

# How to integrate a Voiance Interpreter into a telehealth meeting:

Our Currently Supported Solutions are:



**Before attempting this process, please verify with your Account Manager that outbound third party calling is enabled on your PIN(s).**



## Set up, share, and start the meeting

You'll need to set up the meeting and provide the link to the patient or other parties needing to join.

When it's time to start, the host will launch the call or meeting. At this time, write down the phone number and login information. You will need this information later.



## Call Voiance

Dial the Voiance toll free number from a phone, do not use the CyraCom app. If prompted, enter your Voiance account number, PIN, and language selection.

Voiance phone number:

Account number:

PIN:



## Connect to an interpreter

After you are connected, explain to the interpreter that they will be making an outbound third party call to a meeting.

Provide them with the phone number you saved in Step 1 for the meeting, and let the interpreter know that you will need to enter additional information.



## Join the meeting

The interpreter will put the meeting host on hold for a moment and dial the phone number to the meeting.

When you hear the prompts, please enter your meeting info and/or code (from Step 1) as required.

*Please note: If your phone settings prevent you from entering the information, please provide the interpreter the codes so that they may join the meeting.*



## Begin interpretation

After entering the meeting info, all parties should be placed in to the meeting. Please allow the interpreter to introduce themselves to the patient, and begin your interpretation session.



**Note: The meeting host must not hang up the phone or both the provider and interpreter will be disconnected from the call**