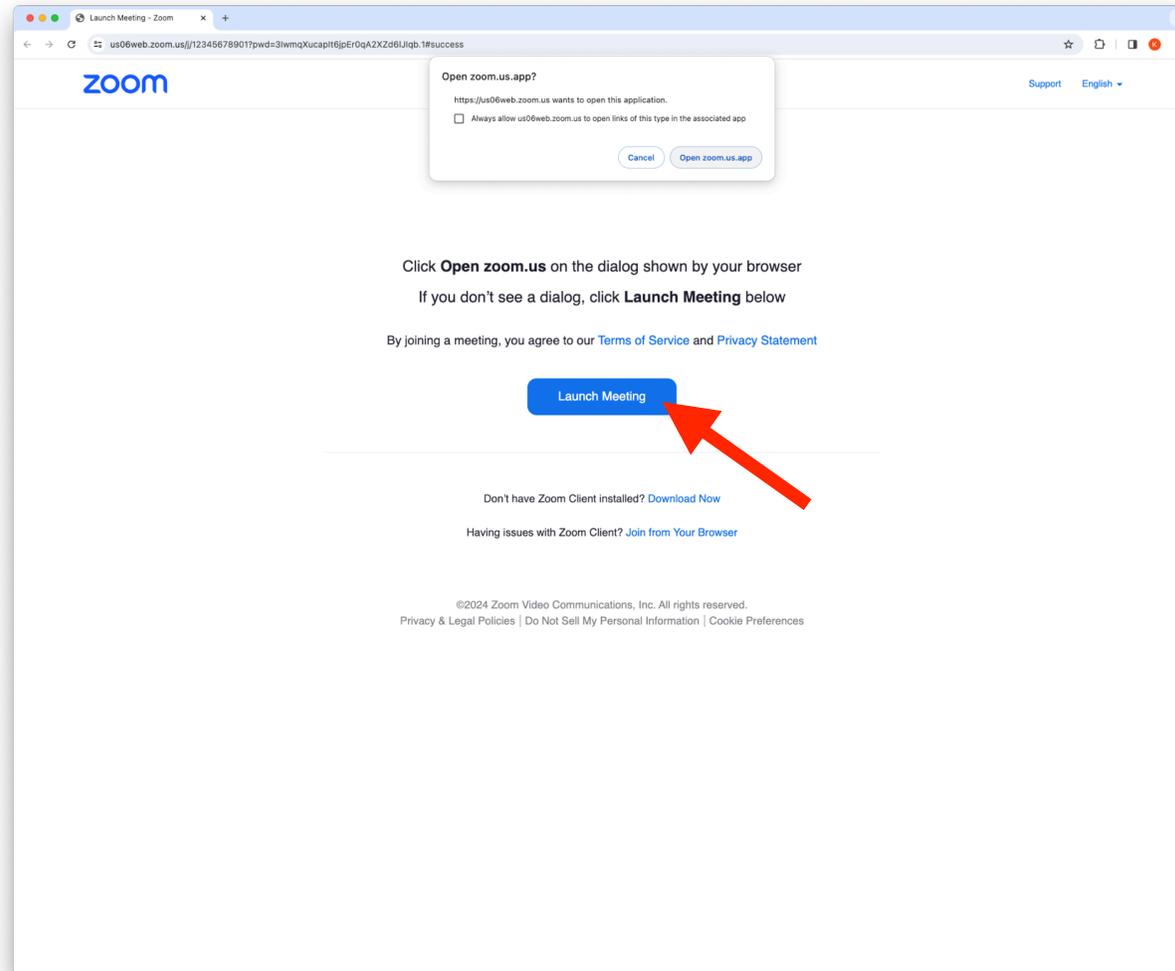# Sorenson VRS

for Zoom

Web App Guide

Sorenson

Connect Beyond Words.

What You Need to Know

- The host must have a paid Zoom subscription with the audio phone number feature enabled. The free version of Zoom does not include this feature. However, this requirement does not apply to Zoom participants as long as the host is using a paid Zoom subscription.

- Sorenson VRS for Zoom does not support webinars.

- It's not possible to use Sorenson VRS for Zoom via the zoomgov.com URL.
  *Example: youragency.**zoomgov.com***

- Zoom meetings with personal link aren't compatible with Sorenson VRS for Zoom.
  Example: us06web.zoom.us/j/yourpersonalink

- If your passcode has alphanumeric characters, you need to use the workaround we explain in step #9.
  Example: the passcode is 'abc123'

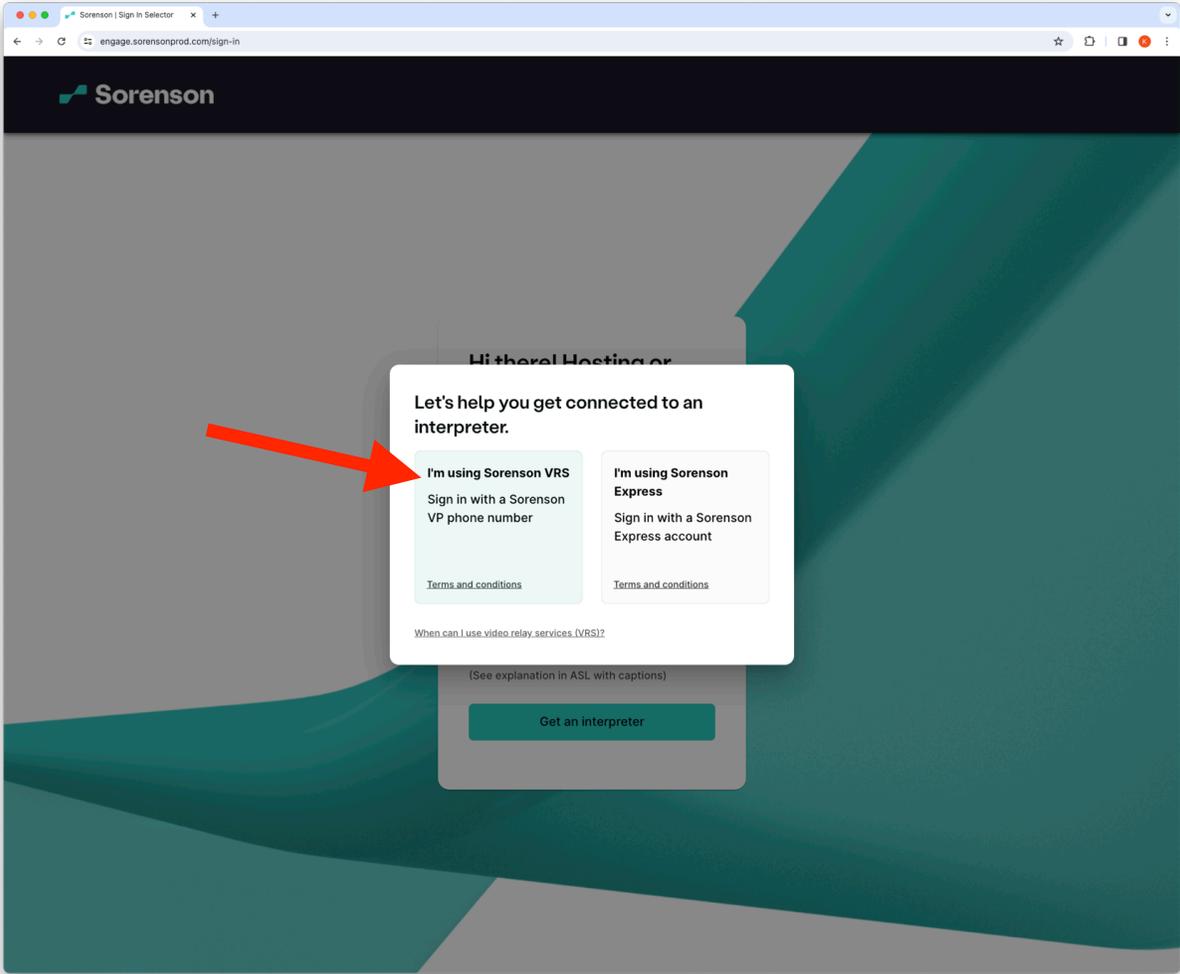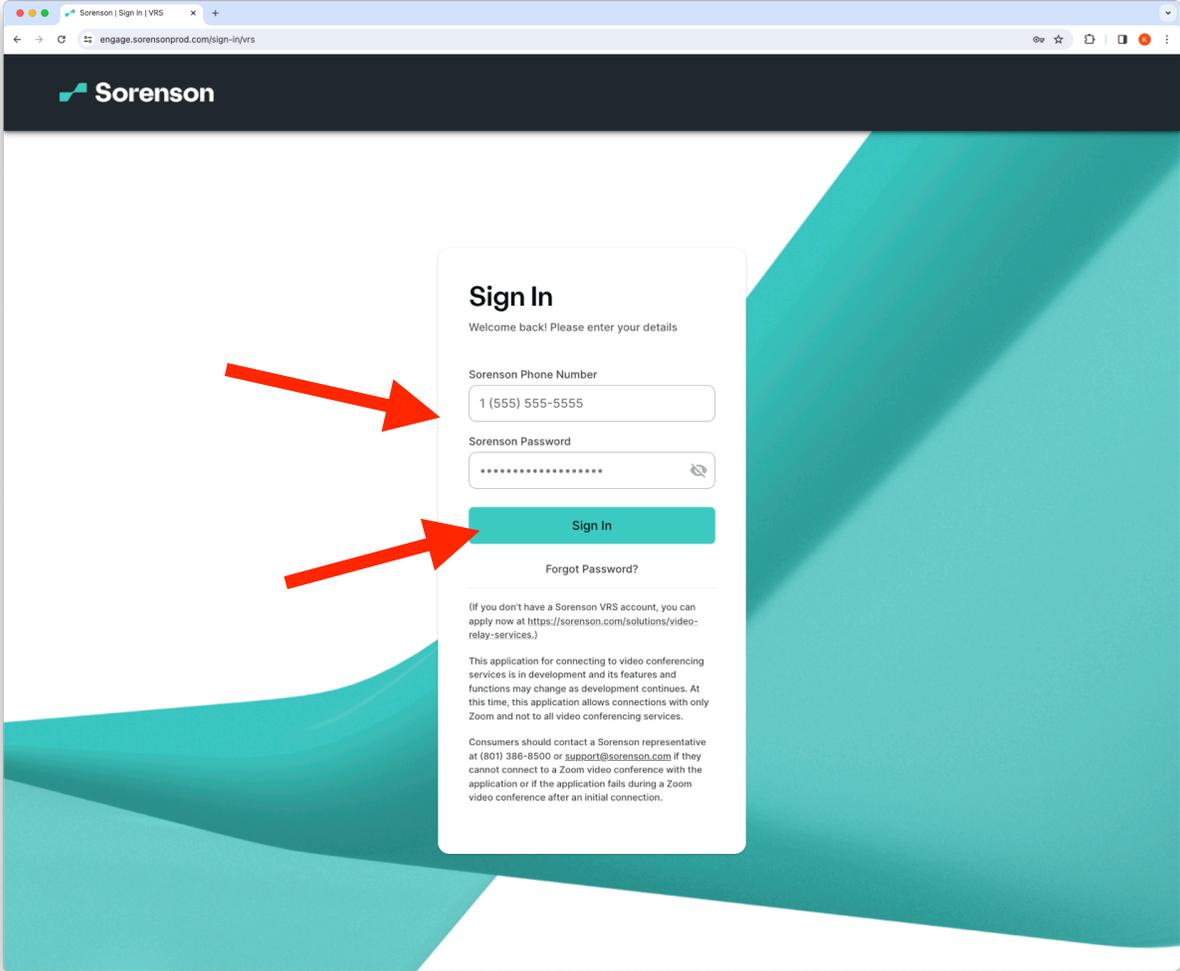**1. Join your Zoom Meeting.**

2. Open your browser and go to sorenson.link/start and click on the "Get an interpreter" button.
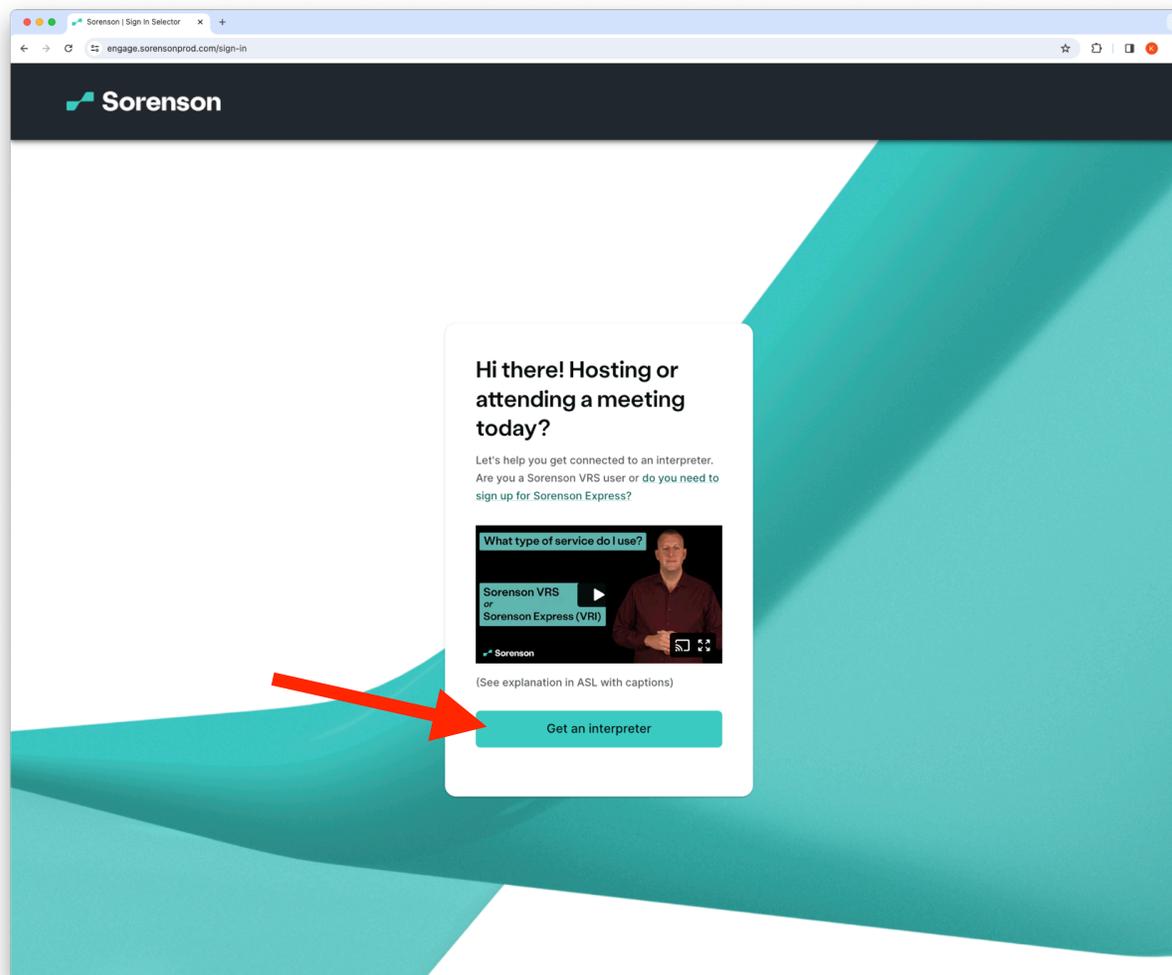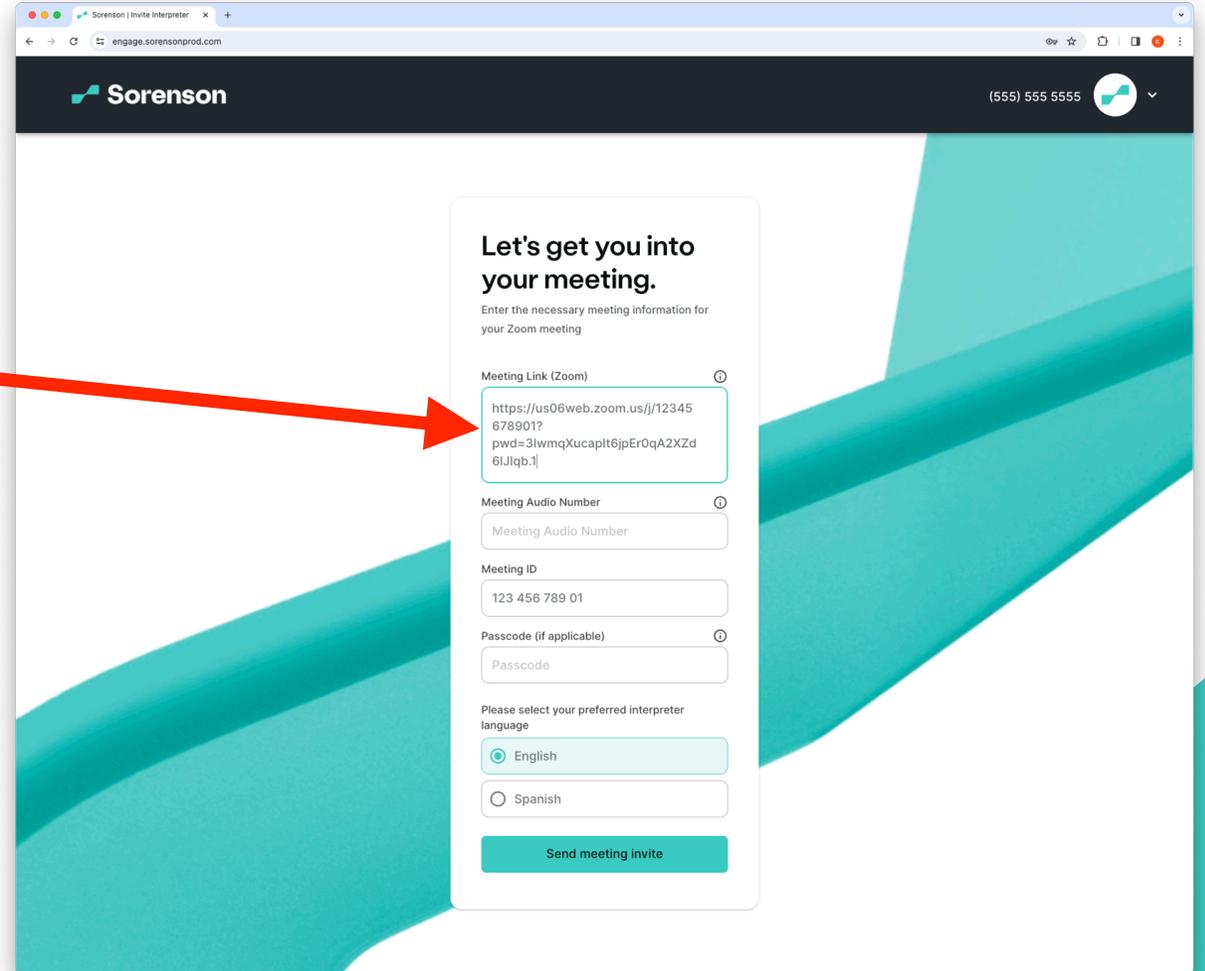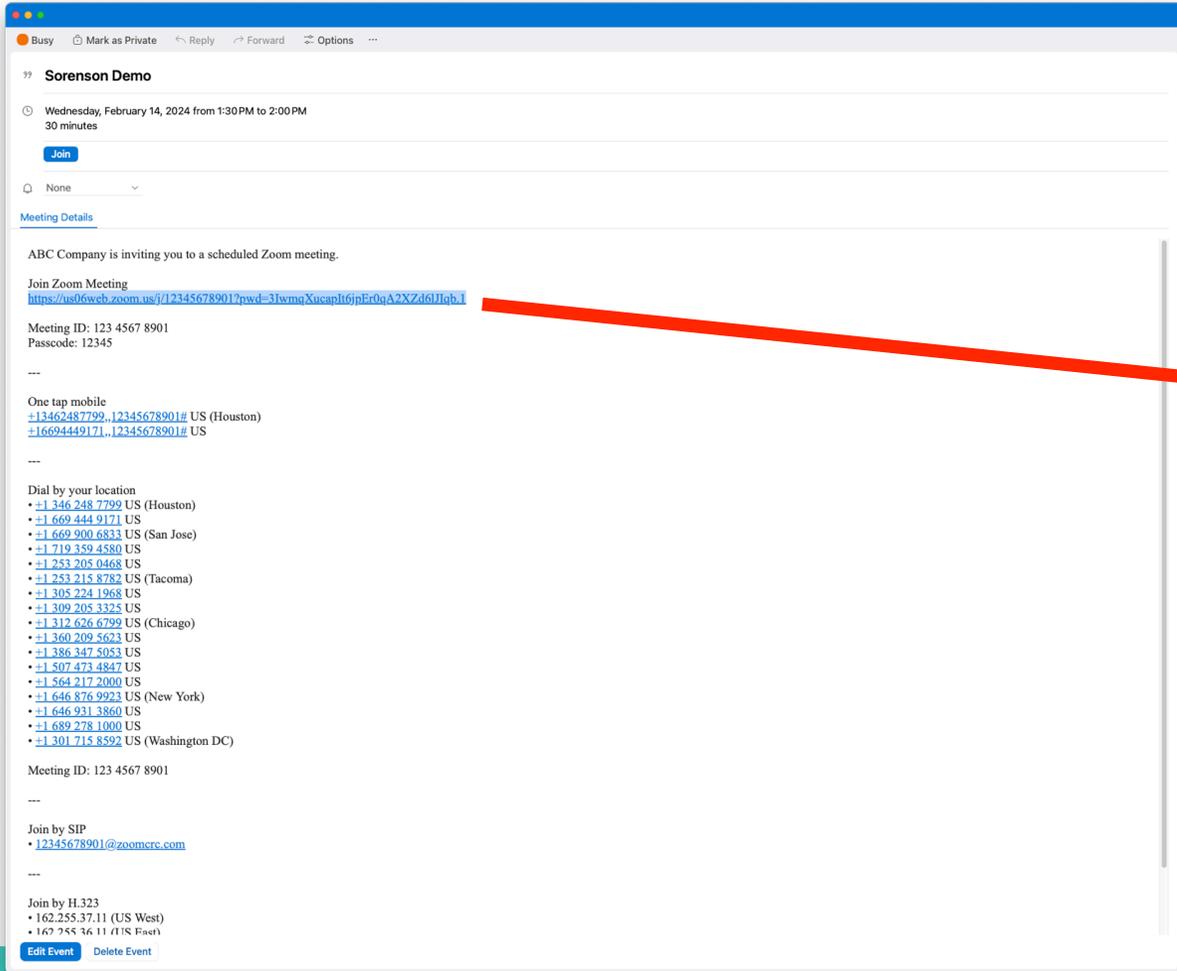
**3. Select "I'm using Sorenson VRS."**

4. Enter your Sorenson VP number and password, then click "Sign In."

5. Copy the Zoom Meeting link from your calendar or email and paste it in the "Meeting Link (Zoom)" field.

**6. Please note that Sorenson VRS for Zoom does not support personal links for Zoom meetings.**

Join Zoom Meeting

https://us06web.zoom.us/j/personal.link?pwd=mgJMdYKVZsTHRZJyD8lRxGLN4FWCt3.1
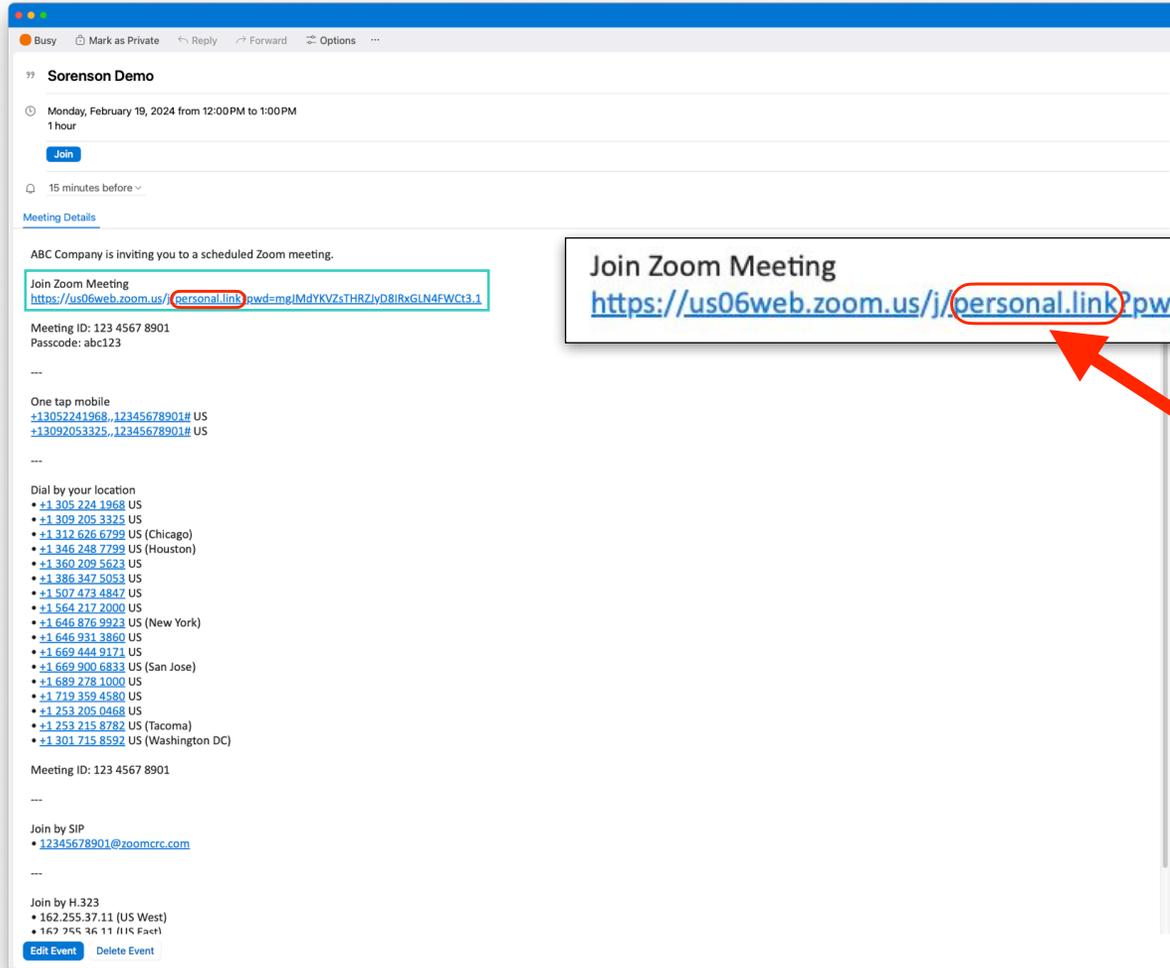
Not supported. The meeting ID must be entirely numerical.

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7. Copy a phone number from your meeting invitation and paste it into the "Meeting Audio Number" field.

Note: If you do not see a phone number, please ensure that the host's Zoom account is a paid subscription and that the meeting audio number feature is enabled.
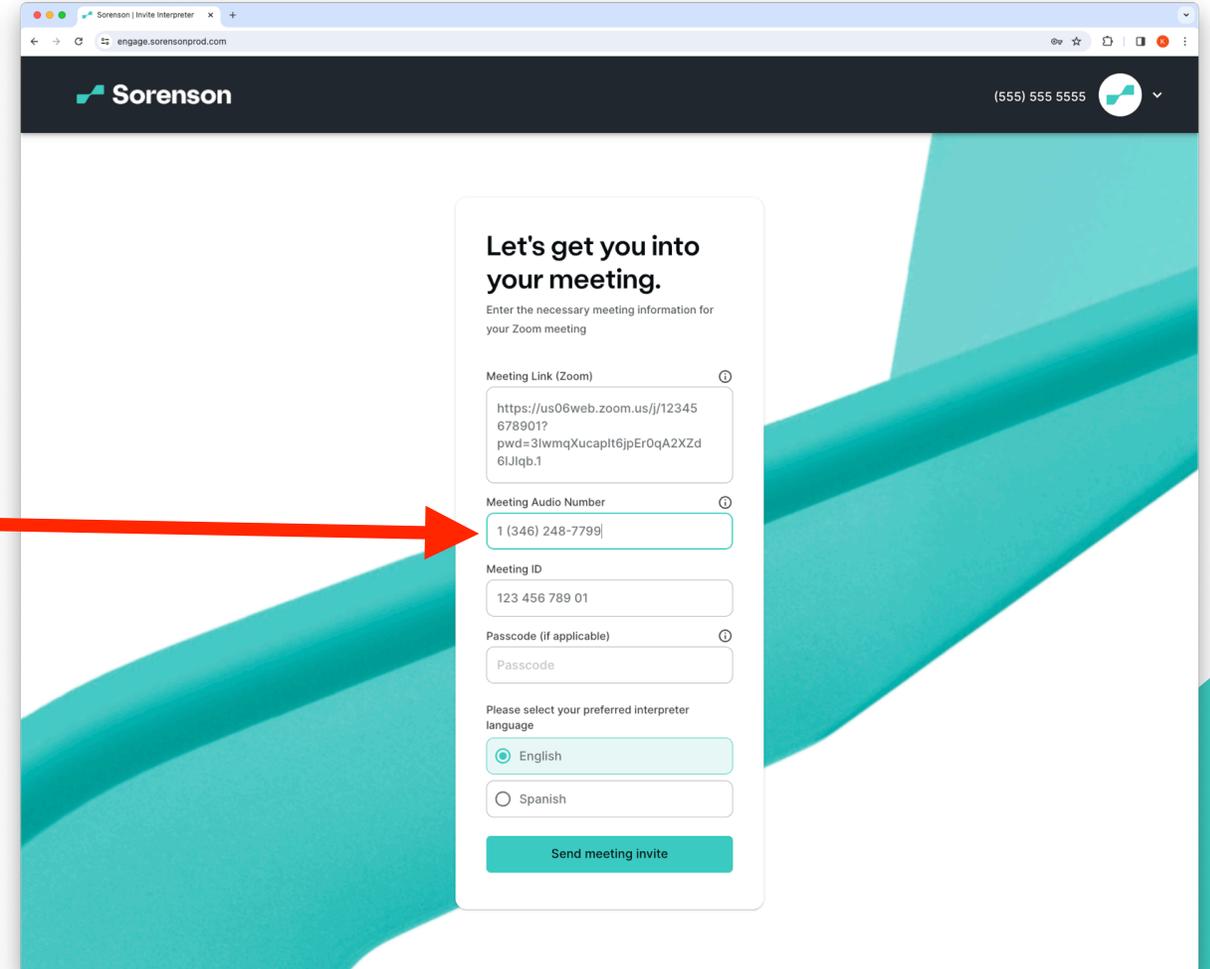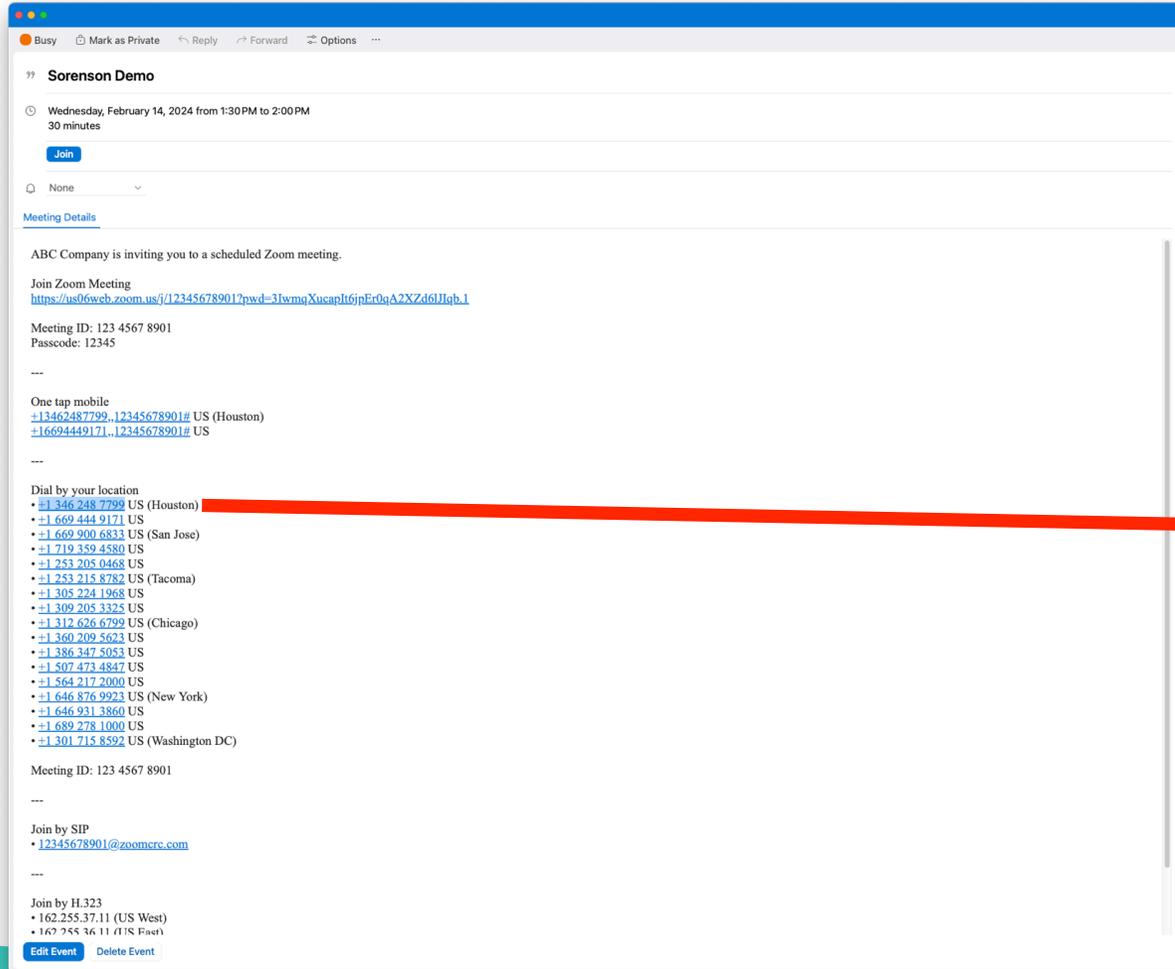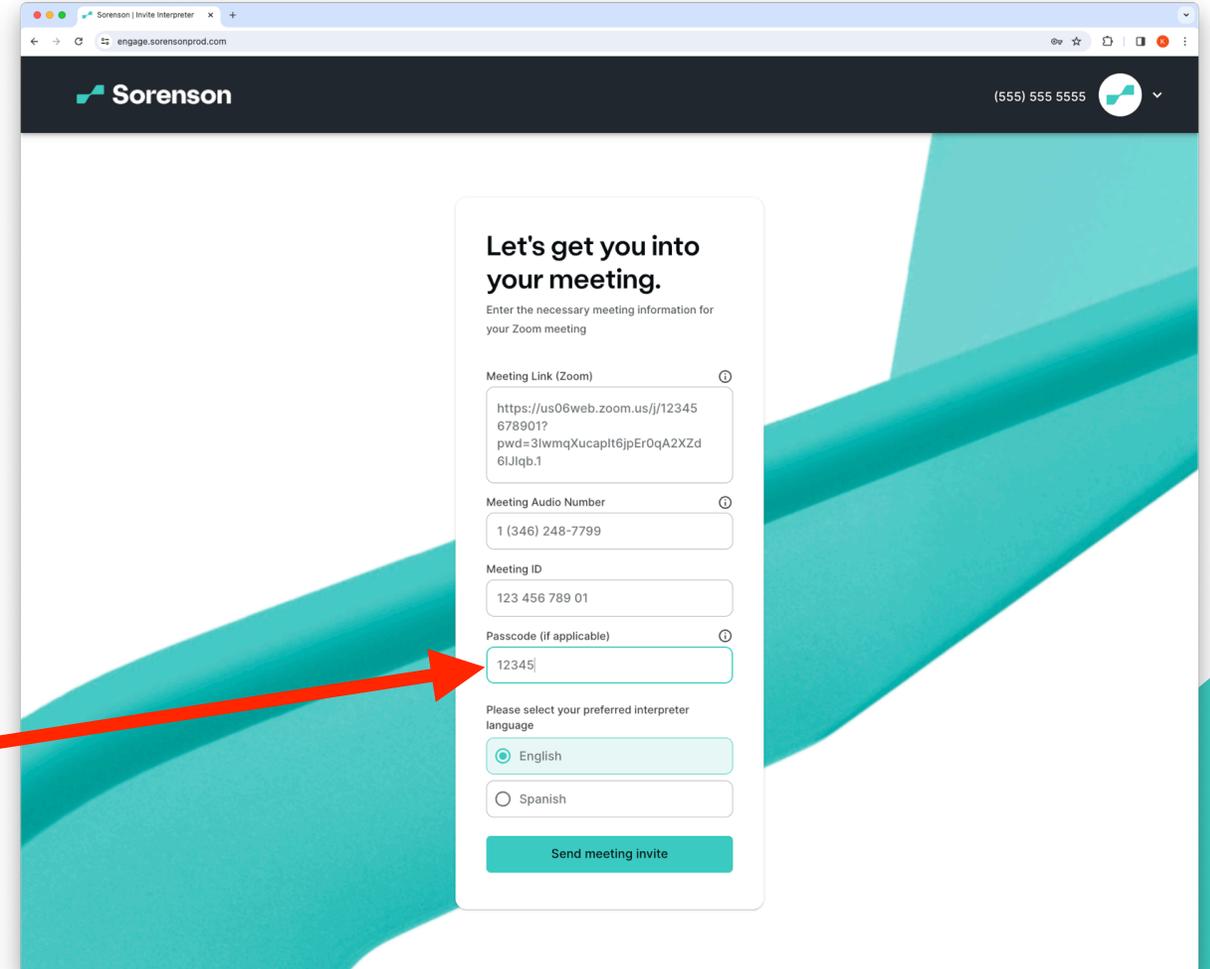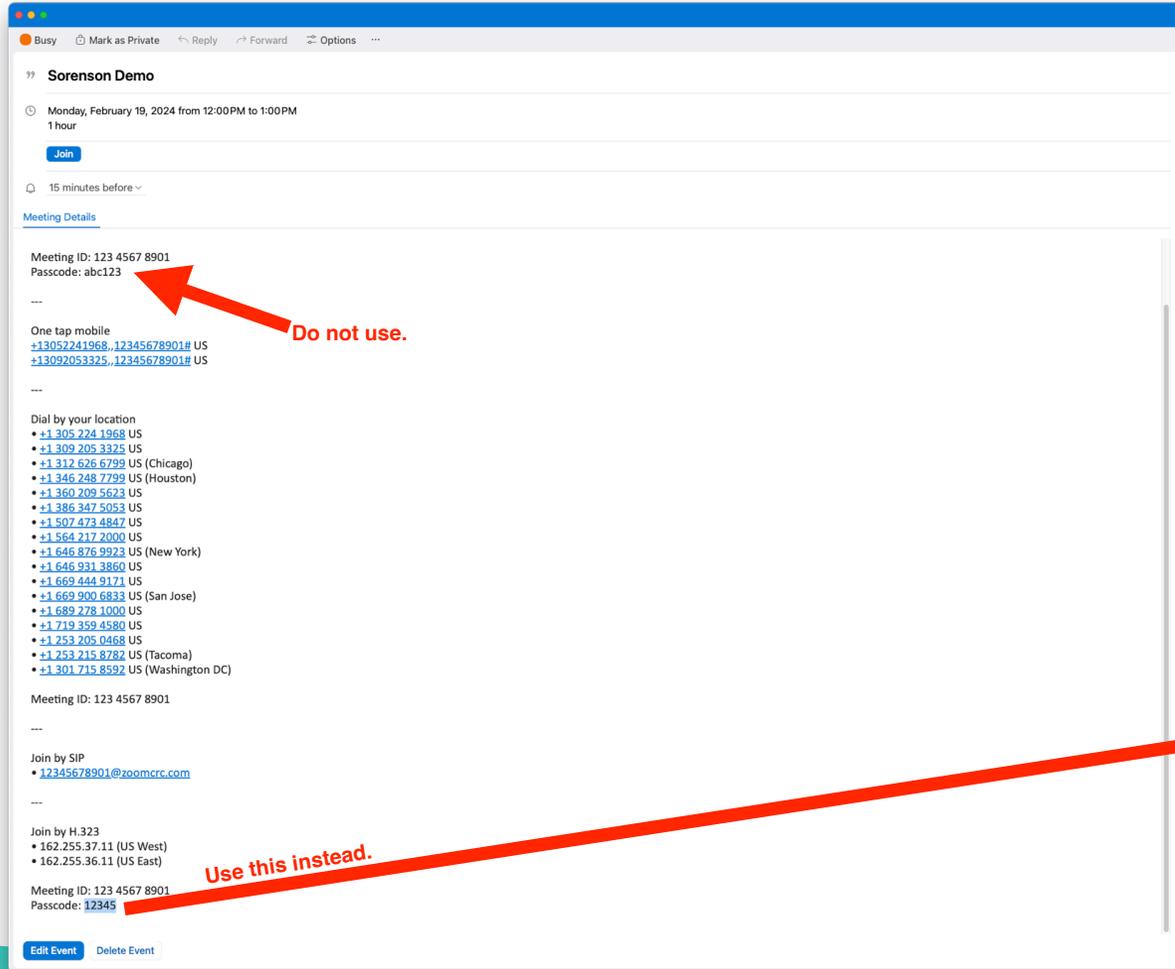
8. If your invitation email has a passcode, copy and paste it in the "Passcode" field. Otherwise, leave the field blank.

Note: If the passcode contains alphanumeric characters (i.e., abc123), please refer to the next slide for instructions to get a numeric passcode. Sorenson VRS for Zoom does not support alphanumeric passcodes.
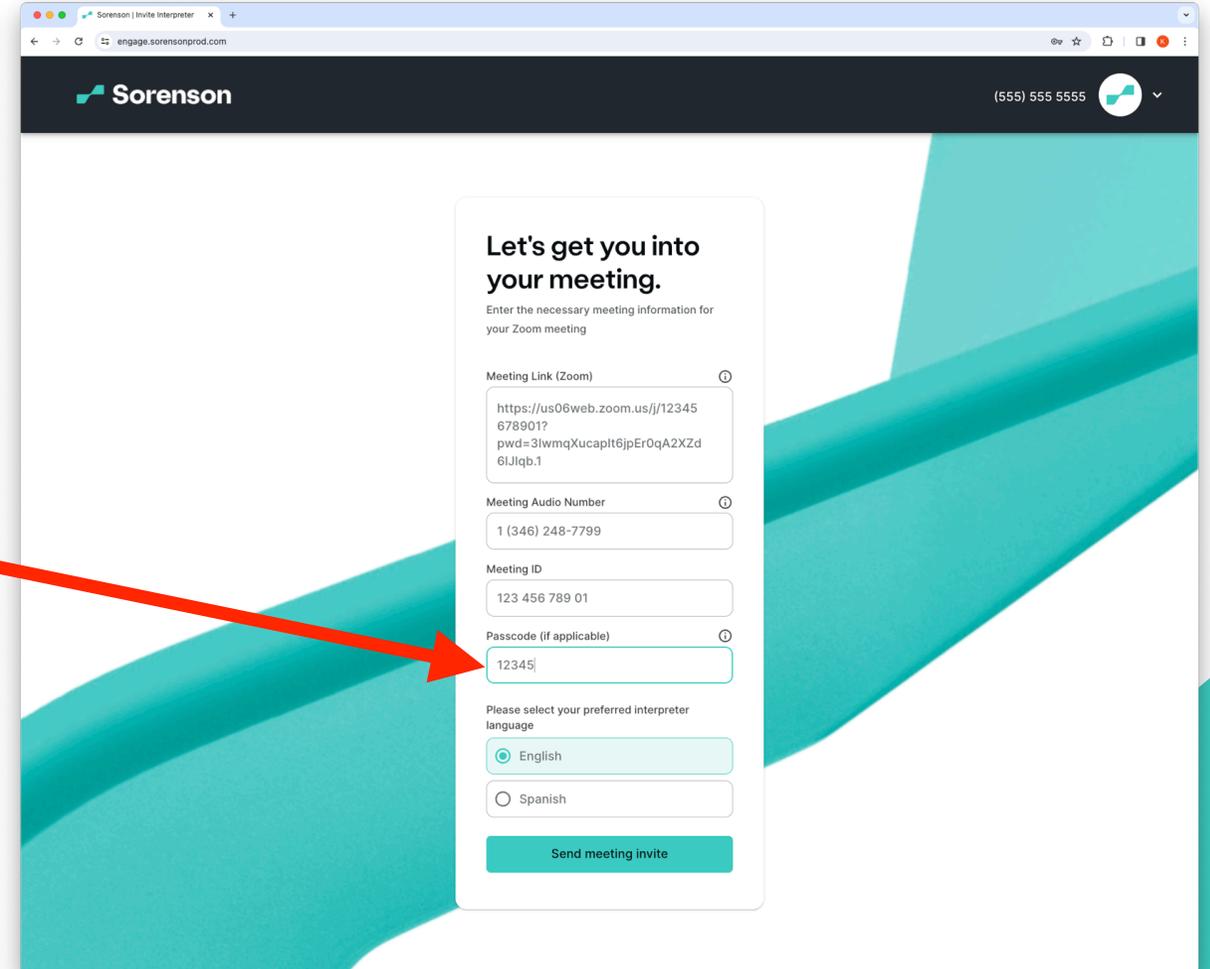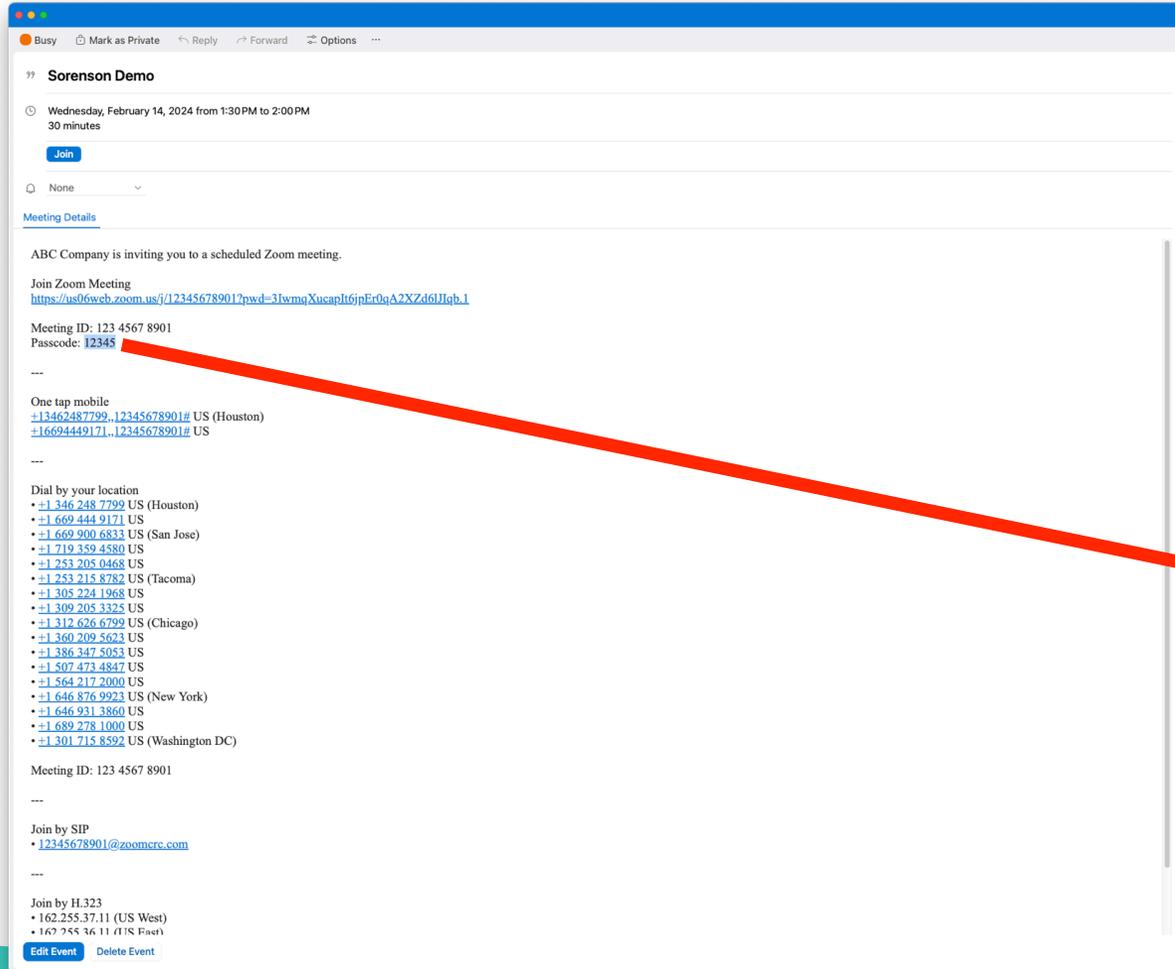
9. If the passcode contains alphanumeric characters (i.e., abc123), scroll to the bottom of the invitation to find the numerical passcode. Copy and paste it into the passcode field.

10. Choose the spoken language for your interpreter and click "Send meeting invite."

11. Now that you've requested an interpreter, go back to your Zoom meeting screen.
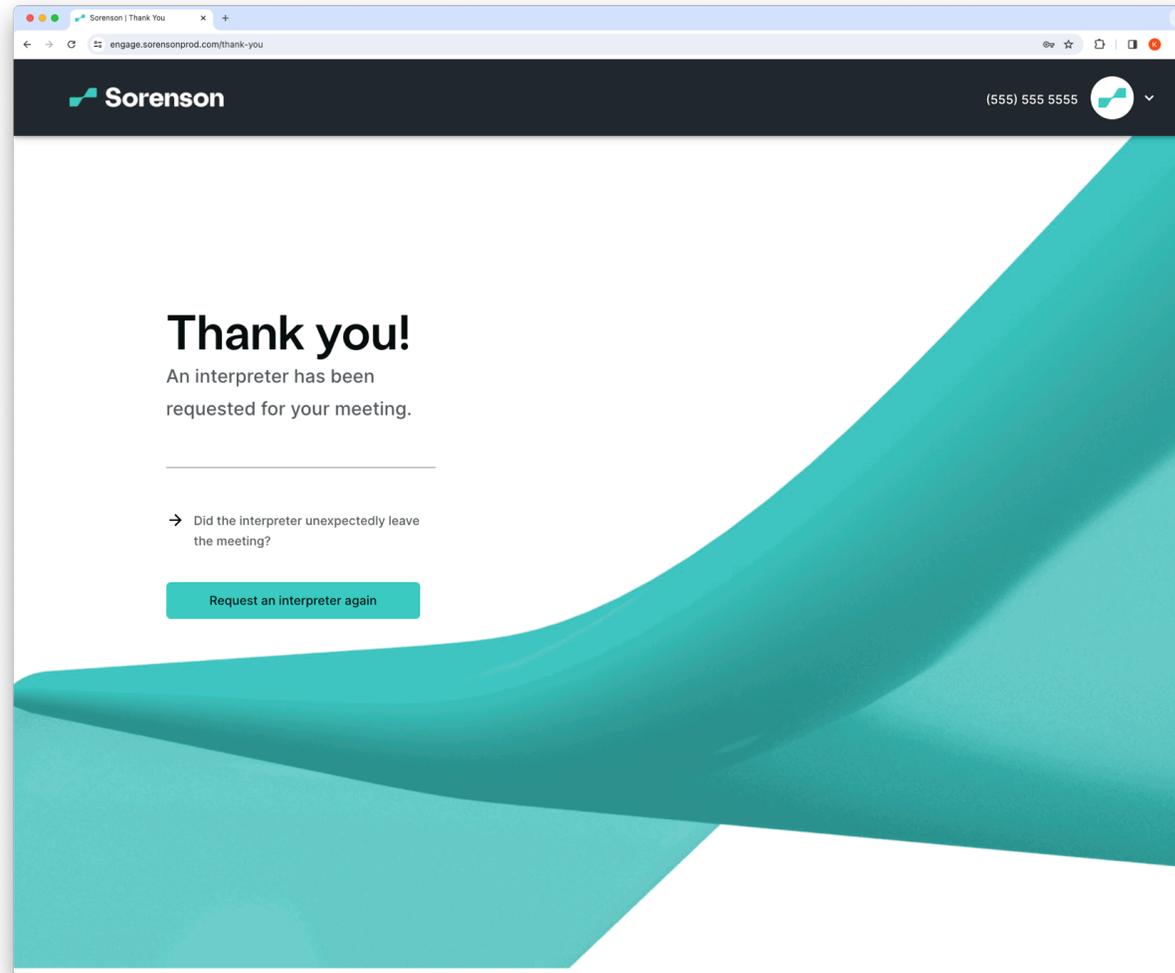
12. If the waiting room is enabled, please admit the interpreter or inform the host to admit the interpreter twice: for video and dial-in audio.

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13. You may begin the meeting!

Videophone Customer Care:

(866) 756-6729

Monday through Friday	Saturday	Sunday
9:00 am - 10:00 pm ET	10:00 am - 6:30 pm ET	Closed

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 VRS calling for video conferencing 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 in your device settings or by calling 866-756-6729. To learn how to update on your device visit 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: https://sorenson.com/legal/. For information on toll-free numbering, please visit https://sorenson.com/tollfree.