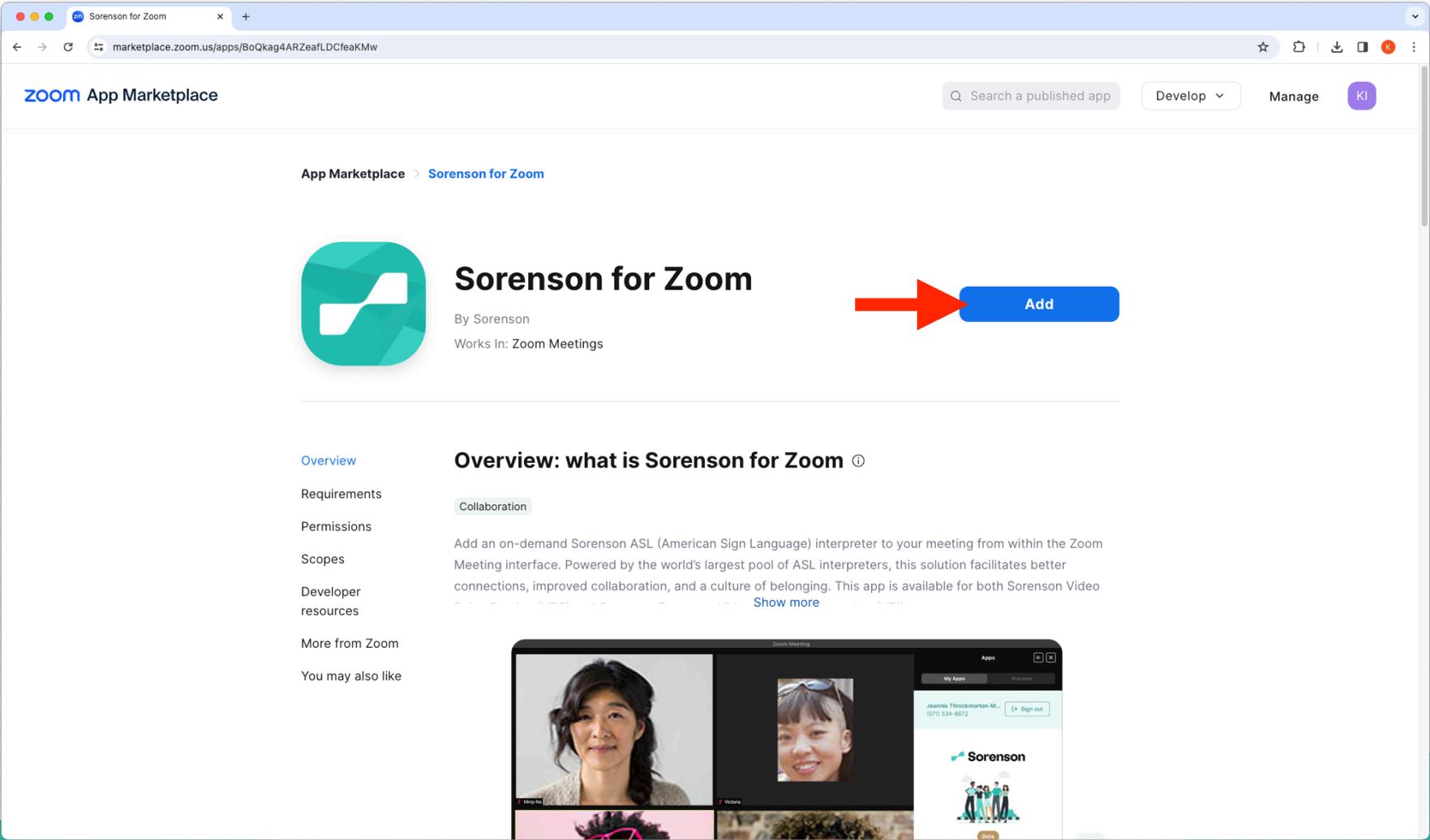
5. After clicking REMOVE, Sorenson for Zoom will no longer be listed as installed



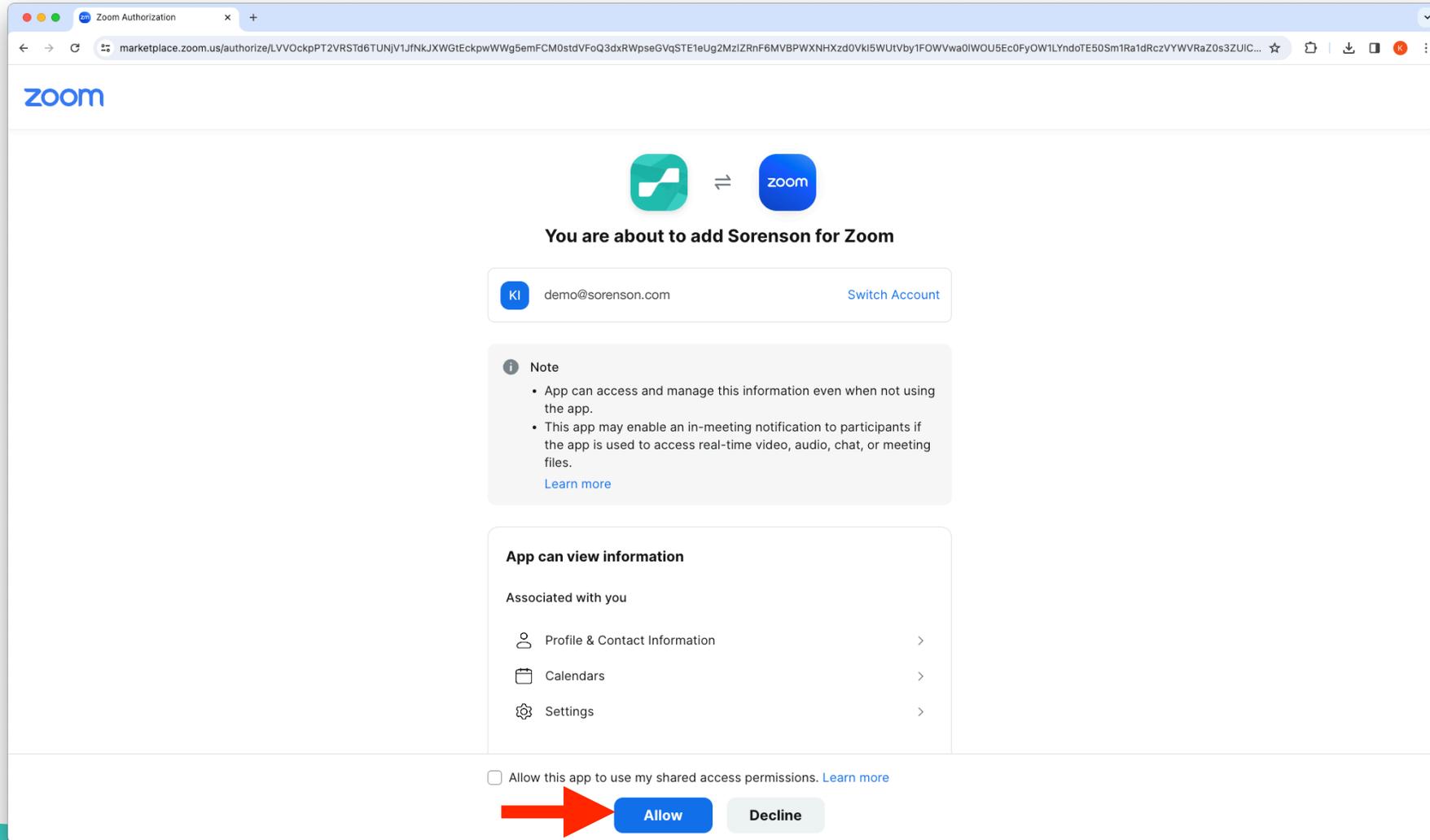
6. Go to <https://sorenson.link/add-plugin> to perform a fresh installation of the Sorenson for Zoom plugin.



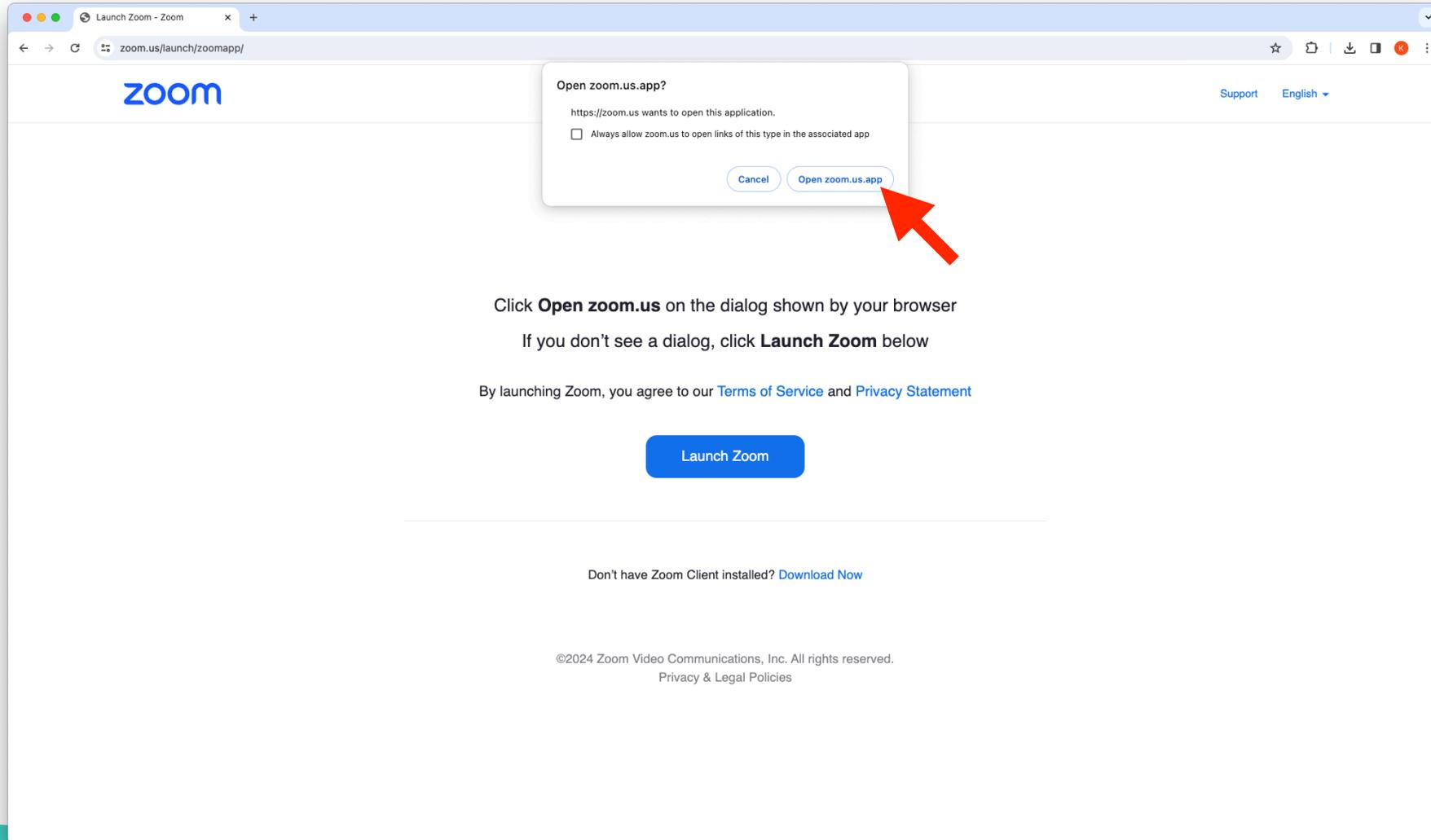
7. Click the 'Add' button.



8. Click the “Allow” button.



9. You will be prompted you to launch your Zoom app.



For technical support questions, you can call us at (855) 965-5828. We are open from 7:00am to 8:00pm MT Monday through Friday and 8:00am to 4:30pm MT Saturday.

If you need assistance after hours, please email support@sorenson.com

