

IMPERIAL COUNTY BEHAVIORAL HEALTH SERVICES

Zoom Video Conferencing Phone Walkthrough Script (English & Spanish)

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Zoom Phone Walkthrough Script

Purpose: Clients may connect to Zoom sessions using their Android or iOS smartphone. This script will assist you in providing guidance to the client in order to join the session.

Possible client responses highlighted.

Please put your phone on speaker so that you can see your screen at the same time.

Por favor, ponga su teléfono en el altavoz para que pueda ver su pantalla al mismo tiempo

If the client has already done a session over Zoom before, proceed directly to [Subsequent Sessions \(Already Has App\)](#).

Is your phone an iPhone or Android?

¿Su teléfono es un iPhone o Android

“iPhone”

Proceed to [1st Time: iPhone](#)

“Android” “Samsung” “Galaxy” “Motorola” “LG” [Basically anything but iPhone]

Proceed to [1st Time: Android](#)

1st Time: iPhone

Please go to the App Store. [Icon is blue with a white “A” made from crisscrossed sticks or art supplies]

Por favor, vaya a la App Store. [El icono es azul con una "A" blanca hecha de palos cruzados y artículos the arte]

At the bottom right of your screen, tap on “Search”

En la parte inferior derecha de la pantalla, pulse en "Buscar"

Type the word “Zoom,” “Z.O.O.M”

Escriba la palabra “Zoom,” “Z.O.O.M”

Do you see an option called “ZOOM Cloud Meetings?”

¿Ve una opción llamada "ZOOM Cloud Meetings?"

Please tap “Get” to install it. Let me know when the button changes to “Open”

Por favor, seleccione "Obtener" para instalarlo. Avíseme cuando el botón cambie a "Abrir"

[May take a minute]

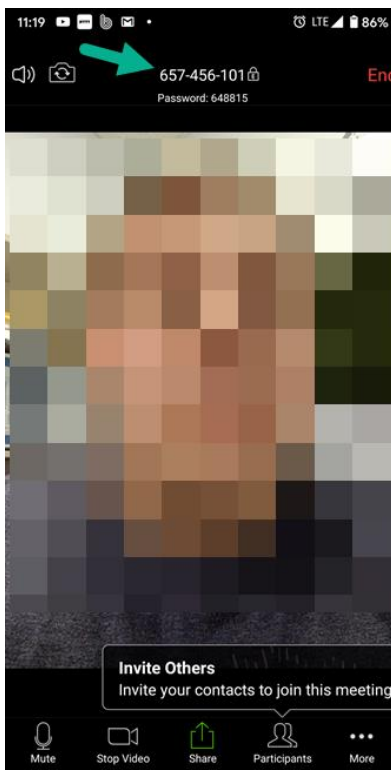
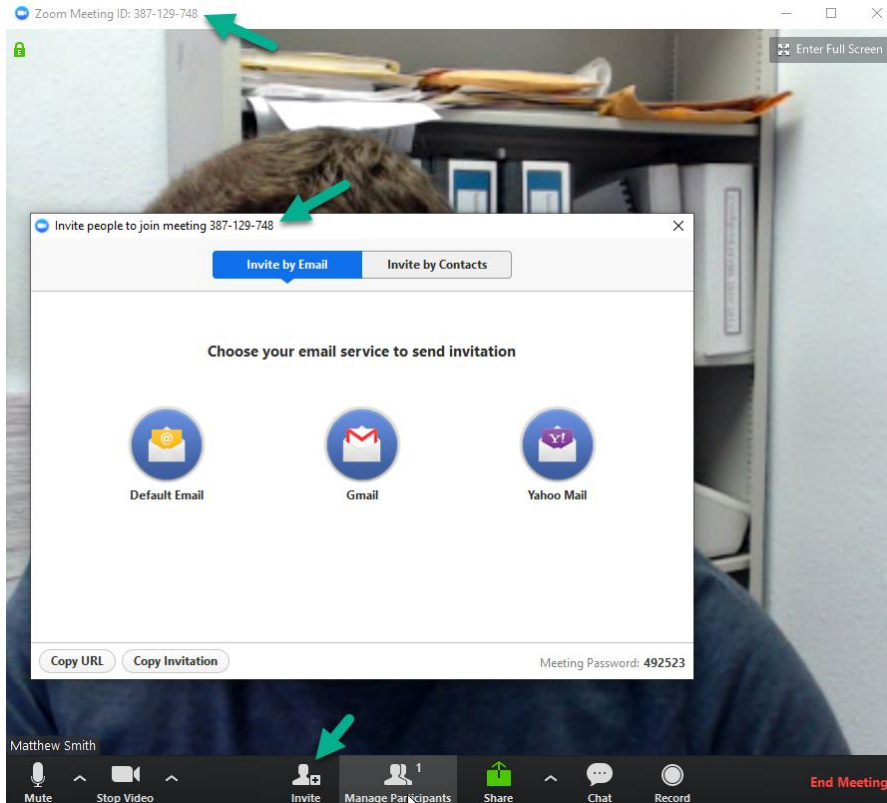
Go ahead and tap “Open”

Seleccione “Abrir”

Please tap on “Join a Meeting”
Por favor, seleccione "Join a Meeting”

Here is the Meeting ID:
Aqui esta el numero que identifica esta junta:

[Read the nine-digit meeting ID slowly]



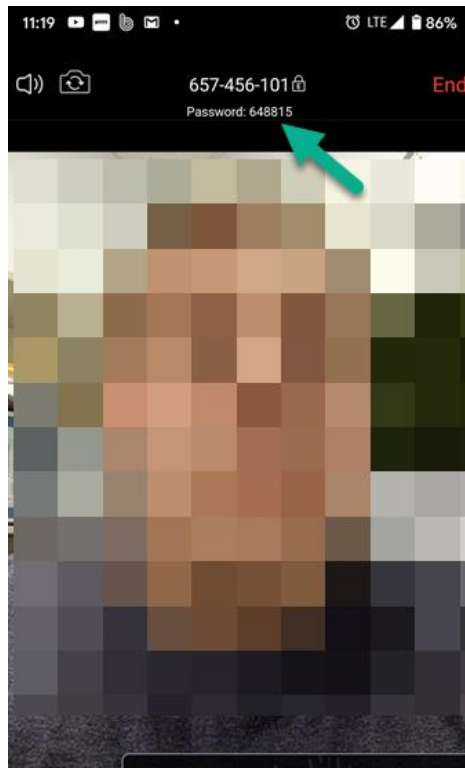
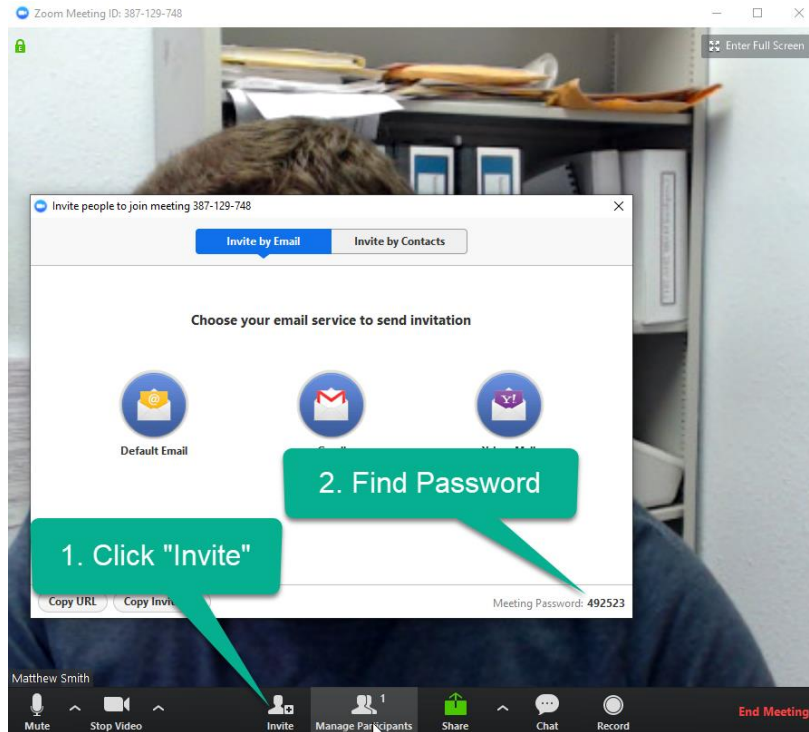
Please tap on “Join.”

Por favor seleccione “Join”

Here is the meeting password:

Esta es la palabra clave:

[Read the six-digit password slowly]



The client should be added to the meeting, and you can proceed.

1st Time: Android

Please go to the Play Store. [Icon is a multicolored triangle/play button]

Por favor seleccione "Play Store"

Click in the box at the top that says "Search for apps & games"

Seleccione el cuadro en la parte superior que diga "Search for apps & games."

Do you see an option called "ZOOM Cloud Meetings?"

Ves una opcion llamada "ZOOM Cloud Meetings?"

Please tap on it.

Seleccionalo por favor.

Tap "Install" to install it. Let me know when the button changes to "Open"

Seleccione "Install" para instalarlo. Aviseme cuando el boton cambie a "Abrir"
[May take a minute]

Go ahead and tap "Open"

Continue y seleccione "Abrir"

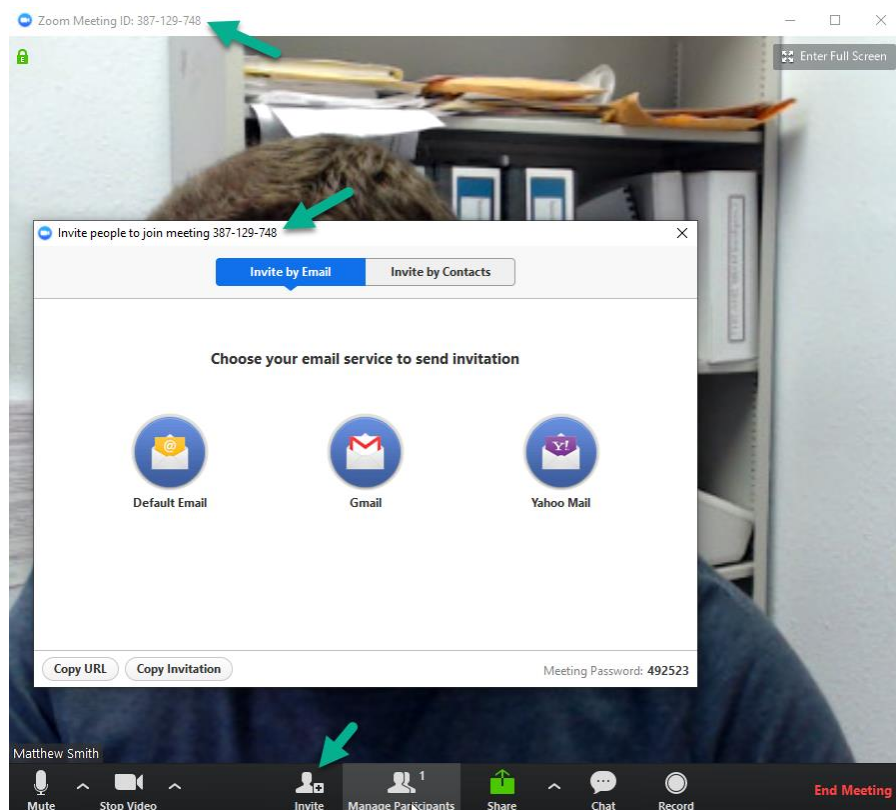
Please tap on "Join a Meeting"

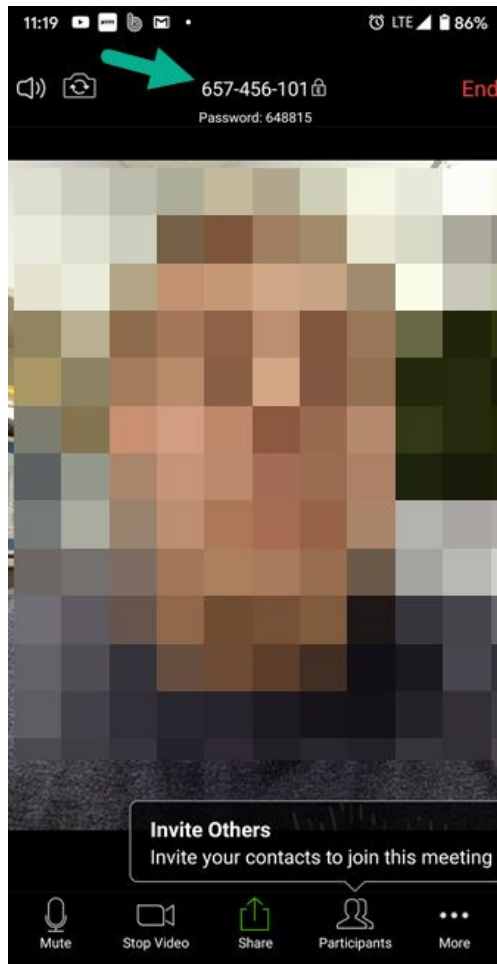
Seleccione "Join a Meeting"

Here is the Meeting ID:

Este es el numero de reunion:

[Read the nine-digit meeting ID slowly]





Please tap on “Join.”

Seleccione “Join.”

Here is the meeting password:

Esta es la palabra clave de esta reunion:

[Read the six-digit password **slowly**]

I see “Please allow Zoom access permission.”

This is so that we can see each other. Click “Got it,” then click “Allow”

Esto es para poder vernos. Seleccione “Got it,” y seguido por “Allow”

You should see yourself now. Click “Join with Video.”

Ahora puede verse en la pantalla. Seleccione “Join with Video.”

I see “Allow Zoom to record audio?”

This is so that we can hear each other. Click “Allow”

Esto es para poder escucharnos. Seleccione “Allow”

The client should be added to the meeting, and you can proceed.

Subsequent Sessions (Already Has App)

Open Zoom [Icon is blue with white video camera]

Abra Zoom [el icono azul con una camara de video blanca]

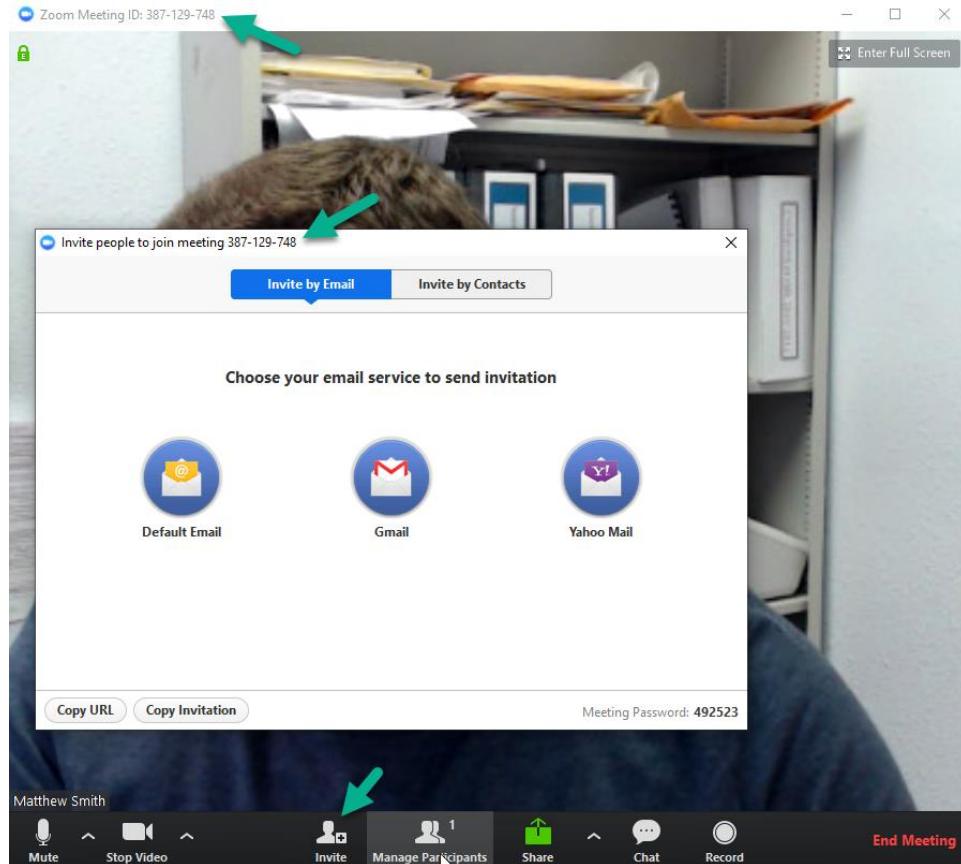
Please tap on “Join a Meeting”

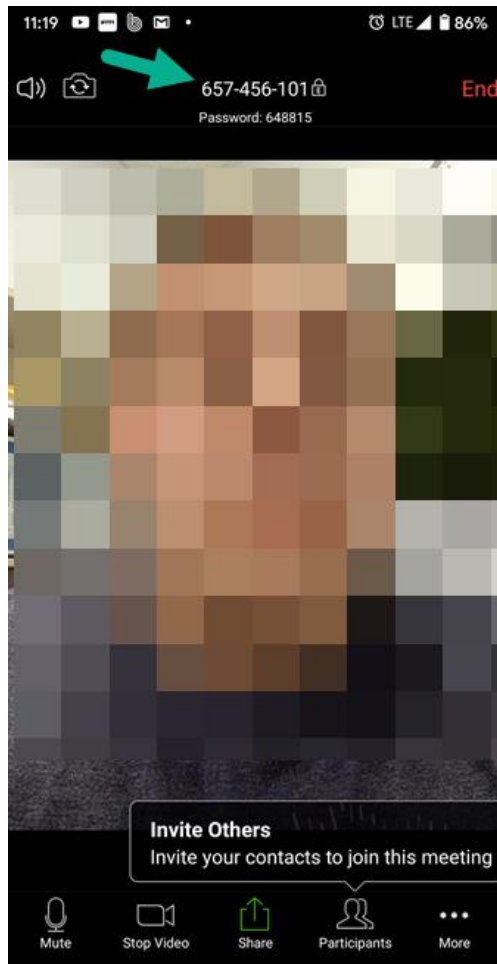
Seleccione “Join A Meeting”

Here is the Meeting ID:

Aqui esta la identification de la reunion:

[Read the nine-digit meeting ID slowly]





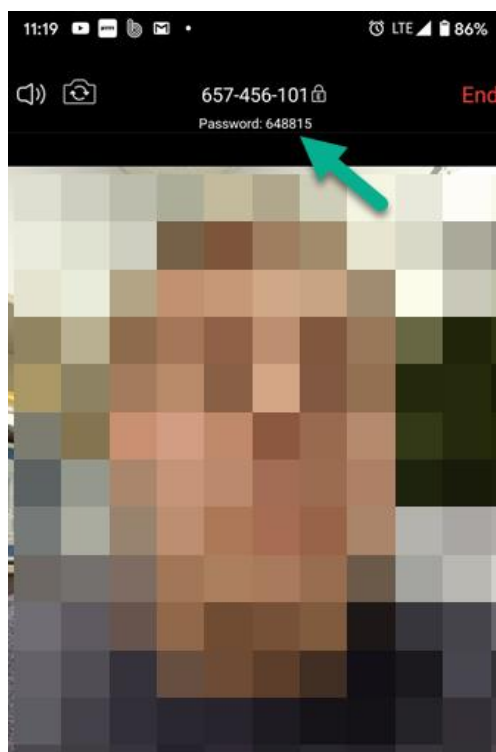
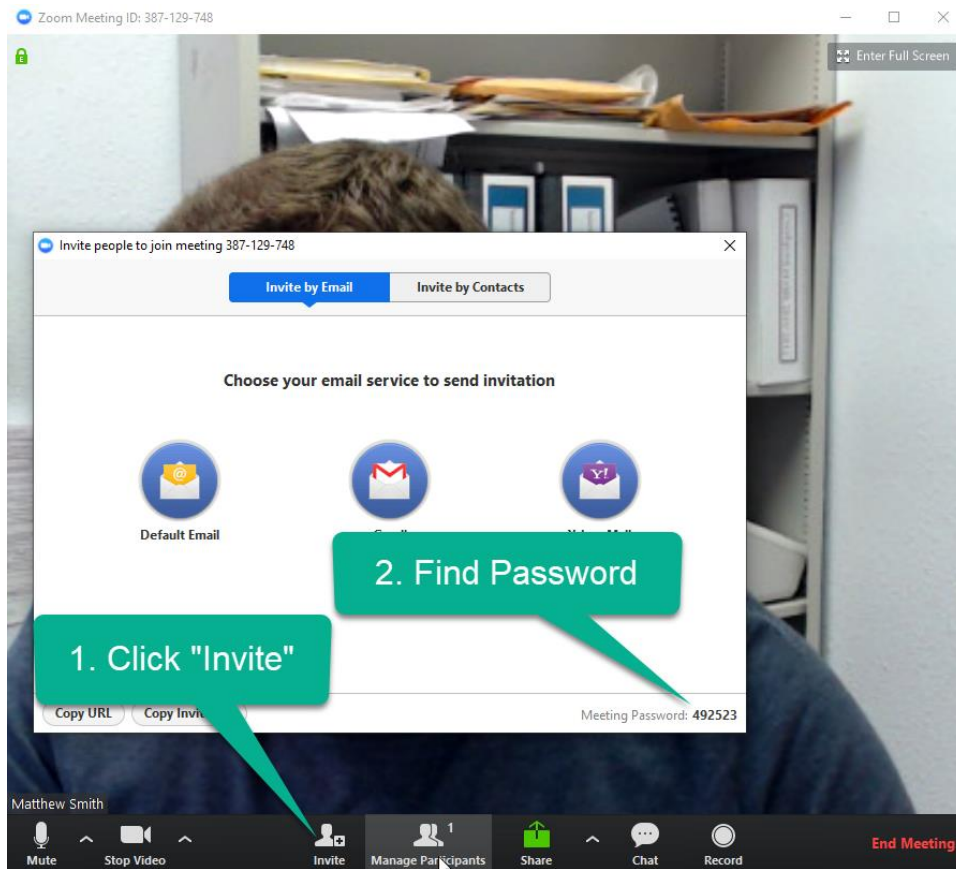
Please tap on “Join.”

Seleccione “Join.”

Here is the meeting password:

Esta es la palabra clave de esta reunion.

[Read the six-digit password **slowly**]



The client should be added to the meeting, and you can proceed.