



Arizona Commission

for the deaf and the hard of hearing

100 N 15th Avenue □ Suite 104 □ Phoenix, AZ 85007
acdhh.org

Participating in Online Video Zoom Meetings with Captioning and ASL Interpreters While Using a Separate Teleconference Connection for Audio A Quick Reference Guide

How to Join the Zoom Meeting Video

Join the Zoom meeting via the link sent to you by the meeting organizer, or by entering the meeting number and password on the Zoom home page to enter the meeting. This option to enter a meeting number and password is located under “Join a Meeting” at the top right side of the home page at www.zoom.com.



Join a Meeting

Join

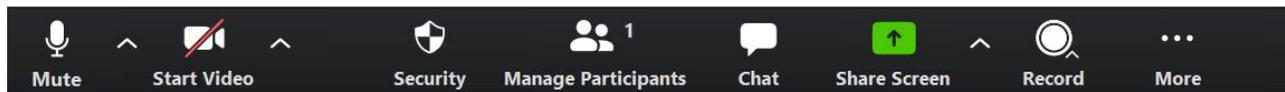
[Join a meeting from an H.323/SIP room system](#)

602-364-0990 TTY □ 602-542-3323 V □ 480-559-9441 VP □ 800-352-8161 V/TTY □ 602-364-0581 FAX □ info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf, deaf-blind, hard of hearing, and persons with speech difficulties to improve their quality of life.

****NOTE: Always decline the option to join the audio in the Zoom meeting when a separate Teleconference Line has been provided for the meeting.**

A dialog box will pop up on your screen with audio options, close this box and use your phone to dial the teleconference for audio. To ensure you are muted within the Zoom meeting, click on the microphone icon that says “Mute” in the lower left corner of your screen.



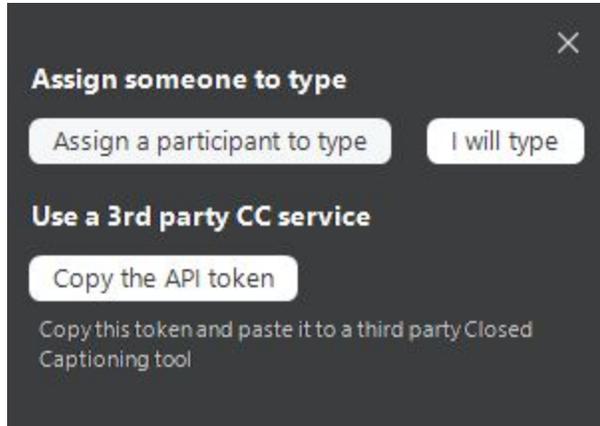
How to Use Captioning in the Zoom Meeting - Host

If you are the Zoom meeting Host, and want to assign captioning privileges to a CART provider or other meeting participant, see the image below.

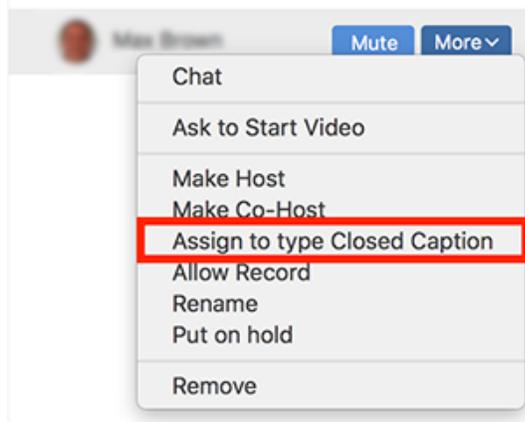
Click on “Closed Caption” at the bottom of your screen.



Click one of these options:



- **Assign a participant to type:** Opens the participants window. Hover over the participant's/ CART provider's name and click **More** then **Assign to Type Closed Caption**.



How to Use Captioning in the Zoom Meeting - Participants

For those joining the Zoom meeting as a participant, to turn on **Closed Captioning**, hover over the menu that pops up at the bottom of your screen and select “Closed Caption”, and then select “Show Subtitle”.



You may also view the transcript in a box off to the side of Zoom by clicking "View Full Transcript" in the captioning menu (image above), so you can see the captions below, but also off to side the transcript will show up.



If the Zoom Chat box covers your view of the captions, you may move the Chat box out of the way by pressing the “Alt” and “H” keys at the same time.

Transcripts to Provide to Attendees

If your meeting utilized the services of a CART provider, be sure to request to receive a copy of the transcript, in an accessible format such as PDF, Microsoft Word or plain text file, to provide to your DeafBlind and Combined Vision and Hearing Loss community members.

How to Connect to the Meeting’s Audio Via Teleconference

Using your telephone, dial the teleconference number you were provided for the meeting to connect to the meeting audio.

- For example you would dial, 1-800-800-8000, Access Code: 80000# from your telephone to access the audio for the meeting.



****NOTE**** If you use the teleconference bridge for audio and intend to stream to Facebook or YouTube, please note that the stream will not pick up the conference bridge audio. You would have to use the Zoom audio for that.

****NOTE**** If your group does not have a designated teleconference bridge line, you may use one of the teleconference bridge numbers provided by Zoom. Please note, however, if your organization does not pay for audio service through Zoom, standard toll charges will apply per person joining by whichever carrier the individual uses.

How to Include ASL Interpreters in the Zoom Meeting

Interpreters join the Zoom meeting with the same Zoom link as all other participants and dial the teleconference phone number to connect to the audio.

Participants will then be able to hover over the top right of the video for the interpreter they wish to view larger on their screen, and click on the “...” menu to “Pin” the video.

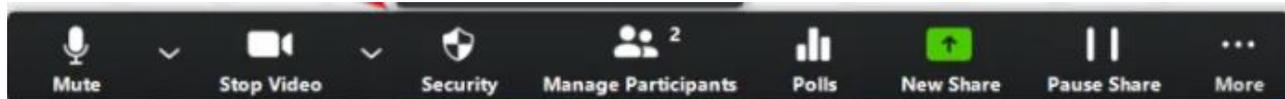
Participants are also able to click on the icon in the top right corner of their screen to view “full screen”.



In this view, videos can be moved around by clicking and dragging to rearrange the participant’s view. For more tips on changing your video layout in Zoom, please see [this helpful article on the Zoom support website](#).

Please note that the more participants who join large video conference calls, the more videos appear on screen, making accessibility more difficult. It is best to have all participants who do not need ASL interpretation either join only the audio connection for the meeting, or ensure their video is turned off during the meeting, to limit the number of on-screen attendees in the Zoom/video meeting.

The option to “Start/Stop Video” for those who do not need to appear on screen is in the lower left corner of the screen:





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Questions?

If you have any technical questions, or questions regarding accommodations for the Deaf, Hard of Hearing, DeafBlind or Combined Vision and Hearing Loss community, please contact us at: info@acdhh.az.gov