

LanguageLine® AppSM

On-demand Video and Audio Interpreting

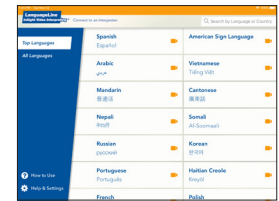


INTERPRETER ACCESS

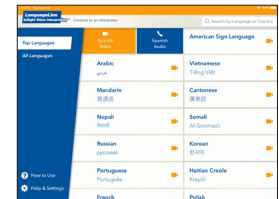
1 **Tap** the icon to launch the app.



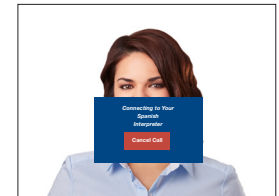
2 **Scroll** "Top Languages" or "All Languages." **Search** by language or country name.



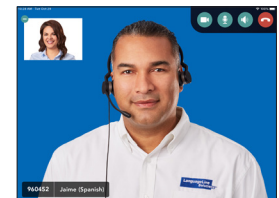
3 **Tap** on the desired language. **Tap** again to connect to an interpreter.






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.




HELPFUL TIPS

1. **Volume:** Adjust the iPad's volume during a call, first by using the iPad's volume buttons, and second by tapping  and 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 the LanguageLine app's Help and Settings.
4. **Update Alert:** An alert notification  will appear next to Help and Settings when a new app version is available.
5. **Device Positioning:** Adjust the stand's height and tilt to ensure that the interpreter and the person in need of language assistance can clearly see each other. For sign language, a head-to-waist view is recommended.
6. **Working with the Interpreter:** Brief the interpreter and speak directly to the person in need of language assistance.
7. **NotePad:** Ask the interpreter to bring up the NotePad to type key information on the screen.
8. **Battery Life:** Keep the device plugged in when not in use.
9. **Self-View Window:** Move the self-view window by dragging to any corner. Minimize by tapping the (-) icon. Tap the (+) icon to restore.
10. **Video Interpreter Availability:** View the Video Interpreter Availability schedule, by language, in Help and Settings.


SCREEN CONTROL FUNCTIONS

 Connect to a video interpreter.

 Connect to an audio interpreter.

 Tap to initiate video privacy to restrict the interpreter's ability to see; audio will continue.

 Tap to cancel video privacy.

 Tap to mute the audio to restrict the interpreter's ability to hear; video will continue.

 Tap to cancel audio mute.

 Tap to access volume control.

 Tap to end the call.