Interpreter on Wheels®
LanguageLine InSight Video Interpreting®
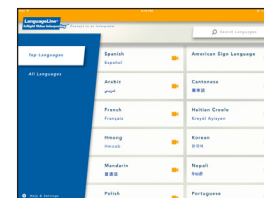
INTERPRETER ACCESS
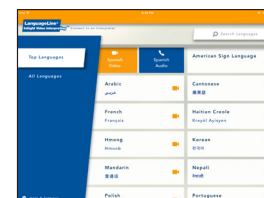
❶ **Tap** on the InSight icon to launch the app.
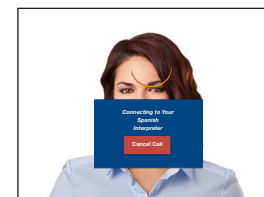

❷ **Scroll** "Top Languages" or "All Languages." **Search** by language or country name.
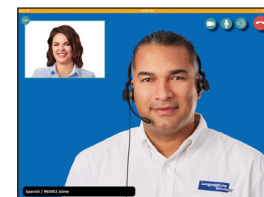

❸ **Tap** on the desired language. **Tap** again to connect to an interpreter.

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

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

LanguageLine Solutions®

LanguageLine InSight®

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 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.

TROUBLESHOOTING

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 InSight app's "Help and Settings."

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.

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