

AA Global Language Services Ltd.

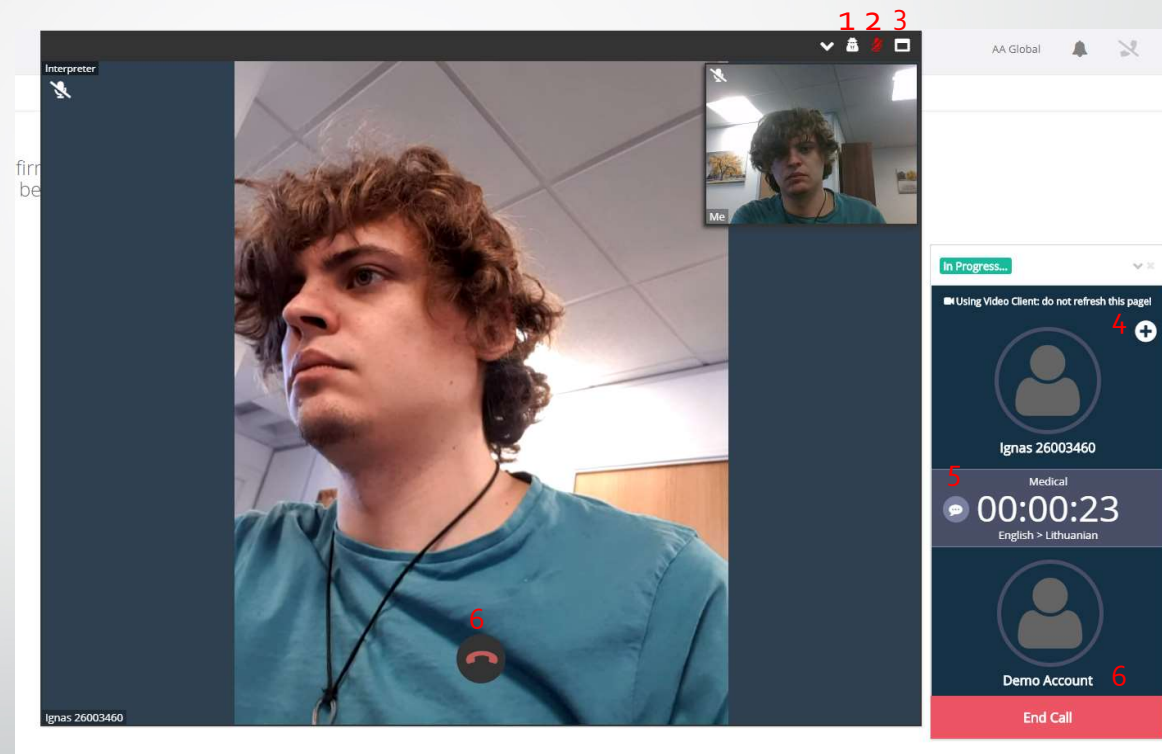
Telephone & Video Interpreting Guide

Using the Portal

On-Demand Video Interpreting During the Call

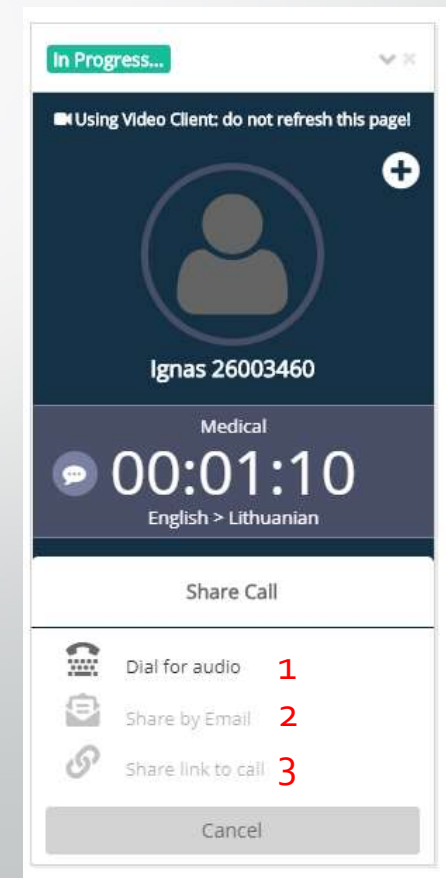
- Section 1: Controls

1. The "Incognito" button disables your camera feed so that the interpreter doesn't see what is going on, they can still hear you as well as you can hear and see the interpreter.
2. The "Microphone" button allows you to mute your microphone
3. The "Window" button allows you move the video feeds as convenient.
4. The "Plus" icon allows you to add a 3rd party to the video conference (up to 4 people).
5. The "Chat" icon allows you to send a quick message to the interpreter, for example "please hold on the connection is breaking up"
6. Either of the 2 buttons ends the call.



On-Demand Video Interpreting During the Call

- Section 2: Adding 3rd party to the call
 1. You can dial in someone by using their phone number, they will only be able to hear you.
 2. You can send an email to the 3rd party with a link to join the meeting with a video feed
 3. You can copy the link to the clipboard and share it via preferred channels.



On-Demand Service – Video During the Call



- **Section 3: After the call**
 1. If your call drops unexpectedly click “Redial” then you will be reconnected to the same interpreter so you don’t have to start all over.
 2. After Each call you are able to rate the interpreting service as well as the Call Quality. Once selected your rating press on “Rate” alternatively you can “Dismiss” this section to skip rating.

