FAQ OPI/Telephonic Interpreting

How do I add an interpreter to a Zoom, Skype or Webinar Meeting?

Recommended Option

You (staff/end user) conference the interpreter into the webinar meeting

1. Prior to the meeting start time, call Propio to connect to an interpreter (this will be audio only).
2. Put the interpreter on hold while you call the number for the meeting. Conference the two calls together. (The phone number from your Zoom with Meeting ID and passcode.)
3. Confirm the interpreter has joined the meeting.

Back-up Option

Have interpreter dial into the webinar meeting

1. Prior to the meeting start time, call Propio to connect to an interpreter (this will be audio only).
2. Request interpreter to dial into the webinar & provide the interpreter with the call-in number for the meeting (The phone number below from your Zoom with Meeting ID and passcode).
3. Confirm the interpreter has joined the meeting. Place original call (connection to the interpreter) on hold, so you can join the meeting via your individual invite. NOTE: Placing the interpreter on hold is necessary to maintain billing.

*It is not guaranteed that all interpreters have this ability to dial into zoom due to their digital phone settings. This is new for everyone so please be patient and you may need to try calling in to get a different interpreter on the line.

Don't have a phone number listed in your Zoom invite? Have the interpreter call your LEP (3rd party dial out), or if it is multiple people, setup a conference line for everyone (including the interpreter) to call into.

Do I need to pre-schedule for Zoom?

No, that is not necessary. On demand will offer a much larger interpreter pool. See above for details.

When do I need to pre-schedule an interpreter?

- If the call will last 2+ hours.
- For Languages of limited diffusion (see Language Availability List)

Sample Zoom Meeting E-mail Invite with Call In Details:

Meeting Invitation

Molly Morris is inviting you to a Zoom meeting.
Join Zoom Meeting
https://success.zoom.us/j/8924190324?pwd=[illegible]
Password: [illegible]

Topic: Molly Morris' Personal Meeting Room

One tap to join audio: +16699006833,,8924190324# (US Toll)
Or, Dial: +1 669 900 6833 or +1 646 876 9923 (US)
877 853 5247 or 888 788 0099 (US, Toll Free)
+1 647 558 0588 (Canada)
855 703 8985 (Canada, Toll Free)
Meeting ID: 892 419 0324
Password: [illegible]
More International Numbers: https://success.zoom.us/u/ako65KIP7

Questions?

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Client Services is available to assist you! If you have any comments, questions, or need additional assistance, please call our Client Services Team by calling your assigned Propio phone number and selecting zero.

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