



LanguageLine InSight Video Interpreting®

Accessing LanguageLine InSight® on a PC/Laptop

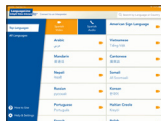
- 1 Double Click** on the InSight shortcut on your desktop or open your Chrome™ or Firefox® browser and navigate to <https://insight.languageline.com>



- 2 Scroll** "Top Languages" or "All Languages." **Search** by language or country.



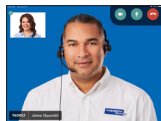
- 3 Click** on the desired language. **Click** again to connect to an interpreter.









- 4 Center** the person in need of language assistance on the screen while waiting to be connected.




- 5 Greet** your interpreter. Document the language and interpreter ID located at the bottom left.



SCREEN CONTROL FUNCTIONS

-  Connect to an InSight video interpreter.
-  Connect to an InSight audio interpreter.
-  Click to initiate video privacy to restrict the interpreter's ability to see; audio will continue.
-  Click to cancel video privacy.
-  Click to mute audio to restrict the interpreter's ability to hear; video will continue.
-  Click to cancel audio mute.
-  Click to end the call.

HELPFUL TIPS

1. **Volume:** Click on the speaker icon on the bottom right corner of your screen. If there is a red circle over the speaker icon or an "x" next to it, click to unmute the speakers. Adjust the volume by sliding the volume bar to the desired level.
2. **No Video Image:** Video quality is adjusted based on your network's bandwidth. If the bandwidth drops below the minimum threshold the video stream will be temporarily suspended, but the audio session will continue. Once the bandwidth increases, video will resume. If video does not resume, click  to end the call in progress, then place a new video call.
3. **Network Diagnostic Tool:** Check your connectivity and network speed/quality for both video and audio calls by running the Network Diagnostic Tool in Help & Settings.
4. **Device Positioning:** Adjust the device's camera to ensure that the interpreter and person in need of language assistance can clearly see each other. For sign language, a head-to-waist view is recommended.
5. **Working with the Interpreter:** Brief the interpreter and speak directly to the person in need of language assistance.
6. **NotePad:** Ask the interpreter to bring up the NotePad to type key information on the screen.
7. **Self-View Window:** Move the self-view window by dragging to any corner. Minimize by clicking the (-) icon. Click on the (+) icon to restore.
8. **Video Interpreter Availability:** View the Video Interpreter Availability schedule, by language, in Help and Settings. Click on the language to view the 7-day schedule.