

Official Presentation

LanguageLine Video Interpreting 2020

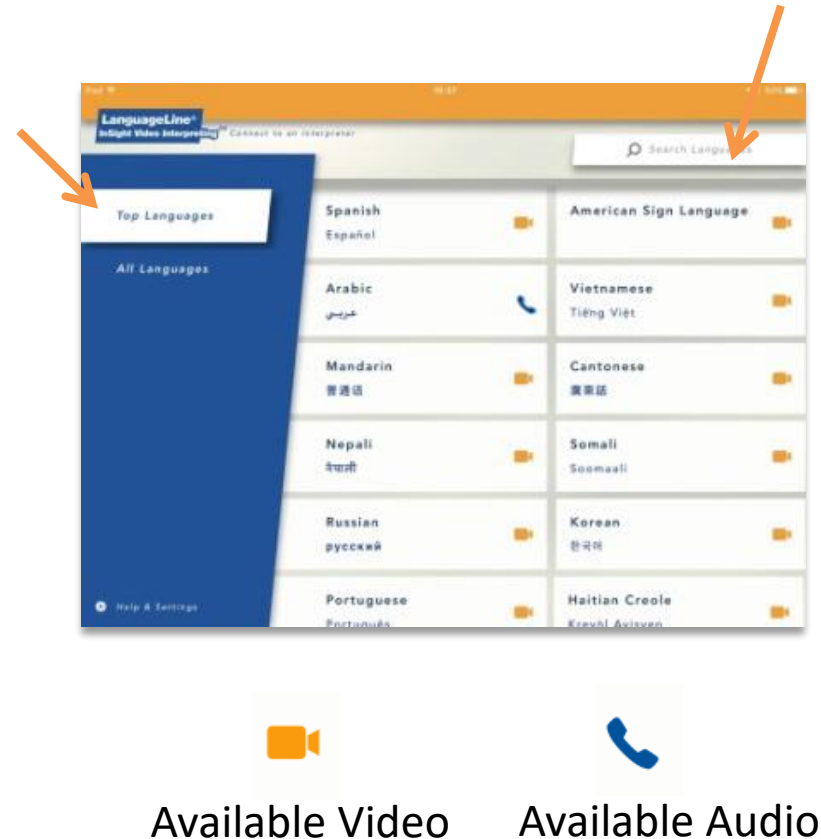
Accessing the InSight Application

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

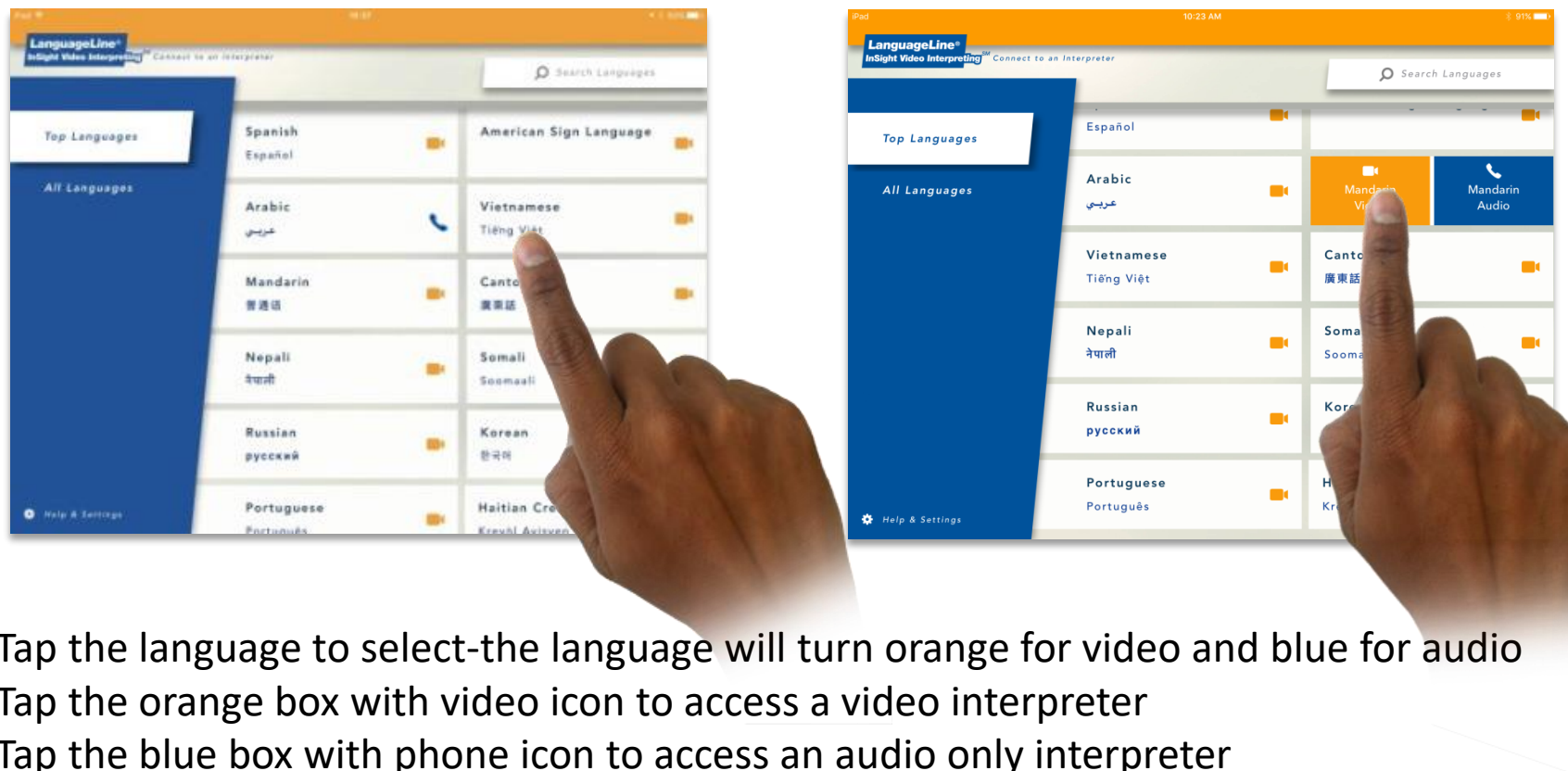


InSight Language Selection Screen

- The app opens in “Top Languages” to access the 39 languages including American Sign Language
- Languages appear in English and in-language
- Scroll to view more languages
- 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



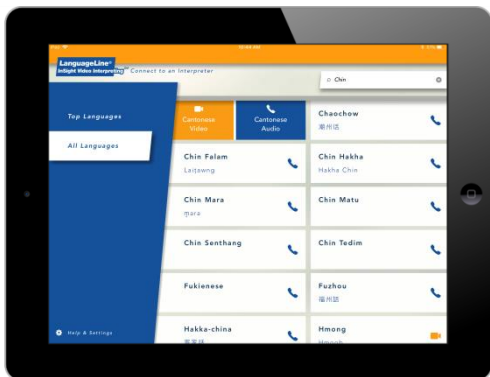
Accessing a Video Interpreter



- 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

Select Language, Wait for Interpreter, Center Image

Select Video or Audio

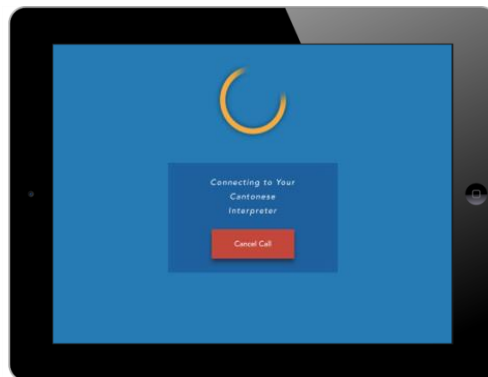


Video icon indicates a video interpreter is available.

Phone icon indicates a phone interpreter is available.

Click on Video or Audio.

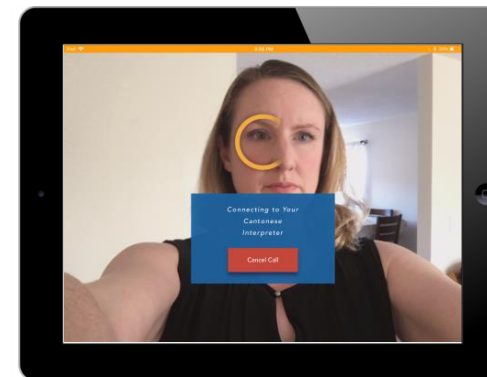
Wait for Interpreter



While our system connects you to your interpreter, the camera will launch.

During this wait time, ensure that the camera is properly positioned.

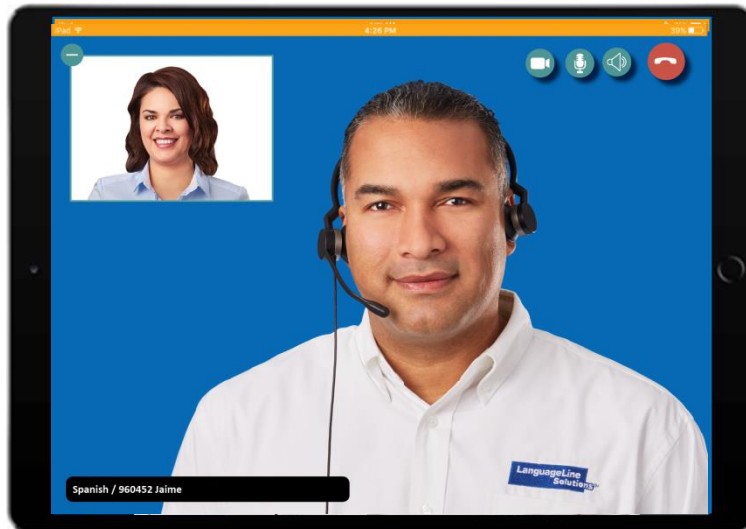
Center Image








Make sure your LEP is centered on screen. For ASL patients, ensure that arms and face are fully visible.

(Once you are connected, this image will reduce, and can also be hidden if desired.)

Using the InSight Screen Control Buttons

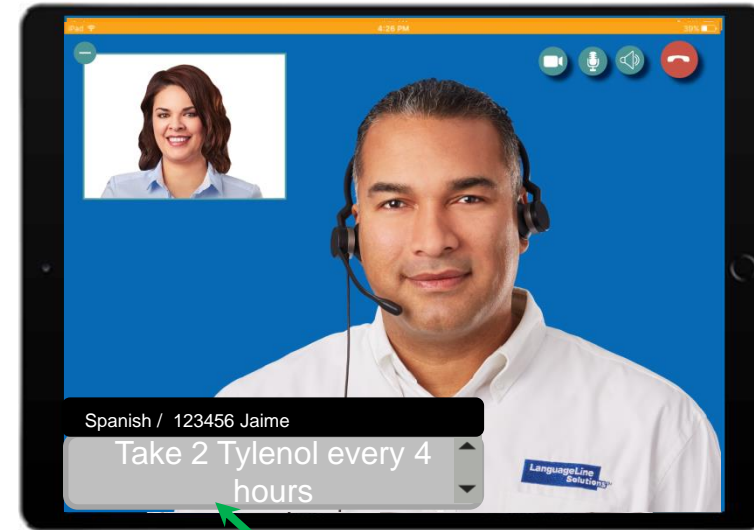


-  Minimize or move the self-view window or drag the image to a different location
-  Allow video privacy so the interpreter does not have video access
-  Mute and un-mute audio
-  Adjust Volume During a Call
-  End the call

NotePad Feature

“Interpreter, please bring up the NotePad.”

- Ask the interpreter to bring up the NotePad.
- State what you want typed on the screen.
- Keep the information concise.
- The interpreter can type in BOTH English and the target language, if requested.
- NOTE: For compliance and privacy purposes, NO part of the call, including the notepad, will be saved – if your patient wants to retain the information from the notepad, please provide them a way to write down the information.



Text can emphasize key information you would like the customer to understand and remember.

How Did We Do?

Option to Rate the Experience After Every Call

- Tap 1-5 stars
- Allows for comments

