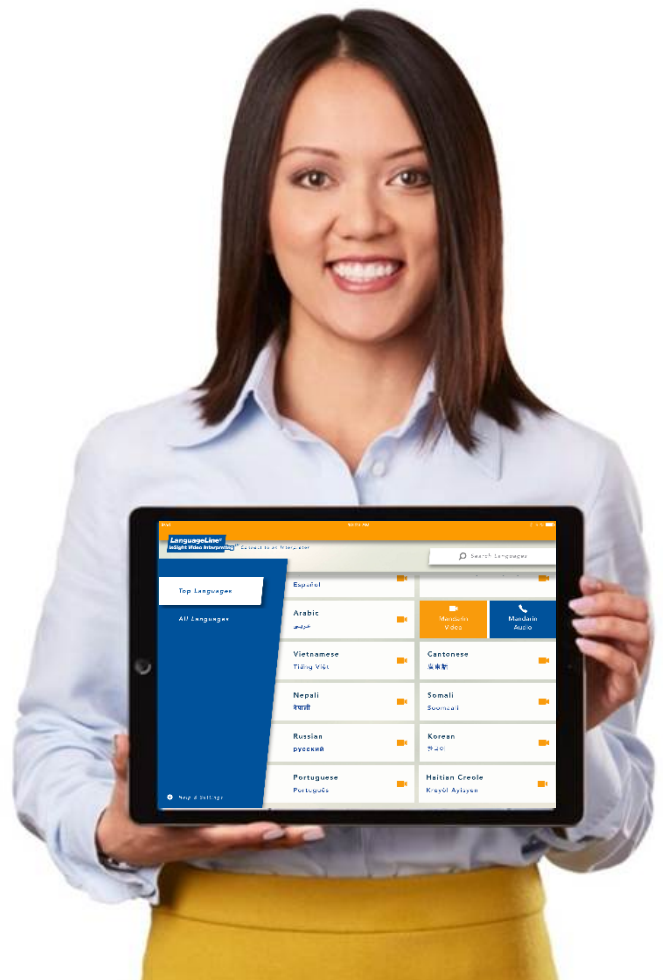


Optimization Training Guide

Train staff to optimize your
LanguageLine InSight®
Video Interpreting Solution



Optimizing LanguageLine InSight Video Interpreting® Services: End User Training

PURPOSE: The Champion/Trainer will be responsible for training the end users about the InSight® video interpreting service. The purpose of this section is to provide support to assist the Champion/Trainer in conducting a successful training.

Step 1. Determine Training Modality

Training Modality	Suggested Equipment
On-the-spot training conducted at the end users' work station	Laptop, iPad, or handouts
Scheduled groups classroom style training	Laptop, projector, or handouts
Language Services Fair - table set up in a central location to provide on-the-spot training and material distribution	Laptop, iPad, or handouts

Step 2. Set Training Date(s)

Set a date and time to deliver training. Announce and promote for optimal results. More than one training may be necessary depending upon the number of trainees and their availability.

Step 3. Prepare

Review the power point presentation and the script in this guide to prepare for the training. Gather all materials for distribution, discussion and demonstration during the training. The InSight application should be downloaded, activated, and ready to demonstrate how to access an interpreter.

Step 4. Conduct End User Training

Demonstrate the use of InSight® in two ways: in-person or via webinar presentation. In-person is recommended but a webinar presentation is helpful especially when end users are not able to attend or are located in other areas. Periodic webinar training and posting of the training on a hosted site reinforces its use.

Training topics include how to:

- Access the app
- Select the desired language
- Work with the interpreter
- Navigate the screen control buttons
- Place an audio only call, if needed

During training, demonstrate how to quickly access the interpreter and how to use the access materials including the Quick Reference Guide (QRG). Additional information covered could include device storage, importance of keeping the device charged and what to do if questions arise.

The LanguageLine Solutions' Implementation Team and Account Managers are well versed in conducting user training and are available to support your organization. These support materials can additionally help support your training:



Reference Material: InSight Video QRG



Reference Material: InSight Video Interpreting Training Presentation in PowerPoint has been prepared to help you conduct the trainings.



Video: InSight Demo: <https://www.languageline.com/insight-video-demo>



Optional Health Care Training Video – Train your staff as a team or individually in less than 6 minutes:
<https://www.languageline.com/hubfs/Video/LanguageLine-InSight-Training.mp4>

END OF SECTION: The organization is now prepared to maximize the benefits of their investment in InSight video interpreting.

InSight Video Interpreting Optimization Training Presentation

This guide provides a slide-by-slide script to assist the Trainer/Champion in conducting the training. The training should be customized based on the audience. If your organization does not receive Federal funds, delete slides 4 and 5. If the organization is a health care facility then slide 4 can be eliminated. If you are not using Awareness materials, delete slide 8. If the Authentication is already complete, delete slide 9. If your organization has chosen to turn off “Default to Video Interpreters” in Help & Settings, please use slide 11 and delete slide 12. If “Default to Video Interpreters” is on, use slide 12 and delete slide 11.

OPTIONAL SLIDES

- It’s the Law – Slide 4
 - Health Care – Slide 5
 - Materials – Slide 14
 - Authentication – Slide 9
 - Accessing a Video Interpreter Slide 11 or 12, depending upon the chosen default setting which is located under Help & Settings inside the application.
 - The training is built around instructions for the iPad app. If you are using a laptop, exchange the word “tap” for “click”.
-

SLIDE 1

The trainer should introduce themselves and welcome the group to the training session.

SAY: Good day. Today we will be learning about our Language Access Program here at (name of institution). This is an important program as I am sure we have all been frustrated with language barriers during the course of our working day. And this frustration isn’t going to go away. It is going to continue to grow.

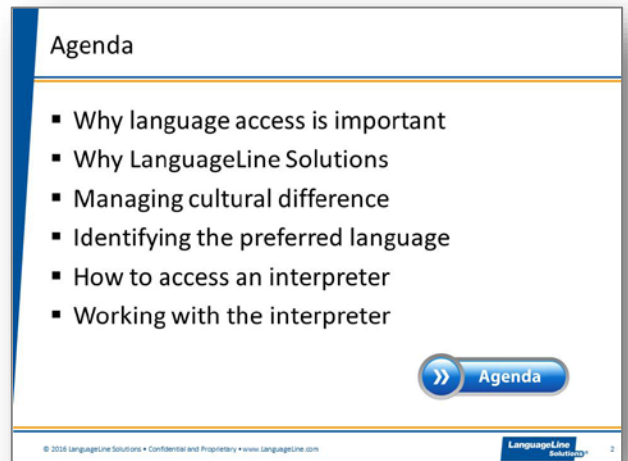
LanguageLine Solutions is our partner to eliminate those barriers. Through them we have nearly instant access to trained video interpreters through the high-quality video application, InSight. This will help to reduce your frustration, make you more efficient so you can get through your day more easily, and provide outstanding service to our limited English proficient (LEP) and Deaf and Hard-of-Hearing customers.



SLIDE 2

SAY: In this session you will learn:

- Why interpretation services are a critical business tool for our organization
- Why we have chosen LanguageLine Solutions as our partner for interpretation services
- How to manage cultural differences
- How to identify the language our LEP customers speak so that we can access the right interpreters quickly
- How to access the interpreter
- And, we'll cover tips for working with the interpreter



Agenda

- Why language access is important
- Why LanguageLine Solutions
- Managing cultural difference
- Identifying the preferred language
- How to access an interpreter
- Working with the interpreter

» Agenda

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SLIDE 3

SAY: Let's start with why language access services are important. Well first, it's the right thing to do:

- When we do business in the language our customers prefer we improve customer service and build loyalty which accelerates business results.
- We improve the efficiency of the organization. It eliminates the need to find a colleague that can speak the language and take them off their job to help us with the LEP customer. This in turn makes your jobs easier.



Why Language Access Services?

It's the Right Thing to Do

- Improves customer service and builds loyalty by communicating in the customer's preferred language
- Improves staff efficiency by streamlining the communication process
- Mitigates risk and reduces the expense associated with a lack of effective communication

RIGHT

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SLIDE 4-OPTIONAL

SAY: And it's the law! We'll review the laws that mandate this but it's very important to understand that the law applies to recipients of federal funding and is very clear on three points:

1. That professional language access services are available for Limited English Proficient (LEP) and Deaf and Hard-of-Hearing persons
2. That the services are free
3. And that notification of the services, and the fact that they are free, is available and clearly visible.

SAY: Let's review what the laws say:

- **Section 1557 of the Affordable Care Act (ACA)**
Prohibits discrimination on the basis of race, color, national origin, sex, age, or disability and includes important language access protections for the LEP and Deaf and Hard-of-Hearing including the use of high-quality video interpreting.
- **Executive Order 13166 passed in 2000**
Private physicians, clinics and hospitals that accept Medicare and Medicaid must provide, at their own expense, interpreters in any language spoken by the patient.
- **Title VI of the Civil Rights Act of 1964**
Prohibits discrimination against individuals on the basis of national origin including language. LEP persons must be notified of the availability of free interpreting services, and the services must not require friends or family to provide interpretation.
- **Section 504 of the Rehabilitation Act of 1973**
No qualified individual with a disability shall be excluded from, denied the benefits of, or be subjected to discrimination. Requirements include effective communication with the Deaf and Hard-of-Hearing.
- **Title III of the Americans with Disabilities Act of 1990**
No individual shall be discriminated against on the basis of disability in any place of public accommodation and shall take steps to provide auxiliary aids and services, including qualified interpreters, written material etc. Some states that have their own local language access mandates.

SAY: Remember **compliance is MANDATORY**. If we do not comply we risk errors and fines.

For more information about compliance visit LEP.gov or ADA.gov to learn more about how you can mitigate the risk and reduce the expense associated with a lack of communication.

Why Language Access Services?

It's The Law

The law requires recipients of Federal funds to provide free, professional language access services to the Limited English Proficient and the Deaf and Hard-of-Hearing and provide notification that services are available.

- Section 1557 of the Patient Protection and Affordable Care Act
- Executive Order 13166 of 2000
- Americans with Disabilities Act of 1990
- Section 504 of the Rehabilitation Act of 1973
- Title VI of the Civil Rights Act of 1964
- Local Language Access Mandates

Compliance:

- Provides outstanding customer experience
- Avoids costly fines
- Maximizes Federal funding
- Avoids the cost of litigation



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SLIDE 6

SAY: (if applicable): And for healthcare facilities like ours, there are additional laws and regulations:

Executive Order 13166 passed in 2000

Private physicians, clinics and hospitals that accept Medicare and Medicaid must provide, at their own expense, interpreters in any language spoken by the patient.

The Joint Commission

The Joint Commission views culturally and linguistically appropriate health care services as an important quality and safety issue and a key element in individual-centered care. The approved new and revised requirements to improve patient-provider communication applicable to the hospital accreditation program that address language issues are:

- Addressing qualifications for language interpreters and translators
- Identifying/addressing patient communication needs
- Collecting language data
- Non-discrimination in patient care
- Providing language services

Culturally and Linguistically Appropriate Services (CLAS) Standards.

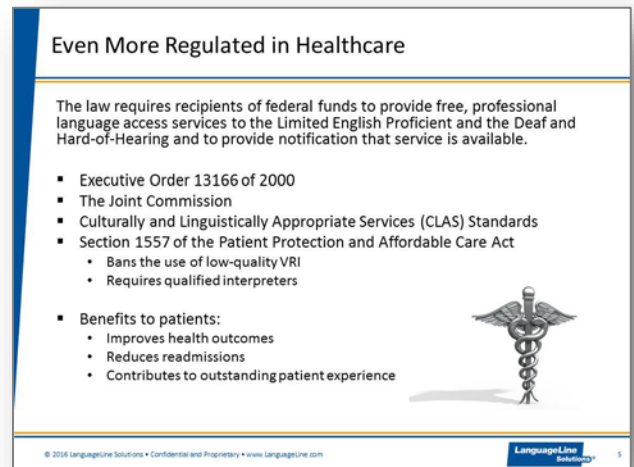
CLAS Standards are intended to advance health equity, improve quality and help eliminate healthcare disparities by establishing a blueprint for health and health care organizations related to language include:

- 5 – **Offer language assistance** at no cost to them, to facilitate timely access to health care services.
- 6 – **Inform all individuals** of the availability of language assistance services clearly in their preferred language, verbally and in writing.
- 7 - **Ensure the competence** of individuals providing language assistance, recognizing the use of untrained individuals and/or minors as interpreters should be avoided.
- 8 - **Provide easy to understand** print and multimedia materials and signage in the languages commonly used by the population in the service area.

Section 1557 of the Affordable Care Act

Prohibits discrimination on the basis of race, color, national origin, sex, age, or disability and includes important language access protections for the LEP and Deaf and Hard-of-Hearing and bans the use of low-quality video interpreting

And we must always remember that **COMPLIANCE IS MANDATORY.**



Even More Regulated in Healthcare

The law requires recipients of federal funds to provide free, professional language access services to the Limited English Proficient and the Deaf and Hard-of-Hearing and to provide notification that service is available.

- Executive Order 13166 of 2000
- The Joint Commission
- Culturally and Linguistically Appropriate Services (CLAS) Standards
- Section 1557 of the Patient Protection and Affordable Care Act
 - Bans the use of low-quality VRI
 - Requires qualified interpreters
- Benefits to patients:
 - Improves health outcomes
 - Reduces readmissions
 - Contributes to outstanding patient experience

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SLIDE 6

SAY: We have chosen LanguageLine Solutions as our interpretation service partner for two reasons:

1. They've been providing the service longer than any other firm. They have over 27,000 customers which means they have a lot of experience and we can trust them with our business.
2. They are also very dedicated to the quality of the more than 9,000 interpreters they provide. Only 1 in 12 is hired. They go through a rigorous training process so they have knowledge of the subjects they are interpreting. They are also required not only to be bilingual but bicultural as well so they know the norms and practices of the LEP customers we serve.

The infographic titled "The Industry's Most Dependable Provider" is divided into three main sections: "THE PREMIER PARTNER", "THE TRUSTED PARTNER", and "THE PROVEN PARTNER".

- THE PREMIER PARTNER:**
 - Quality Linguists:** Only 1 in 12 (9%) applicants hired; Ongoing training and support; Quality assurance and monitoring; Average annual investment in our linguists exceeds many of our competitors' annual earnings.
 - Systems Safety and Security:** Complete hundreds of security and business continuity client audits annually in Finance, Insurance, Healthcare, Utilities, Government sectors; True global comprehensive Insurance and Liability Policy.
 - Financial Stability:** More than 3x revenue of our nearest competitor*; More than 3x the revenues of the next 6 competitors combined*.
 - Technological Innovation:** Single largest technology investment in the history of the language industry to support client needs; Faster, clearer connections to interpreters; New cutting edge solutions.
- THE TRUSTED PARTNER:**
 - Experienced:** 50 YEARS
 - Clients:** 28,000
 - Client Retention:** 99%
- THE PROVEN PARTNER:**
 - 13 of the top 14 Medical Facilities
 - 18 of the top 20 Insurance Companies
 - 8 out of the top 10 Commercial Banks
 - 1000s of Government Agencies

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SLIDE 7

SAY: Keep in mind, when interacting with non-English speaking customers:

Cultural Sensitivity. An LEP person's culture, traditions and experiences may be very different from our own. For example some may be distrustful of government, some may not be familiar with the concept of street addresses, while others may use home remedies not familiar in the United States. Understand differences exist. Be non-judgmental.

Indirect Communication. English is a direct language. In other languages and cultures, it often takes longer to get to the point—even during emergencies. Understand this issue and be patient.

Education. LEP persons may not be familiar with practices common to us. To improve communication and reduce confusion, offer explanations when possible to bring LEP customers into the mainstream.

Simple Language. To improve understanding, use simple language and ask for clarification if needed.

Your Manner. Be respectful and speak in a neutral tone.

The infographic titled "Managing Cultural Difference" features a background image of two people talking. The text is as follows:

Interpreters help overcome language and cultural barriers. When working with LEP persons keep in mind:

- **Cultural Sensitivity.** An LEP's culture, traditions and experiences may be very different from our own. Understand differences exist. Be non-judgmental.
- **Indirect Communication.** English is a direct language. In other languages and cultures, it often takes longer to get to the point—even during emergencies. Understand this issue and be patient.
- **Education.** LEP persons may not be familiar with practices common to us. To improve communication and reduce confusion, offer explanations when possible to bring LEP customers into the mainstream.
- **Simple Language.** To improve understanding, use simple language and ask for clarification if needed.
- **Your Manner.** Be respectful and speak in a neutral tone.

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SLIDE 8

SAY: It's easy to access LanguageLine InSight:

- Simply tap or double click on the InSight icon
- The app opens directly to the language menu screen

Accessing the InSight Application

- **On the iPad/Tablet**
 - Tap on the InSight icon to open the application.
- **On the PC/Laptop**
 - Double Click on the InSight icon to open the application.



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SLIDE 9-OPTIONAL

SAY: The InSight application will require a one-time authentication. Once completed, the app will open directly to the language selection screen.

On the PC or Laptop


- Log in and ensure connectivity to wireless
- Enter the Authentication Code and Device Name
- Click on Activate Device

On the iPad or tablet

- Press the home button, enter password and ensure connectivity to wireless
- Enter the Authentication Code and Device Name
- Click on “Activate Device”

One Time Authentication

- Enter the Authentication Code provided to you by LanguageLine.
- Name your device (identifies location, department, or person). The device name will appear on your usage report and invoice.
- Tap on Activate Device to complete authentication.
- Once completed, the application will open directly to the language selection screen.



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SLIDE 10

SAY: The InSight app opens directly to the Top Languages menu screen. It's very easy and intuitive to use.

- Access to the top 36 languages including American Sign Language
- Twelve languages appear on the screen, simply scroll to view the other languages
- Languages appear both in English and are translated in-language
- The dynamic language display adjusts to our usage so the languages we use the most appear first
- Available Video languages display the orange video icon
- Available Audio languages display the blue phone icon
- The icons dynamically adjust with the video availability meaning if video is not available, a blue phone icon appears
- Search for a language by language or country. Enter a country and the languages in that country will appear to help you identify the language

InSight Language Selection Screen

- The app opens in “Top Languages” to access the 34 spoken languages and American Sign Language
- Languages appear in English and in-language
- Dynamic language display adjusts to your usage
- Icons dynamically adjust with language schedule to match video schedule
- Search Languages feature allows searches by language or country
- Scroll to view more languages



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SLIDE 11- If Default to Video Interpreters is ON

SAY: Now you are ready to access a video interpreter through InSight Video Interpreting by selecting one of the 35 languages offered.

- Tap the language you require
- The language button will turn orange
- Tap the orange highlighted language with video icon to access a video interpreter
- While connecting to an interpreter, a full view of our location appears, to allow for proper positioning of the iPad
- Greet your video interpreter

Accessing a Video Interpreter



- Tap the language to select-the language will turn orange
- Tap the orange highlighted language with video icon to access a video interpreter
- While connecting to the interpreter, a full view allows for proper positioning of the iPad
- Greet your interpreter

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SLIDE 12 - If default to Video Interpreters is Off

SAY: You are now ready to select one of the 35 languages offered via InSight Video Interpreting either by video or audio.

- Select the language you require
- The language will turn orange for video and blue for audio
- Tap the orange highlighted button with video icon to access a video interpreter
- Tap the blue highlighted button with phone icon to access an audio interpreter
- While connecting to an interpreter, a full view of our location appears, to allow for proper positioning of the iPad
- Greet your video interpreter

Accessing a Video Interpreter



- Tap the language to select-the language will turn orange for video and blue for audio
- Tap the orange box with video icon to access a video interpreter
- Tap the blue box with phone icon to access an audio only interpreter
- While connecting to the interpreter, a full view allows for proper positioning of the iPad
- Greet your interpreter

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SLIDE 13

SAY: InSight also allows you to access more than 240 languages via audio only. Simply select the language needed. A hold screen will appear until you connect with the interpreter. Document the interpreter name and ID#.

Helpful tips:

- Choose “All Languages” to view all 240 languages-scroll to view more
- Languages appear in alphabetical order in English and are translated in-language
- Tap the language to select
- Tap the blue highlighted language with phone icon to access an audio interpreter
- An image icon appears onscreen and your audio interpreting session begins
- Tap the red phone icon to end the call

Accessing an Audio Interpreter



The screenshot shows the LanguageLine mobile application interface. On the left, a sidebar menu has 'All Languages' selected. The main screen displays a grid of language options, each with a name and a phone icon. One option is highlighted in blue. A hand is shown tapping the blue highlighted option. On the right, a call control overlay shows a person icon and a red phone icon with the text 'Tap to end the call'.

- Choose All Languages and tap the language to select
- Tap the blue highlighted language with phone icon to access an audio interpreter
- An image icon appears onscreen and your audio interpreting session begins

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SLIDE 14

SAY: You will be supplied with materials to help you identify which language the LEP person speaks. You can use either the Language ID Desktop Display, which should be clearly displayed on desks and counter tops. Or you can use the Language ID guide that is typically stored in an “easy to grab” area.

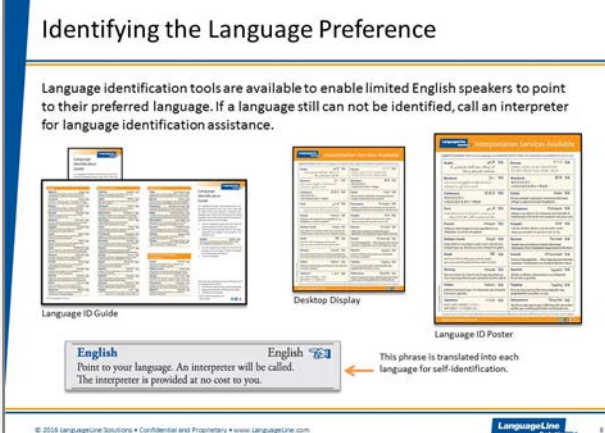
The materials say “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you”.

The LEP will point to the language they speak. The desktop display contains the 20 most commonly spoken languages and the Language ID guide includes over 90 languages.

Trainer Note: you may also want to make copies as handouts and/or bring samples.

Identifying the Language Preference

Language identification tools are available to enable limited English speakers to point to their preferred language. If a language still can not be identified, call an interpreter for language identification assistance.



The image shows three language identification tools: a 'Language ID Guide' (a small booklet), a 'Desktop Display' (a large screen showing a list of languages), and a 'Language ID Poster' (a large poster with a list of languages). Below the tools, there is a callout box with the text: 'English Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.' An arrow points from this callout to the poster, with the text: 'This phrase is translated into each language for self-identification.'

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SLIDE 15

SAY: Working with an interpreter can help ensure each session is thorough and satisfactory. Here are some tips:

1. Document that you are working with an interpreter and write down their name and interpreter ID# displayed in the lower left.
2. Position the device so the interpreter and the individual can see each other.
3. Brief and update the interpreter – Introduce yourself and state the goal of the encounter. Interpreters work by anticipation and by stating the goal of the encounter it allows the interpreter to start thinking about potential terminology that will be used during the conversation.
4. Retain control of the call. The interpreter will assist with communication, but you drive the conversation. Use direct speech at all times. Direct speech is communicating in the 1st person. You should speak directly to your customer -- NOT the interpreter. Say “How are you today?” instead of “Ask him how he is today”.
5. Speak in short sentences - Use 3-5 sentence segments and pause at the end of a thought. This allows the interpreter to be most accurate.
6. Avoid jargon, slang and complicated technical terminology - Idiomatic expressions, slang and regionalisms will not always have a direct equivalent so your interpreter will often use more or less words to transmit the same idea.
7. If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
8. Avoid private conversations or side remarks. Remember whatever the interpreter hears will be interpreted.
9. At the close of the conversation, check with the customer for understanding.

Working with the Interpreter

- **Brief and update the interpreter**
 - Introduce yourself and state the goal of the encounter.
 - Position the device so the interpreter and the individual can see each other.
- **Communicating with the customer**
 - Retain control of the call. The interpreter will assist with communication, but you drive the conversation.
 - Use direct speech (first person) at all times. “How are you today?”
 - Speak in short sentences, using 3-5 sentence segments and pause at the end of a thought.
 - Avoid jargon, slang and complicated technical terminology.
 - If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
 - Remember, whatever the interpreter hears will be interpreted. Avoid private conversations.
- **Closing the conversation**
 - Check with the customer for understanding.
 - Document that you worked with an interpreter, include the interpreter name and ID #.
 - This is especially important in healthcare situations.

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It is important to keep in mind that during the conversation, interpreters might ask for clarification to get a better understanding of a concept or word. Also, languages differ in grammatical structures and ways of expressing ideas so the rendition might take a bit longer. But if you are concerned with the rendition feel free to ask the interpreter to repeat back to you what they just interpreted to the customer.

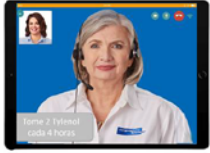
SLIDE 16

SAY: InSight video features include a NotePad that can be used during a video session. The interpreter can write simple text on screen to emphasize information.

- Ask the interpreter to bring up the NotePad
- State what you would like to be typed on screen
- Keep the information concise
- The interpreter will type in the target to reinforce your message
- The NotePad feature is not available at all times in all languages due to keyboard compatibility with some languages

NotePad Feature

- Text can emphasize key information you would like the customer to understand and remember.
- To use the NotePad:
 - Ask the interpreter to bring up the NotePad
 - State what you want typed on the screen
 - Keep the information concise
 - The interpreter will type in the target language



Note: the NotePad feature may not be available for all languages at all times

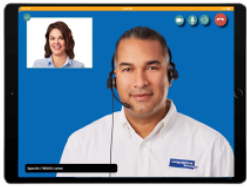
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SLIDE 17

SAY: Navigating the InSight control buttons helps us manage the interpreting session.

- We can minimize the self-window (the one with our image in the corner) by tapping the minus icon or simply drag the box to move it
- To allow privacy, touch the video icon to disable the interpreter view, then touch again to resume
- Tap on the microphone icon to mute or unmute the audio
- End the call by touching the red phone icon
- To raise or lower the volume tap the volume button.

Navigating the InSight Tap Control Buttons



- Minimize or move the self-video window or drag the image to a different location
- Allow video privacy so the interpreter does not have video access
- Mute and un-mute audio
- End the call
- Access the in-app volume adjustment

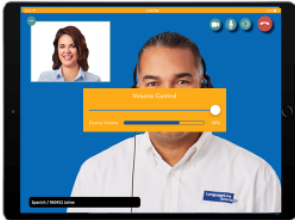
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SLIDE 18

SAY: Adjusting the volume for the best session is imperative.

- Make sure the iPad's volume is at the highest level using the iPads volume buttons
- Tap on the volume icon to adjust the in-app volume by sliding the bar to the desired level

Volume Adjustment



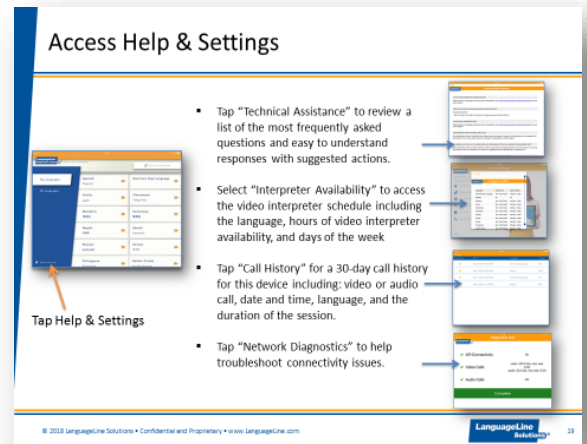
During an active InSight call, turn up the iPad volume to the highest setting using the iPad's volume button. Next tap the volume icon to view the in-app Volume Adjustment Slider bar and adjust the volume to the desired setting.

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SLIDE 19

SAY: InSight is easy to use and should be working and available whenever we need to use it. Should you need assistance, Help and Settings located in the app is a valuable tool. Click on Help&Settings in the lower left of the home screen.

- If you need help with the app, “Technical Assistance” provides a list of the most frequently asked questions with easy to understand responses and suggested actions.
- To view the video schedule, select “Interpreter Availability”
- Tap “Call History” for a 30-day call history for that device including date, time, language, and length of call.
- If you’re experiencing connectivity issues, try “Network Diagnostics” to help troubleshoot.



Access Help & Settings

- Tap “Technical Assistance” to review a list of the most frequently asked questions and easy to understand responses with suggested actions.
- Select “Interpreter Availability” to access the video interpreter schedule including the language, hours of video interpreter availability, and days of the week
- Tap “Call History” for a 30-day call history for this device including: video or audio call, date and time, language, and the duration of the session.
- Tap “Network Diagnostics” to help troubleshoot connectivity issues.

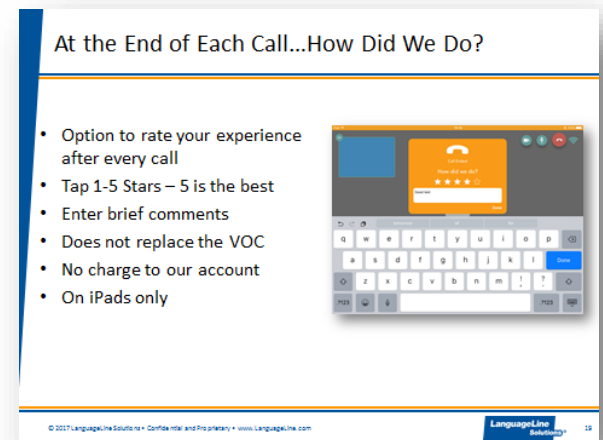
Tap Help & Settings

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SLIDE 20

SAY: LanguageLine cares to hear about the call experience so they can monitor and improve their services. This will help us too. There is no charge to our account, no extra minutes incurred.

- At the end of each call, a “How Did We Do?” screen appears.
- Tap 1 to 5 stars to rate the experience, (5 is the highest.)
- Add a brief comment if you’d like to share feedback.
- This only appears on our iPads.
- This does not replace the VOC. VOCs still must be submitted. If we want to share a comment, commendation, concern, or feedback we can go their website and complete a Voice of the Customer form.



At the End of Each Call...How Did We Do?

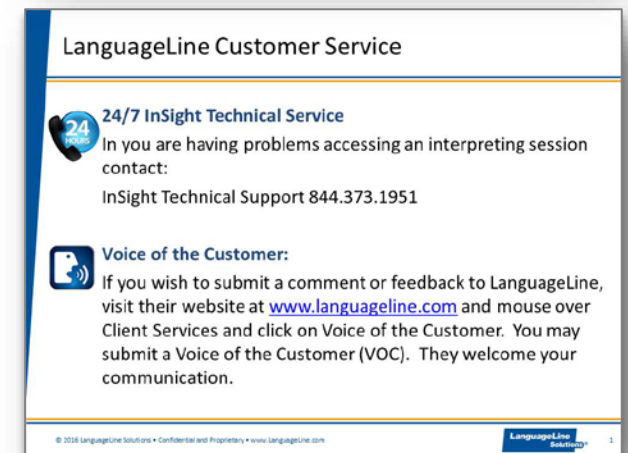
- Option to rate your experience after every call
- Tap 1-5 Stars – 5 is the best
- Enter brief comments
- Does not replace the VOC
- No charge to our account
- On iPads only

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SLIDE 21

SAY: LanguageLine offers customer service to support us. They are committed to providing outstanding customer care.

- LanguageLine offers 24/7 Technical Service for InSight. We can call them for assistance at any time at 844.373.1951
- If we want to share a comment, commendation, concern, or feedback we can go their website and complete a Voice of the Customer form. LanguageLine appreciates the information and closely monitors and takes action on all VOCs to ensure the highest quality and most innovative language access solutions.



LanguageLine Customer Service

24/7 InSight Technical Service
In you are having problems accessing an interpreting session contact:
InSight Technical Support 844.373.1951

Voice of the Customer:
If you wish to submit a comment or feedback to LanguageLine, visit their website at www.languageLine.com and mouse over Client Services and click on Voice of the Customer. You may submit a Voice of the Customer (VOC). They welcome your communication.

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End of Presentation. The Trainer should feel free to ask questions and to be able to respond to any questions. If the Trainer or staff has additional questions not covered in this presentation, please contact your Account Executive.

LanguageLine InSight Video Interpreting®

Accessing LanguageLine InSight® on an iPad

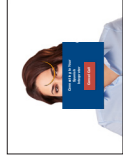
- 1 Tap on the InSight icon to launch the app.
- 2 Scroll "Top Languages" or "All Languages." Search by language or country.



- 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.



SCREEN CONTROL FUNCTIONS

-  Connect to an InSight video interpreter.
-  Connect to an InSight 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 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 a call in progress.

TIPS

1. **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.
 2. **Working with the Interpreter:** Brief the interpreter and speak directly to the person in need of language assistance.
 3. **NotePad:** Ask the interpreter to bring up the NotePad to type key information on the screen.
 4. **Battery Life:** Keep the device plugged in when not in use.
- ## TROUBLESHOOTING
1. **Volume:** Adjust the iPad's volume during a call, first by using the iPad's volume buttons and second by tapping  then sliding the volume bar to the desired level.
 2. **Speaker Static:** Make sure the power cord is unplugged from the wall outlet during calls.
 3. **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.
 4. **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.

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>



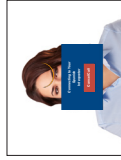
- 2 **Scroll** "Top Languages" or "All Languages." **Search** by language or country.



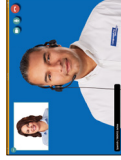
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TIPS

1. **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.
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TROUBLESHOOTING

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, 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.