

# How to use the interpreting system:

5-minute VIDEO Tutorial.

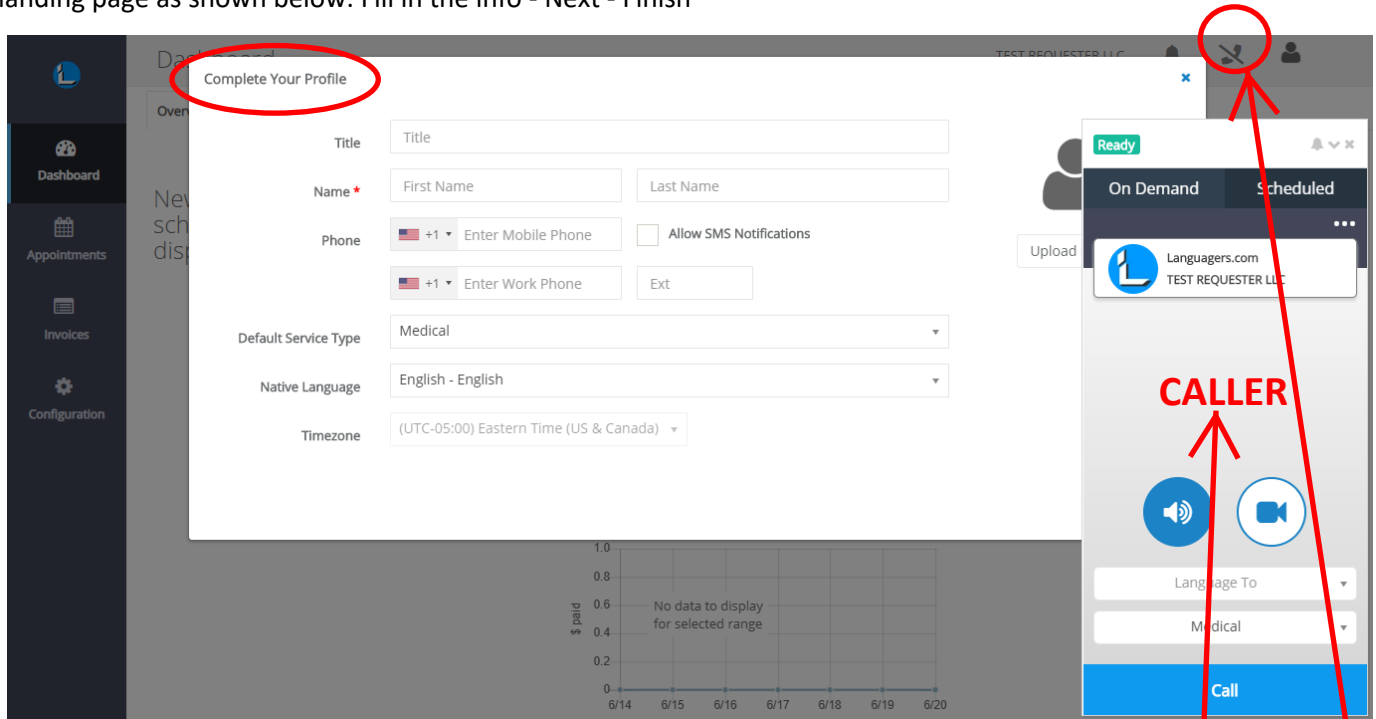
<https://1drv.ms/v/s!AIDnpzsaUvL7iGXwTTwEiPf1U5-R?e=8mkmGZ>

Log in at <https://langagers.interpretmanager.com/>

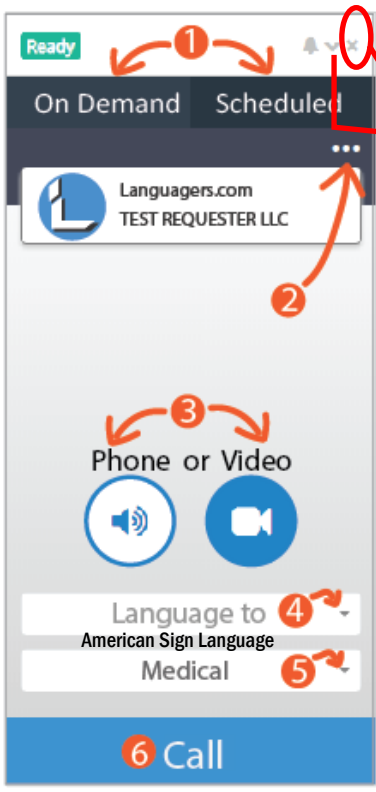


## For ADMINISTRATOR :





An invitation email will be sent to you. Open your email and accept invitation. - Create Password - review and check Agree to Terms and Conditions –Click on Create Account – Sign into your account - ‘Complete Your Profile’ will be your landing page as shown below: Fill in the info - Next - Finish



**CALLER**



### How to Turn ON/OFF, Minimize or Move around the CALLER:

Click  to minimize, or  to close. You can also click phone icon  at right top to turn on the CALLER, and click  again to make it disappear. You can move it around. This CALLER enables you to make audio or video calls to interpreters.

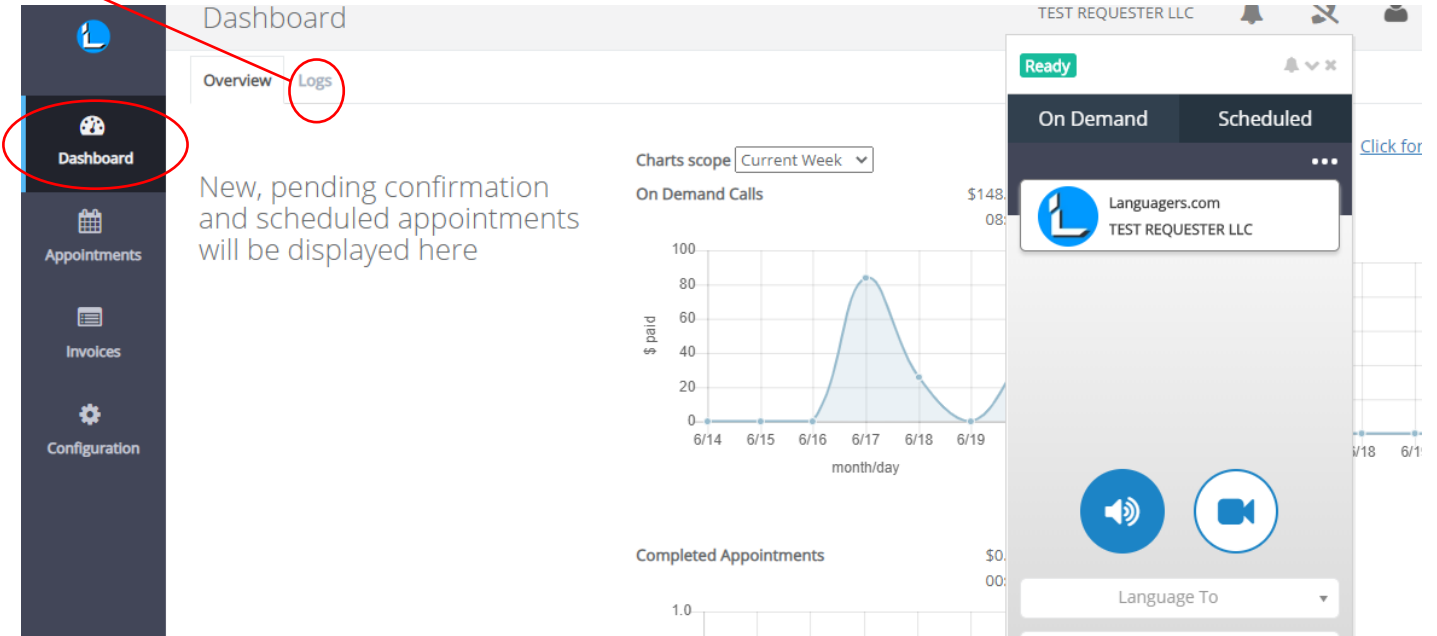
### How to make a PHONE or VIDEO call to an interpreter

- 1 Keep it at 'On Demand' if you didn't schedule an appointment. If you have a scheduled interpreting, 'Scheduled' will be highlighted.
- 2 Male, Female Option. It also shows that your native language is English and you can change it here.
- 3 Phone or Video
- 4 Select a language you want from dropdown. Select 'TEST' Language for a Test Run. If you need Sign Language, Select 'American Sign Language'.
- 5 Select an Industry from dropdown. Please note Legal and Medical are specialized industry types which need to be specifically permitted for each interpreter.
- 6 Press 'Call'

# OVERVIEW

**Dashboard** shows overview of your company's activities. It shows On Demand Calls Hours and a chart, completed appointments hours and a chart by current month or last month, rating by interpreters and Appointments overview:

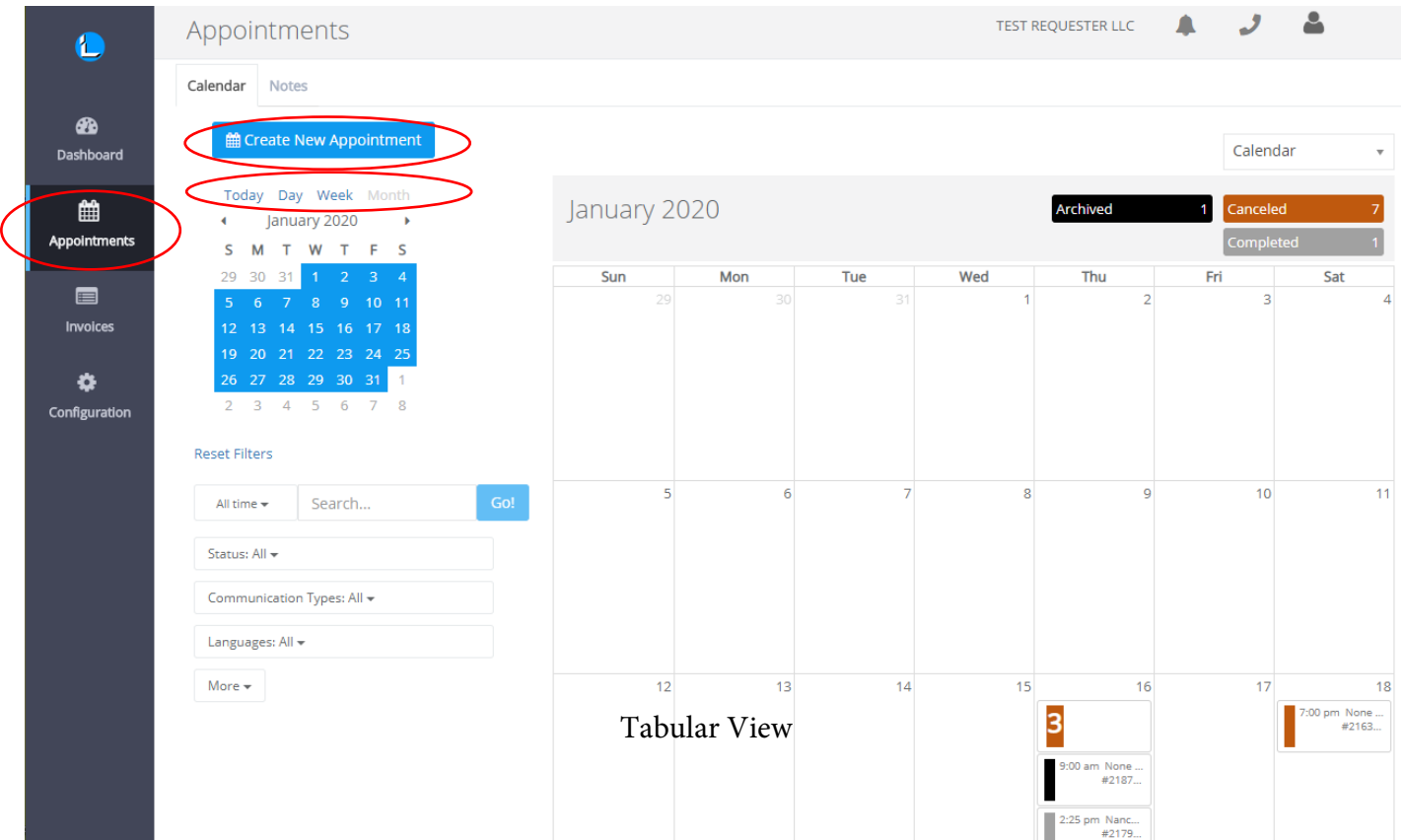
Logs Tab at the top shows details of each call including time and duration.



## Appointment :

You can select Today, Day, Week, Month to view the calendar on the right side.

Click on CREATE NEW APPOINTMENT and fill in the form to create an appointment.



**Invoice:** This is an automated invoice section

Invoices

TEST REQUESTER LLC

Invoices Manage invoices...

Status: All ▾

Keyword search... eg. Invoice#, PO#, Check# Clear

Status	Invoice#	PO#	Created	Invoice Date	Due Date	# Calls / Appts	Total
Voided	INV-00099-A		10/11/19 8:25 am	-	-	0 / 0	\$0.00
Voided	INV-00067-A		10/9/19 2:36 pm	-	-	0 / 0	\$0.00
Voided	INV-00050-A		9/10/19 2:00 am	-	-	0 / 0	\$0.00

**Configuration:** There are 6 tabs at the top: My Profile, Company, Consumers, Rates, Users and Administrators. Consumers tab is for your customers and it states in the tab. Users is for your team.

Configuration

TEST REQUESTER LLC

My Profile Company Consumers Rates Users Administrators

General  
Test Requester  
kuhkuh@gmail.com

Contact  
Mobile: +1 646-525-4757  
Phone: -

Default Service Type  
Medical

Native Language  
English

Timezone  
(UTC-05:00) Eastern Time  
(US & Canada)

IVR Number/PIN ⓘ  
+1 888-999-5074  
# ##### Hover to see your PIN  
Generate new PIN

Our Toll-Free Phone Number for Interpreters is 888-999-5074

**Can I conference in an interpreter while using any phone and not using the system or mobile APP?**

Yes. Call Toll Free # 888-999-5074 and enter your PIN # which is shown as ##### in Configuration under My Profile tab. Hover your cursor over ##### to see your PIN #. You can change it by clicking on 'Generate New PIN'. If you are using the system or mobile APP, you don't need these numbers. This is when you need to conference in an interpreter while you are already on the phone with a limited language speaker or you have no access to our system or APP. This Pin # is unique for each Administrator, User and Consumer.

IVR stands for Interactive Voice Recognition. For example, you can talk to the system, 'I need a Spanish Interpreter', the system will understand that and connects immediately to a Spanish interpreter, but it needs to be set up. Let us know when you need it, or you can also set it up yourself in Configuration - Company Tab.

Configuration - Company Tab: Quick Dials will create an Interactive Voice Recognition menu AND Quick Dial buttons for your frequently used languages in your mobile APP ONLY, and should be limited to 9 at most for now. (For example, Up to 8 languages for Quick Dials, and 1 button for 'Others'). Set up has to be done in the computer. Pre-Authenticated PIN Management is on the right side. You can use Interactive Voice Recognition without a PIN #.

### Can I conference in a 3rd and 4th party without having them log in into the system?

Yes. See back pages

### How to invite another Administrator and delete (you can add more Administrators one by one)

Configuration on the left - Administrators at the top – Invite Administrator – type an email address – Add – Send invitations – OK

Administrator receives an invitation in the email – Accept invitation - Create password to Sign in.

ALL Administrator's system will look the same.

#### How to delete an Administrator

Configuration on the left - Administrators at the top – click on the Administrator you want to delete – Edit - click on three dots at top right – Delete

### How to invite Users (your team) and delete

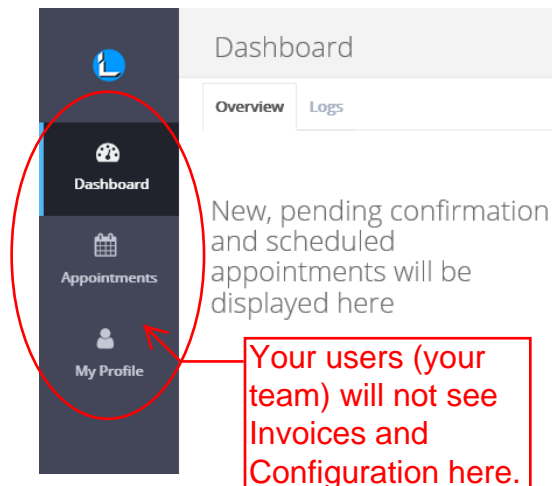
-to invite your team: Configuration on the left - Users at the top – click on Invite your team – type an email address -Add – Send invitations - OK

User receives an invitation in the email – Accept invitation – create password to Sign in.

Users fill in the info. Users will have a simple platform as shown on the right: Invoice and Configuration are not shown for Users.

#### How to delete a user

Configuration on the left - Users at the top – click on the user you want to delete – Edit - click on three dots at top right – Delete



# How to Add 3rd and 4th Party for Audio or Video Conferencing

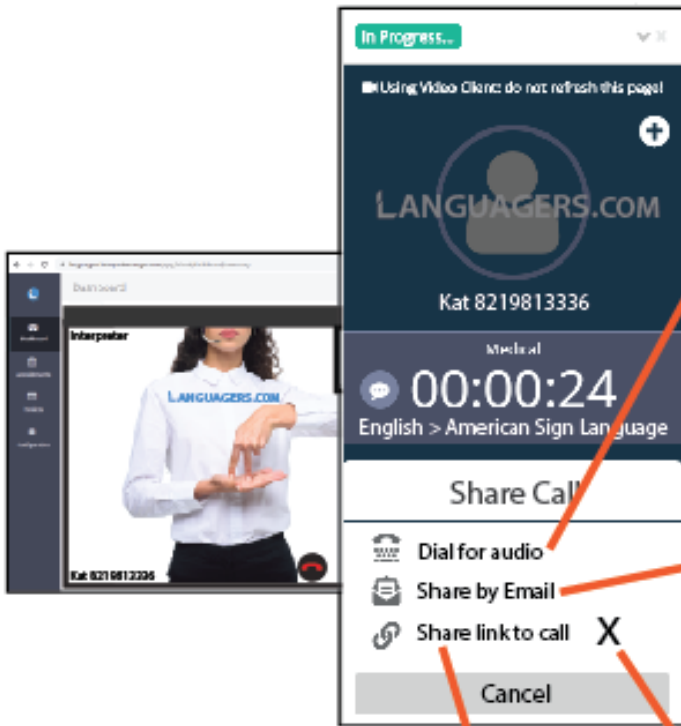
CALL SHARING | SCREEN SHARING | ROOM CHAT | ANONYMOUS ACCESS without Logging into the System



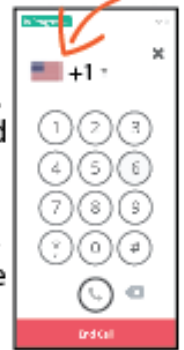
After an interpreter is connected



You or an interpreter can add a 3rd Party by Clicking (+) Icon

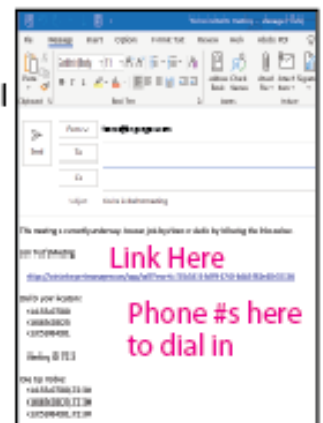


Flags for int'l calls



1 Dial for Audio: This allows participants to join by Phone or Audio. A keypad will be displayed as shown on the right. Call to conference in. It works with a cell phone, a landline, an office phone with ext. or a conference bridge, like a virtual meeting. Additional charges for Int'l calls.

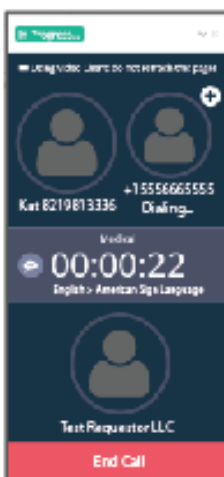
2 Share by Email: An email with a meeting link will be displayed.



View magnified

3 Share link to call = Copy Link (You can share a link by text or email.)

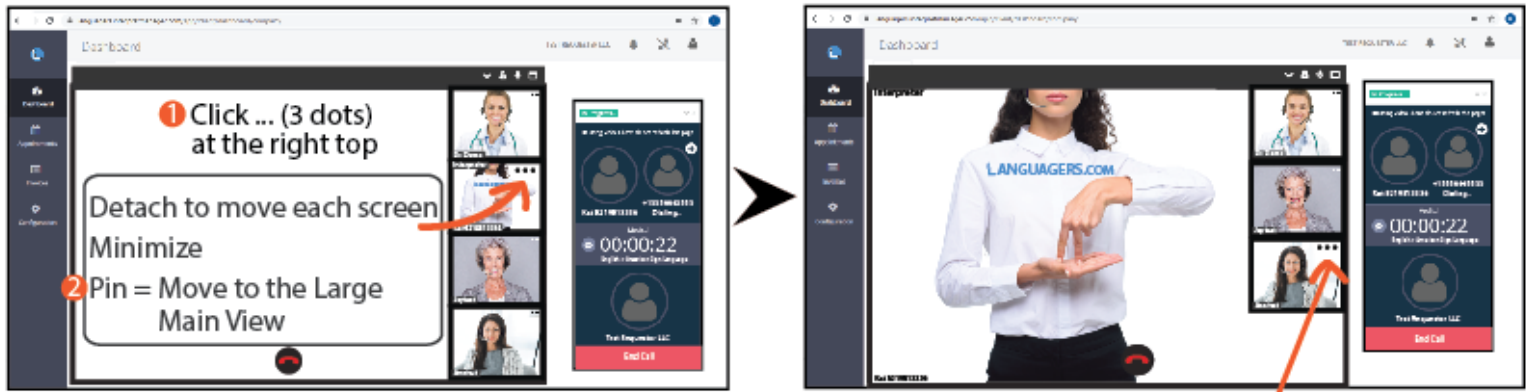
Click to Add a 4th Party  
Same steps as above



NOTE: Once 'Share link to call' is clicked, X will be seen on the right. By clicking the X will generate a new link and invalidate any outstanding links.

# How to Pin to Large Main View, Detach, Minimize, Remove or Mute Participants

Each party has an option of Pinning/Unpinning



## How to Move Small Screens



Click ... (3 dots)  
There are more options in the user/guest screen

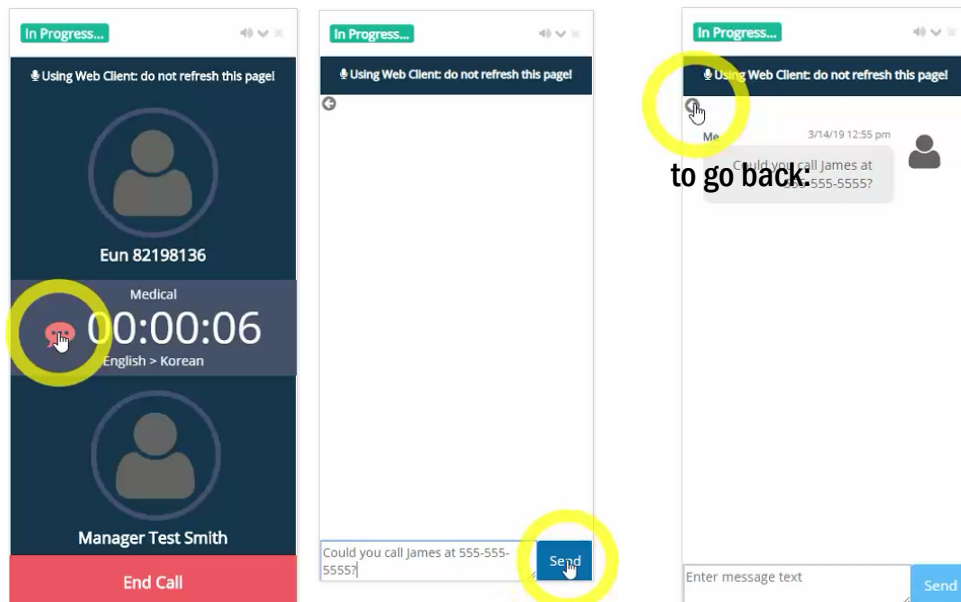
- Detach
- Minimize
- Remove User
- Pin
- Mute

After detaching, you can drag and drop to move each small screen.

## Room Chat | Texting All participants have access to the chat.

### HOW TO CHAT | TEXT

The following Text Icon shows once you are on the phone or video call.

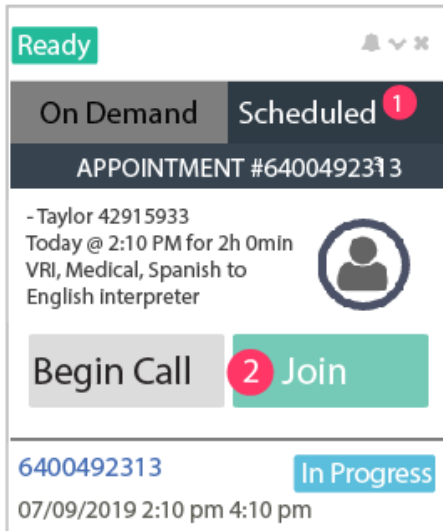


## **[Languagers] Version 4.0 Release Audio/Video Conferencing Details:**

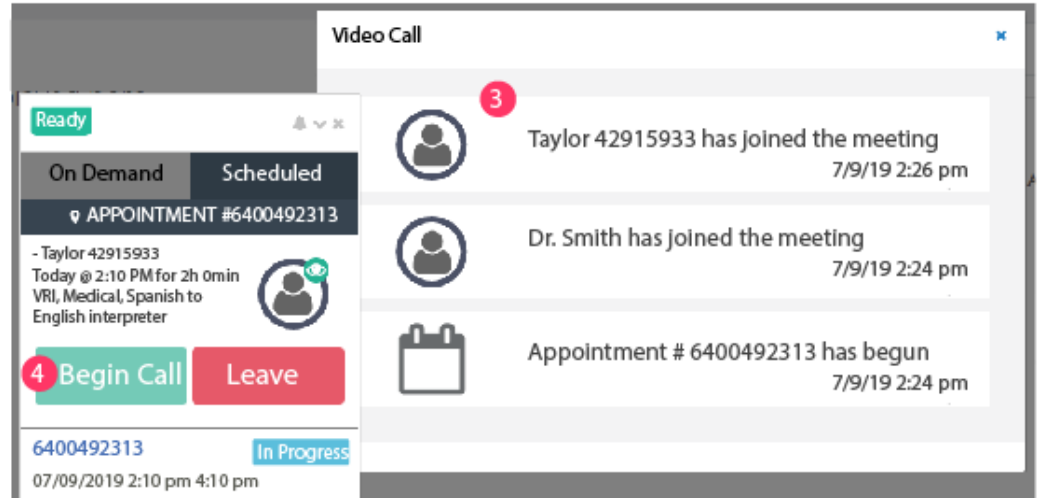
- HIPAA Compliant as before.
- Connect up to 4 Video participants for OnDemand or Scheduled calls.
- Participants can be added at any time by either the Interpreter or you
- Add users by link, SMS, or email.
- No installation required and additional participants never need to log in
- Participants can join by Video, Computer Audio, or over the Phone
- You and Interpreters have full control and can remove users at anytime
- Stay private: Transient rooms prevent unwanted access by users who were not explicitly invited
- Mobile support for iOS and Android
- Fully configurable: Pick and choose what role has permissions for a call (One click to make a sign language interpreter as a Large Main View)
- Fully reportable: Details of call usage are immediately exportable and reportable through the system for all registered users
- Waiting Rooms: Invited users gather in a waiting room and can wait for meetings to begin.
- Full privacy and security compliance that exceeds public web-conferencing applications and includes all the backend data support
- You can generate a new link and invalidate any outstanding links during your session.
- Unique meeting links will expire once the meeting has concluded

## For a Scheduled Appointment:

### How to Join with a Scheduled Interpreter (Video or Audio)



- 1 Scheduled' will be highlighted in the CALLER as shown on the left.
- 2 Click 'Join'.
- 3 The status will be shown as a pop-up as shown below:
- 4 Click 'Begin Call'.

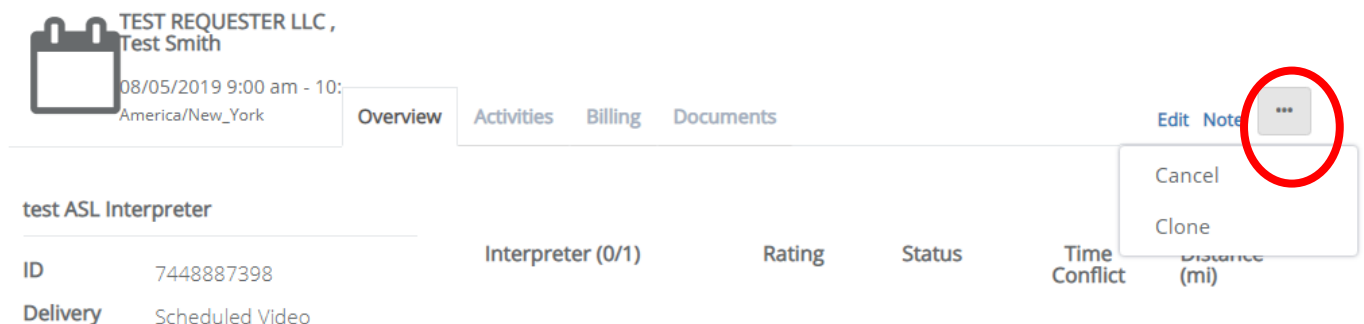


**\*\*\*NOTE:** When you have a scheduled interpreting appointment, an assigned interpreter is on Stand-By, you must join 'SCHEDULED' and must Not use ON-DEMAND. If you use On-Demand when you have a scheduled session, two interpreters will be paid because we need to compensate both interpreters.

If you miss joining a scheduled appointment timely, interpreters may not be available at the moment. Then, please kindly email us at [team@languages.com](mailto:team@languages.com) for immediate assistance or call us at 1-800-527-3001 Ext. 2 and the wait may be a couple of minutes.

### How to Cancel Scheduled Interpreting:

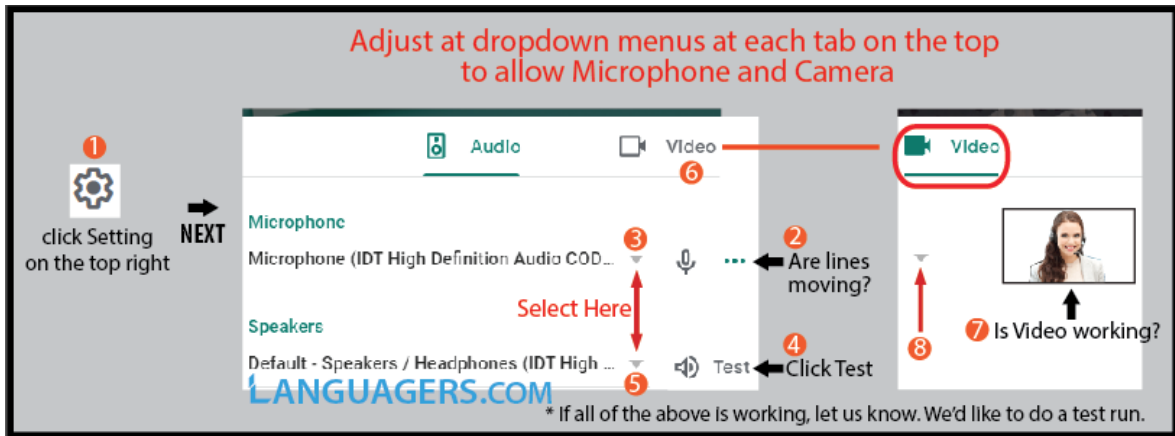
Appointment on the left - Open the scheduled appointment - Click on three dots on the right top - Cancel





## How to check if your Audio or Video is working?

Go to <https://meet.google.com/> : Be sure to 'allow' Microphone and Camera. (You need to sign in with your gmail account first.)



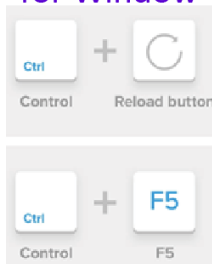
## Are you experiencing dropped calls and connection issues?

Hard refreshing or clearing cache is best to ensure you are using our updated version.

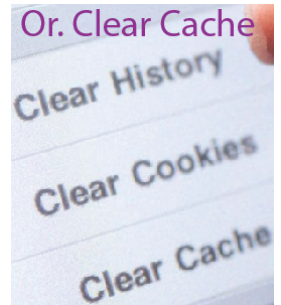
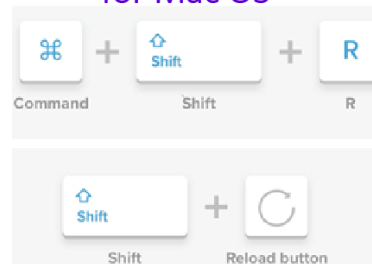
If you use our mobile APP, delete the APP and re-install it.

How to Hard Refresh is shown on the right.

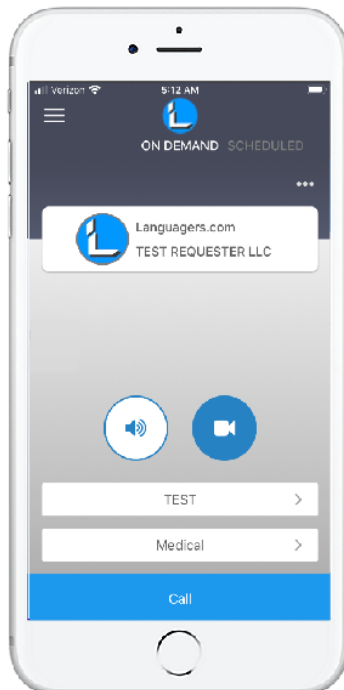
for Window



for Mac OS



## MOBILE APP:



Using our mobile APP is same as using CALLER on the computer. Refer to a file named 'Languagers-interpreter-APP Manual' which will be sent after a test run is done.

If you have any issues, let us know at [support@languagers.com](mailto:support@languagers.com) or, call us at (800) 527-3001 Ext.3. Thank you

