



Languages in Motion Ltd.



Language Interpreting Services Application

Mobile App User Guide



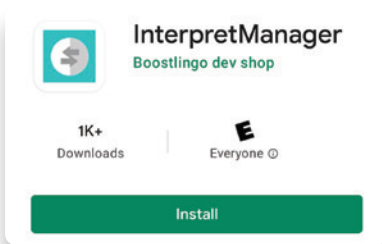
LISA

LANGUAGE INTERPRETING SERVICES APPLICATION



DOWNLOAD THE APP

- 1 Open the camera on your mobile device
- 2 Hover phone/tablet camera over the QR code
- 3 Click the link that pops up your device:
QR CODE DETECTED: Open "onelink.to" link
- 4 Download the app from the Apple Store or Google Play



REQUIREMENTS

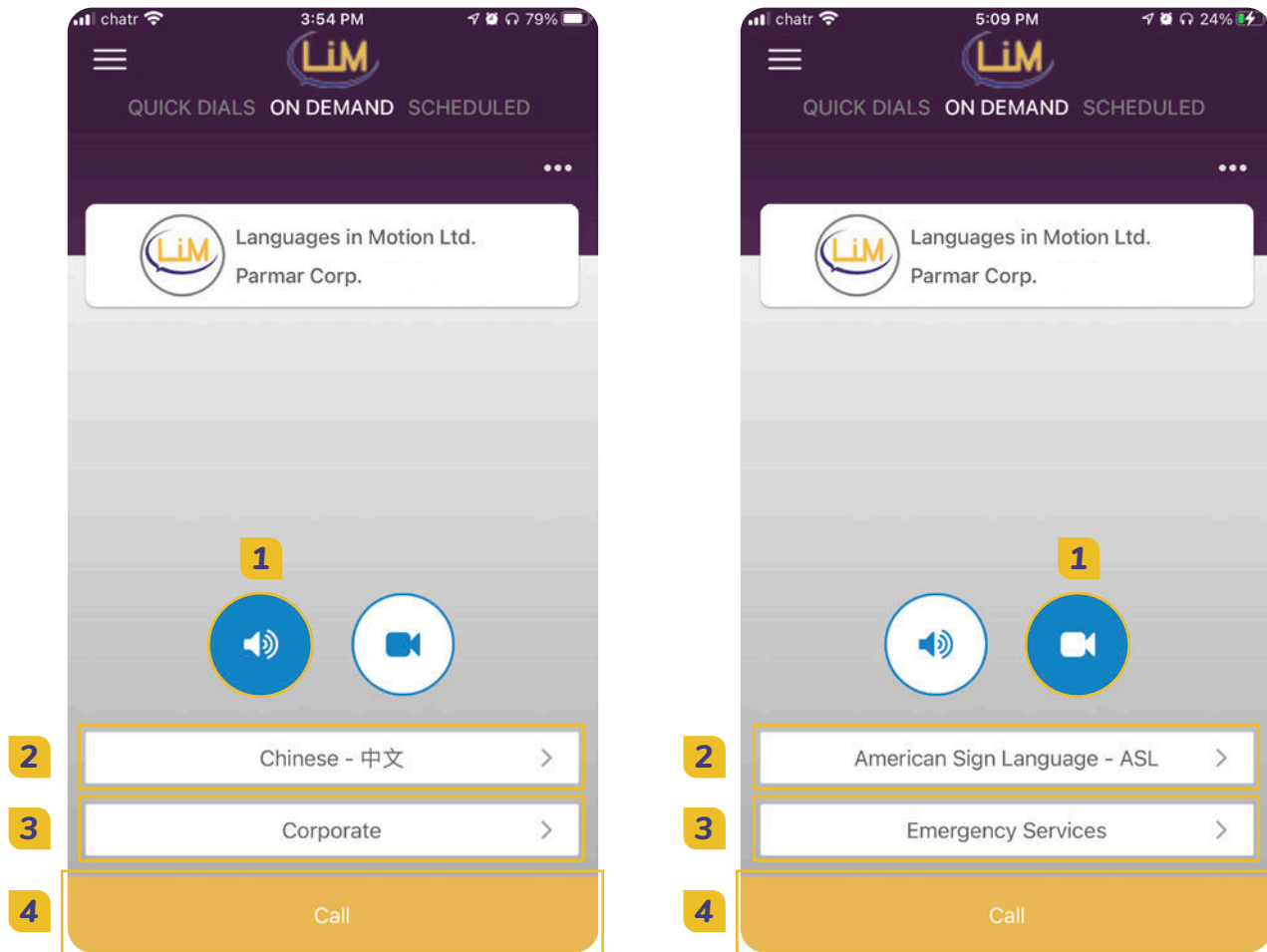
To call an interpreter on the InterpretManager Mobile App, you will require the following:

- **An Android or iOS device**
- **Login Credentials**
 - Your organization will provide you with login credentials. If you haven't received them, contact your administrator or reach out to support@languagesim.com
- **Mobile App installed (InterpretManager)**
 - Android/iOS only
 - Scan the QR code provided on your mobile device
 - Open the invitation email and click "Accept Invitation". You will be directed to set up your password and directed to download the app
 - Log in according to the specifications set by your IT Department:
 - Single Sign on using Microsoft, Google or Apple OR
 - A password provided by your administrator OR
 - A password that you personally manage
- **Your InterpretManager login credentials**
 - One-time login to the app
- **A strong Wi-Fi, or mobile data connection**
 - Using your mobile data can result in extra charges from your provider

Support: 1-888-556-5541 ext. #5 | support@languagesim.com

CALLING AN INTERPRETER ON-DEMAND

Once you have logged in to the app, follow the steps below to start connecting to an interpreter:

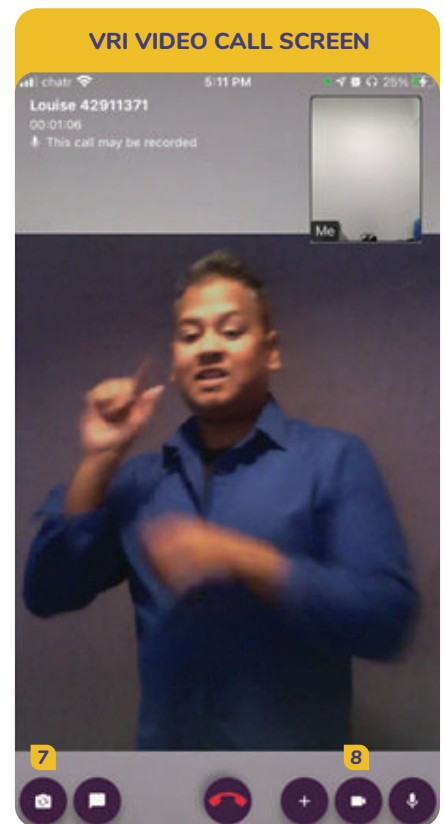
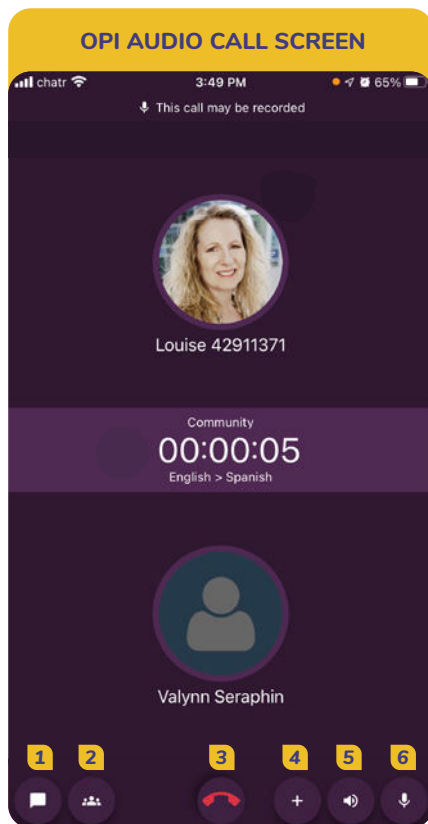
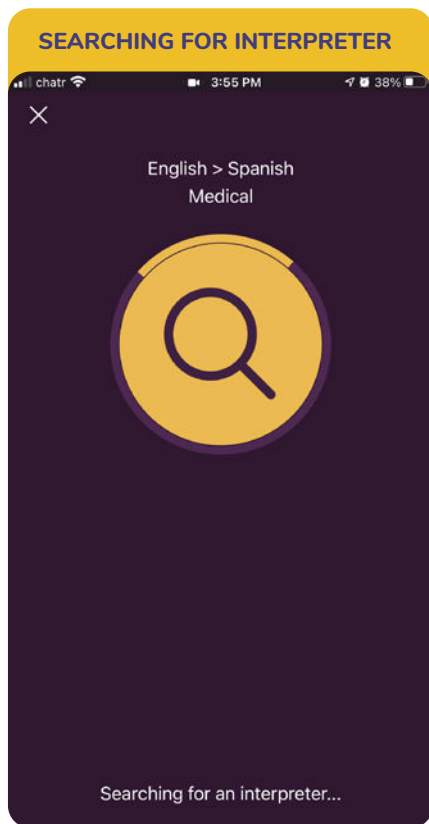


HOW TO USE

1. Select the icon for an audio call (left), or for a video call (right)
2. Select the desired language to be interpreted to/from
3. Select a category for the nature of your call (Legal, Medical, Court...etc.)
4. Click **Call** to begin connecting to an interpreter
 - Note: Depending on the speed/bandwidth of your internet connection, call experiences may vary.
5. You may be prompted to enter a file or reference number.
6. Once an interpreter answers, your call will be connected.

*You may choose the gender of the interpreter by clicking the  button on the top right

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FUNCTIONS AND CALL CONTROLS

You can perform some additional functions while you are on a call:

AUDIO & VIDEO

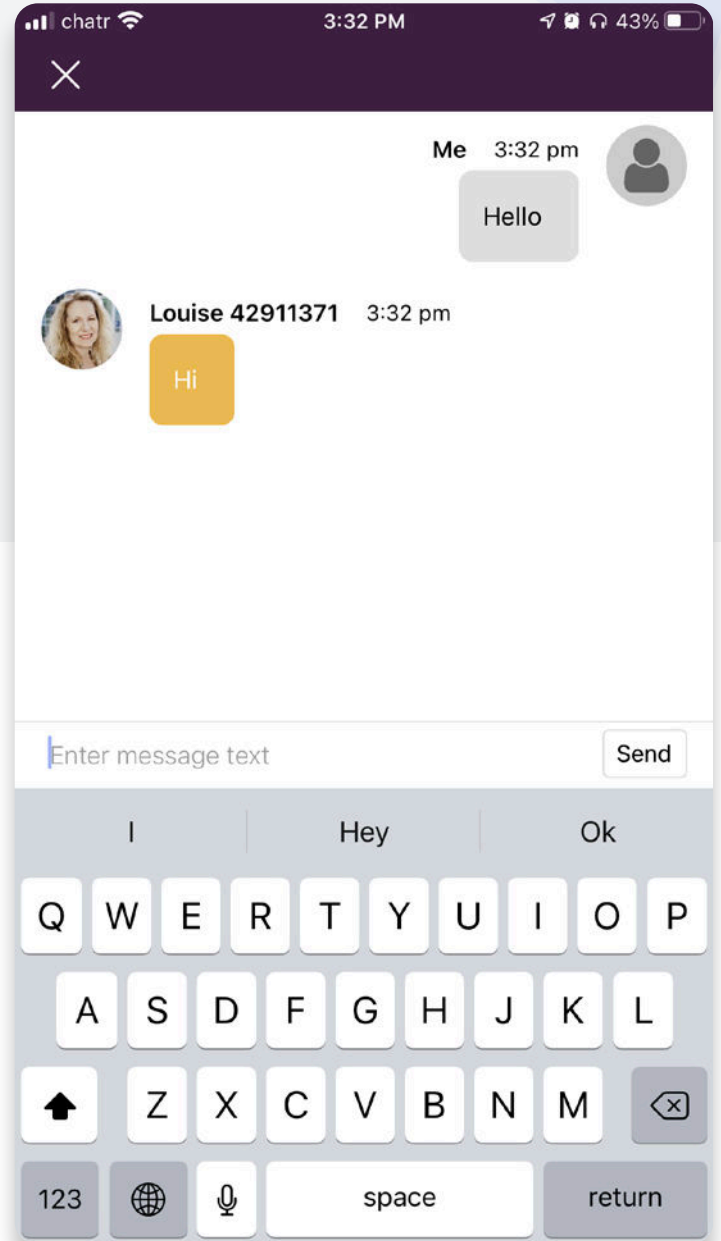
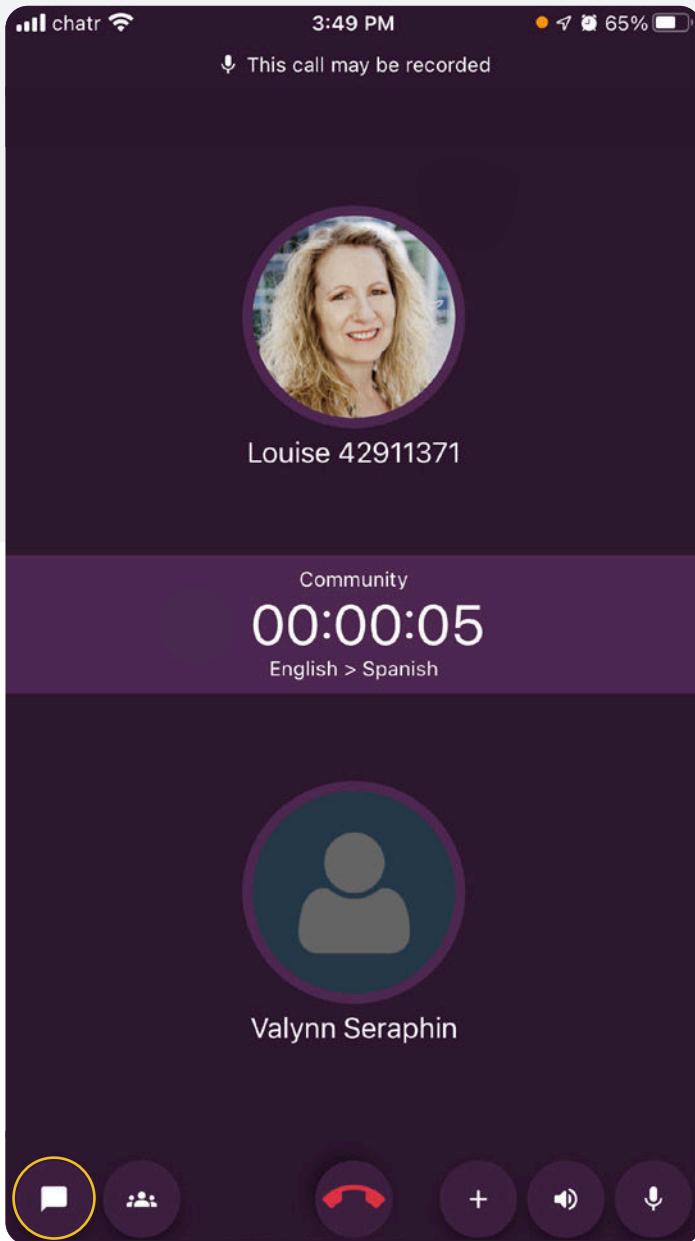
- 1 Type messages via chat
- 2 View conference participants (audio only)
- 3 End call
- 4 Dial a third party/share a video call
- 5 Activate speakerphone (audio only)
- 6 Mute/unmute

VIDEO ONLY

- 7 Flip camera
- 8 Turn camera on or off



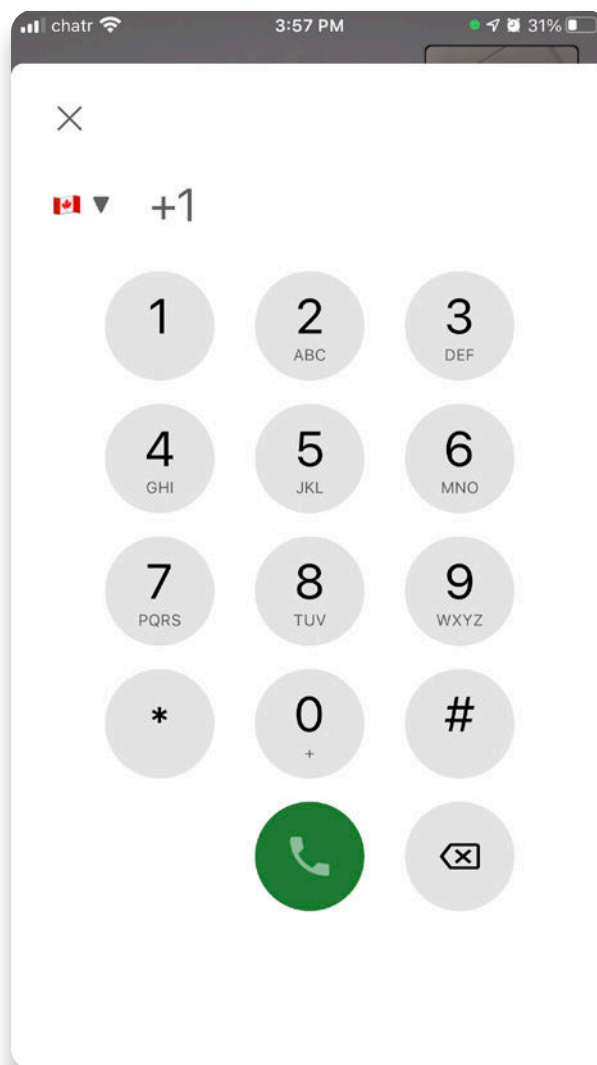
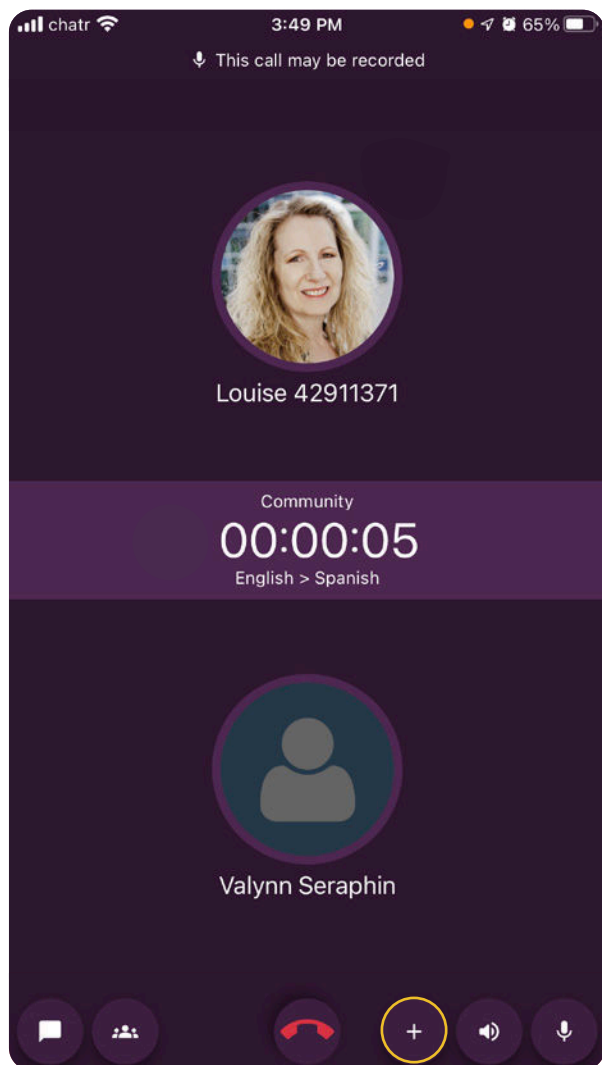
To type messages in chat, click on the speech bubble icon as shown below:





For OPI calls, you can also **add third parties to the call by dialing their number**. To do this, click on the (+) icon on the call screen.

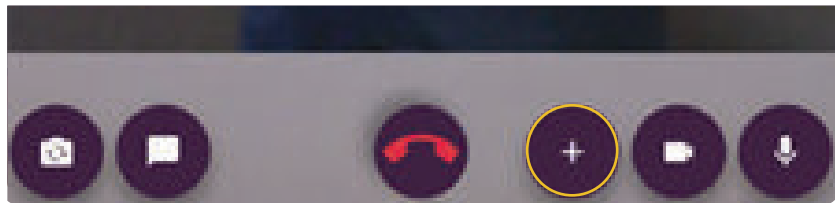
Dial the phone number of the person you wish to add, then click the green phone icon.



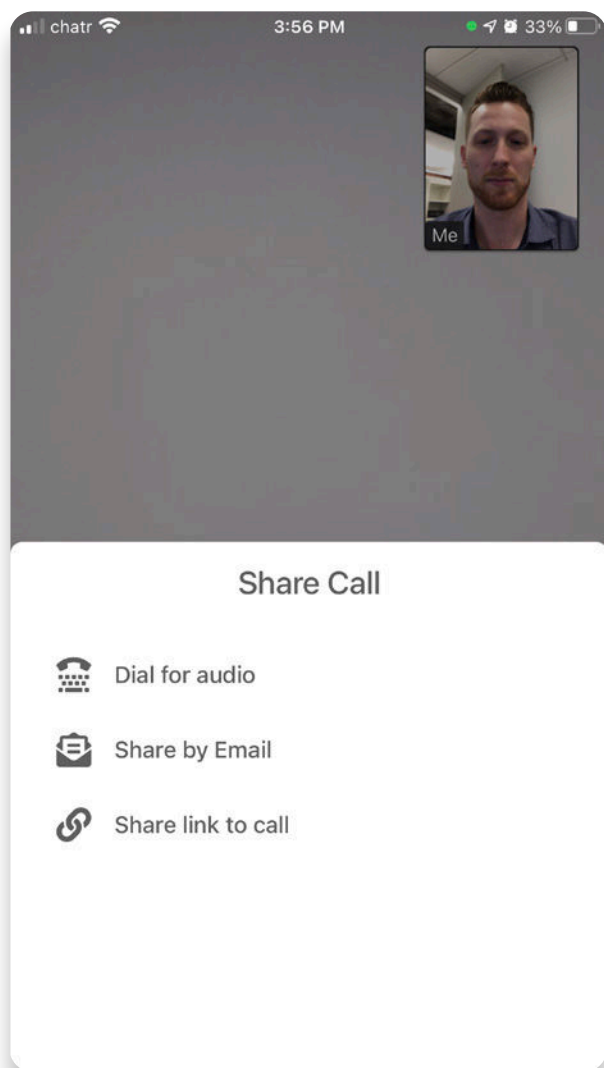


For VRI calls, **you can share a video call through either a phone call, email, or link.**

Tap your screen to bring up controls. Click the (+) button to bring up sharing options:



Once sharing options are open, you will be able to choose how you would like to share:



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To end the call over video, click the red phone/hang-up icon located in the bottom middle of your screen. For phone, click the red “End Call” button.

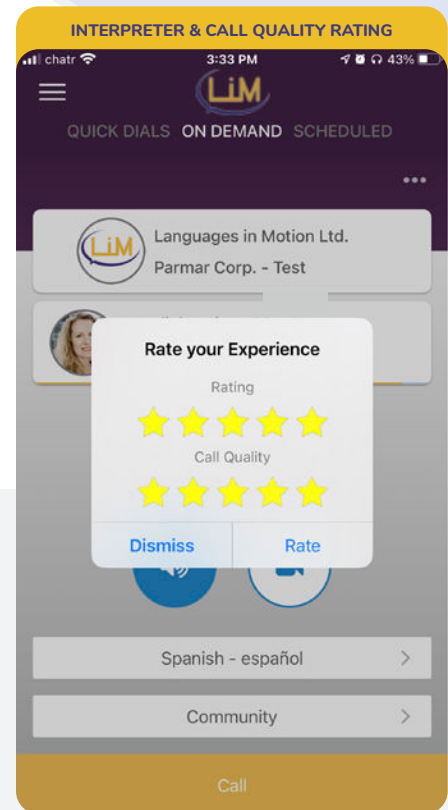
Once the call has concluded, you will also have the option to rate the interpreter as well as the call quality of the call.



VIDEO

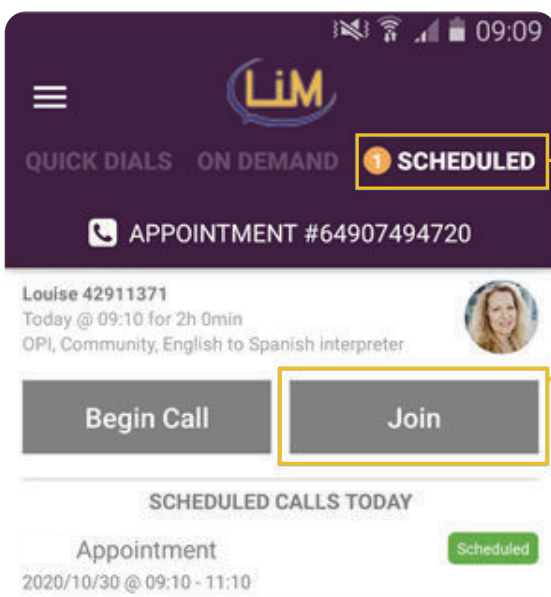


PHONE



JOINING A SCHEDULED CALL

Once you are in the Mobile App, you can follow the steps below to start connecting to an interpreter:



Once you are in the Mobile App, you can find any scheduled calls in the Mobile App by selecting the **Scheduled** tab.

Click **Join** to join the call.

You can also click **Begin Call** to start the call if the interpreter is not yet in the call.



Languages in Motion Ltd.

Head Office

#300 - 404 6 Ave. SW
Calgary, AB T2P 0R9

TF 1-888-556-5541

E info@languagesim.com

Support: 1-888-556-5541 ext. 5 or support@languagesim.com