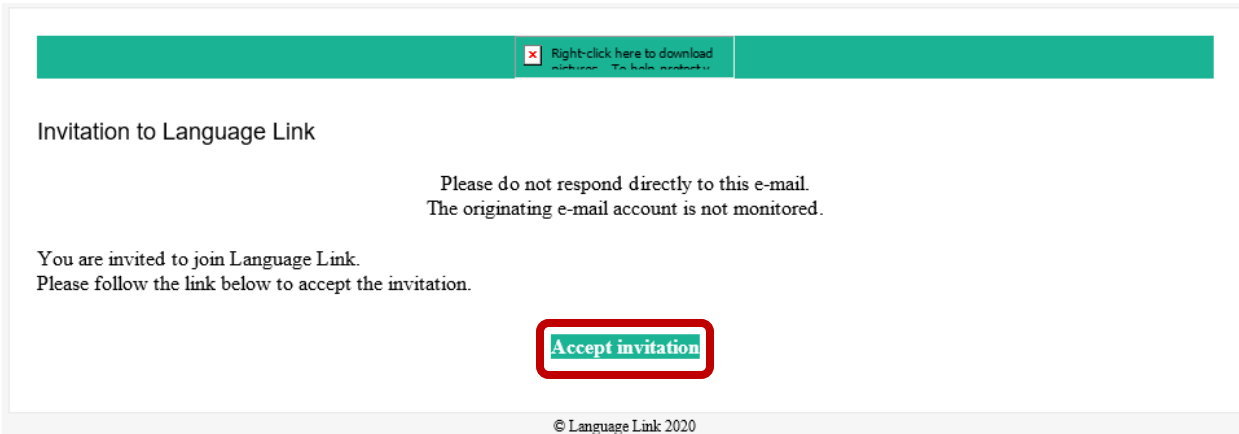


Language Link VRI Users Guide

VRI services may be accessed from a computer or laptop through the web, or from a smartphone or tablet via the app.

Your account administrator will send you an invite to access services. The invites are received from [no-reply.languagelink@interpretmanager.com](mailto:reply.languagelink@interpretmanager.com). If you do not receive the invite, please be sure to check your spam or junk folder.

To accept the invite, click on Accept Invitation. You will be able to create your password.



To access via the web, log onto:

<https://languagelink.interpretmanager.com/app/account/sign-in>

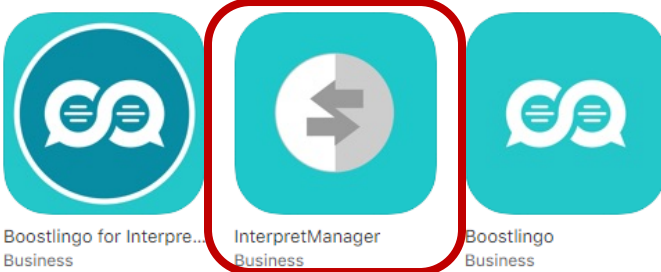
To download the app onto your smartphone or tablet, use the following links and download the “InterpretManager” app.

Apple: <https://apps.apple.com/us/developer/boostlingo-llc/id1120633576>

App Store Preview

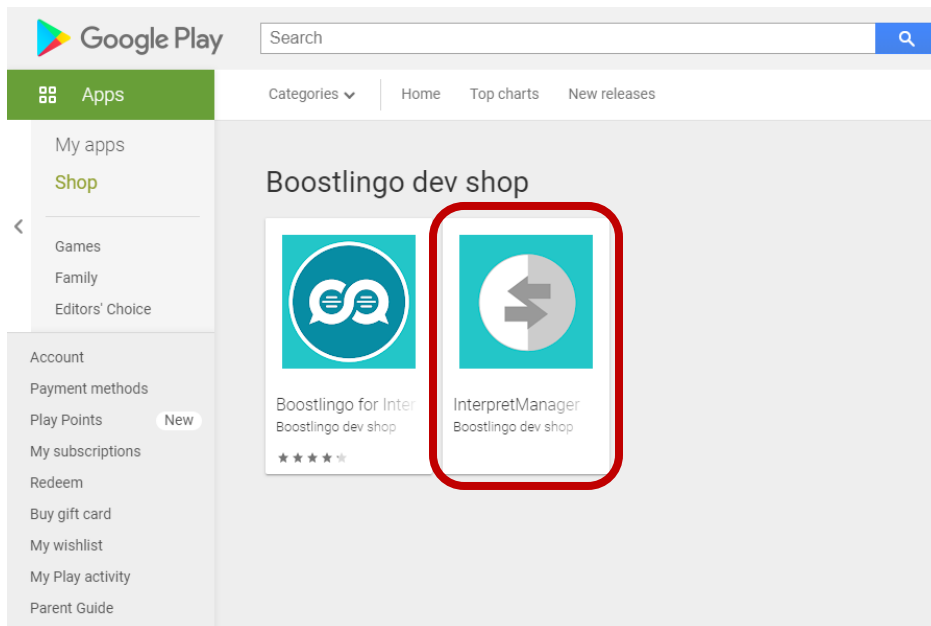
BoostLingo LLC

iPad & iPhone



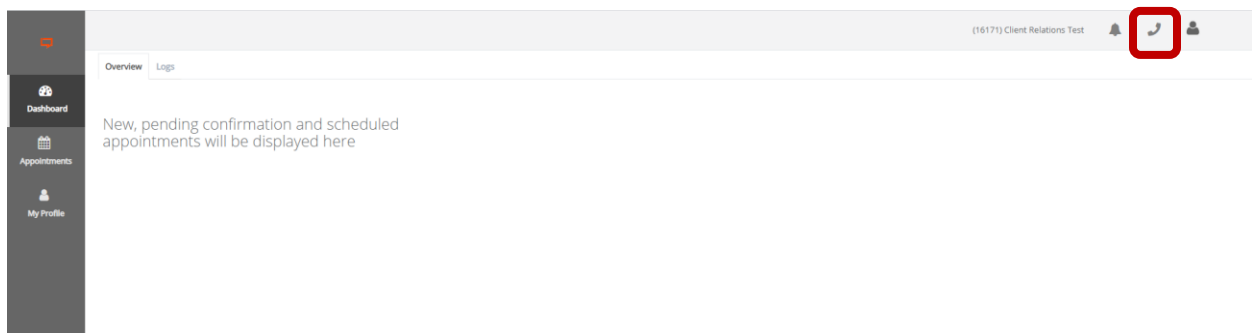
Language Link VRI Users Guide

Android: <https://play.google.com/store/apps/developer?id=Boostlingo+dev+shop&hl=en>



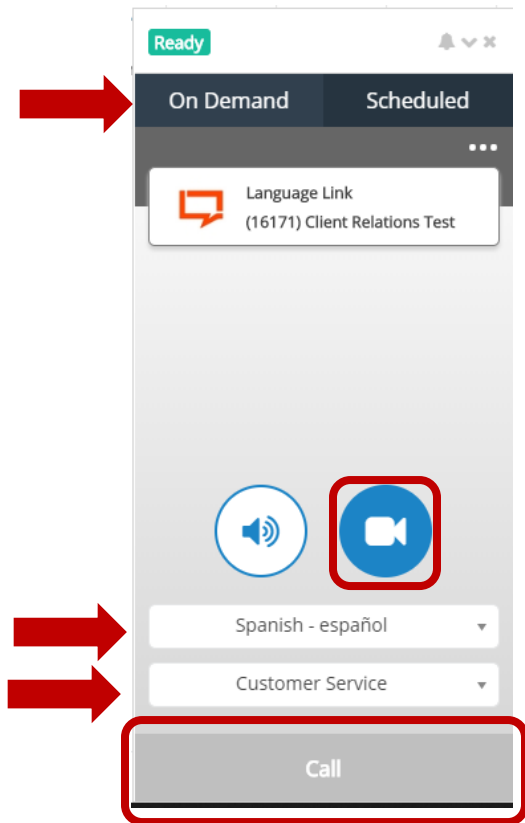
To Make an On Demand VRI Call:

Open the Caller by clicking on the *Phone* icon located on the top right of the screen.



Language Link VRI Users Guide

Once the caller is open, click on the *Video* icon, then click *On Demand* at the top of the caller. Select the language needed, along with interpretation type (Customer Service, Social Services, Medical, Legal, or Emergency) and click on *Call*.

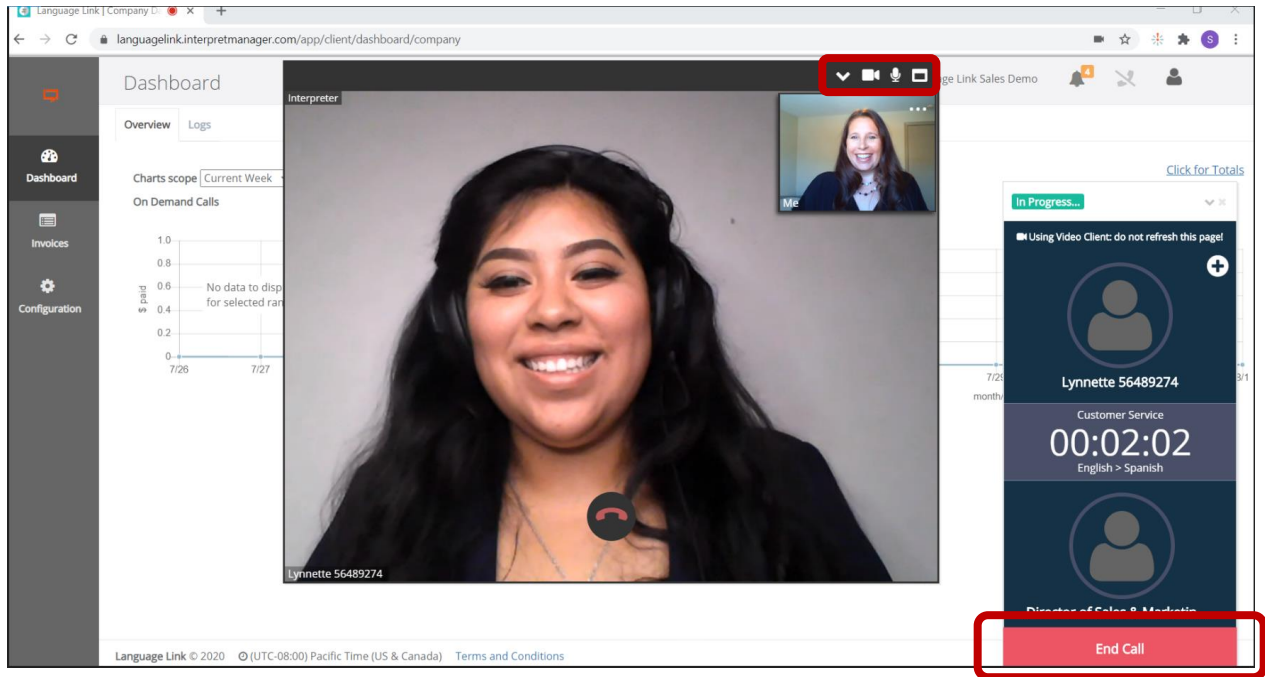


Language Link VRI Users Guide

The system will then start searching for an available interpreter.

Once the interpreter is connected, you will be able to see their video and they will be able to see your video. Please note, you must enable your camera and mic.

You have the ability to mute your audio or activate privacy mode which will hide your video.




Once your interpretation session is complete, click on *End Call* to disconnect.

Language Link VRI Users Guide

After each interpretation session, you have the ability to rate your experience.


Rate your Experience




Interpreter
Jose 93487816
Language Link
Duration: 02:12

Call details
ID: 89858930797
5/5/20 8:42 am
English > Spanish, Customer Service
Type: Video

Rating



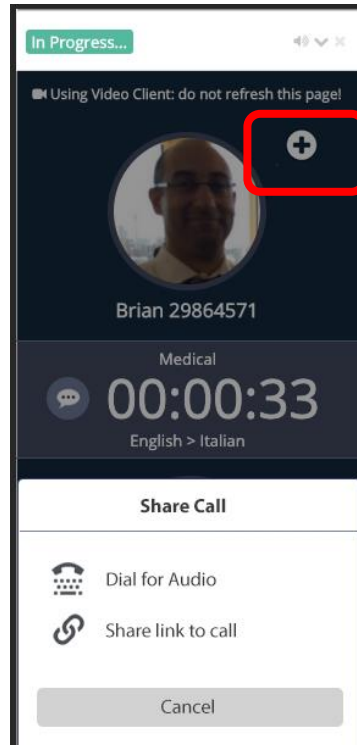
Call Quality



Adding Additional Participants:

The Language Link Caller has been updated to allow both clients and interpreters to add in additional parties to an ongoing call (maximum of 4 participants including the requestor and interpreter). These new call participants can join in through:

- Dial in option to have the member join through audio
- A shareable, unique link to join the call via video and/or audio only



Members of the ongoing call will still have control about who can join a call. When a new member attempts to participate in the call, current call members will have the option to admit or deny access.

A few key details to note:

- Unique meeting links will expire once the meeting has concluded

Dial For Audio:

The caller will continue to offer the opportunity to add a new party to the call using the phone number dial in option for audio and video calls. This dial in option will now be available on a client’s app caller as well.

Share Link to Call:

The caller will now be able to generate a unique link to an ongoing call for additional participants to use to join a call.

When shared, this link will send a new party member to a unique meeting join page. This page will provide the party member with the option to join an ongoing call via the landed web page or provide information on how to dial in. Additional participants can join the call with video and/or audio only options.

Language Link VRI Users Guide

Video Windows:

By default, the main video call window will default to focusing on the current speaker. Each participant will have the option to pin a specific participant to the main video window.

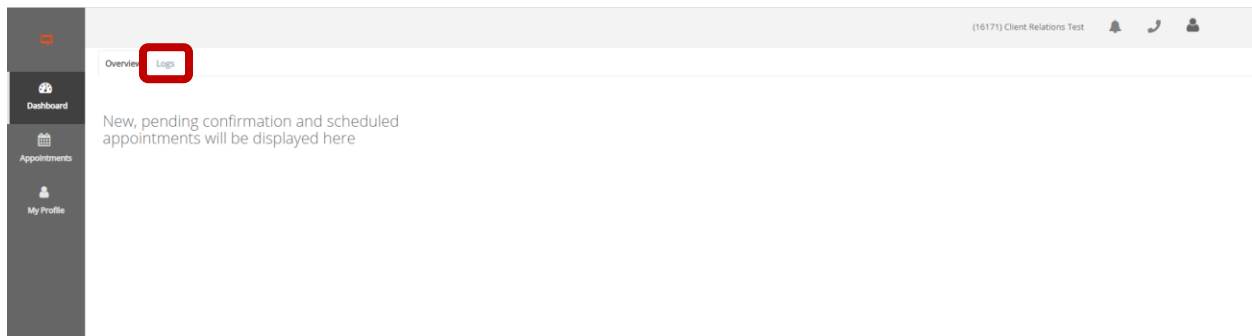
A notification pop ups will notify you of events during the call

Dashboard:

We offer the Dashboard, as a tool to track the usage on your account. To access the Dashboard, click on *Dashboard* in the Gray navigation bar on the left side of the screen.

This will bring up an overview of your VRI calls, based on the Charts Scope selected (current week, current month, last week, or last month).

To view the call logs, click on the *Logs* tab.



Language Link VRI Users Guide

This will bring up your call logs. You may select On Demand or Scheduled. You may also isolate based on Requestor, Date Range, and/or Call Status. You have the ability to download the call logs into a CSV file by clicking on the download button located to the top right of the screen.

Dashboard (16171) Client Relations Test

Overview Logs

On Demand Scheduled In Person

On Demand log

Date Range: 04/27/2020 - 05/04/2020

Call Status: All

Total call length: 00:00

Call Id	Call Status	Interpreter	Time	Interpreter Rating	Service	Type	Queue/Hold Time	Duration	Third Party	Third Party Duration
89547188061	Abandoned		5/4/20 3:11 pm		English to French / Customer Service	Video	6s	NA		

Appointments:

To view your scheduled VRI appointments, click on the *Appointments* in the Gray navigation bar on the left.

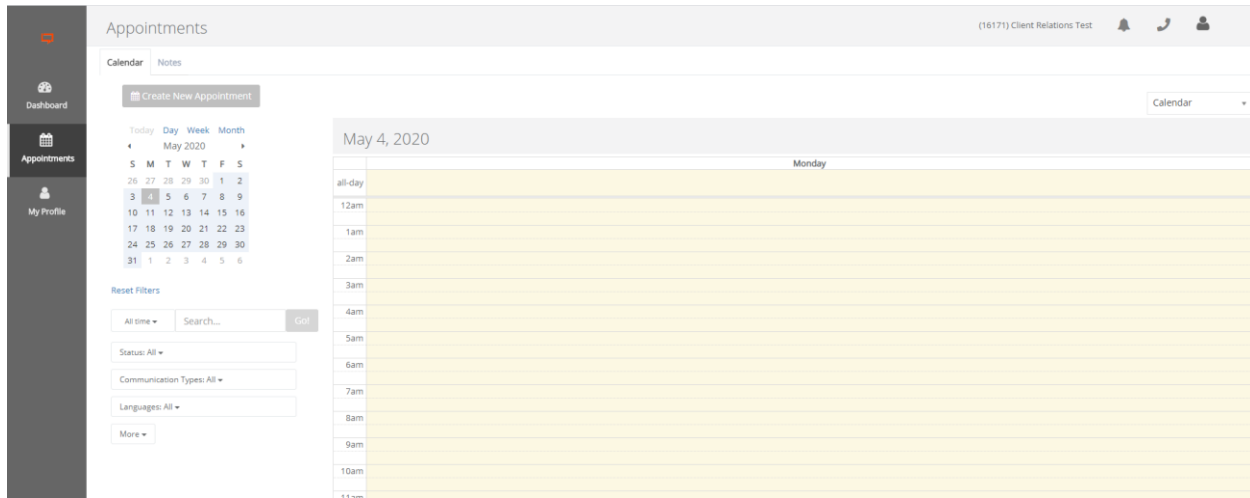
Dashboard (16171) Client Relations Test

Overview Logs

New, pending confirmation and scheduled appointments will be displayed here

Language Link VRI Users Guide

To pre-schedule a VRI appointment, click on Create New Appointment.



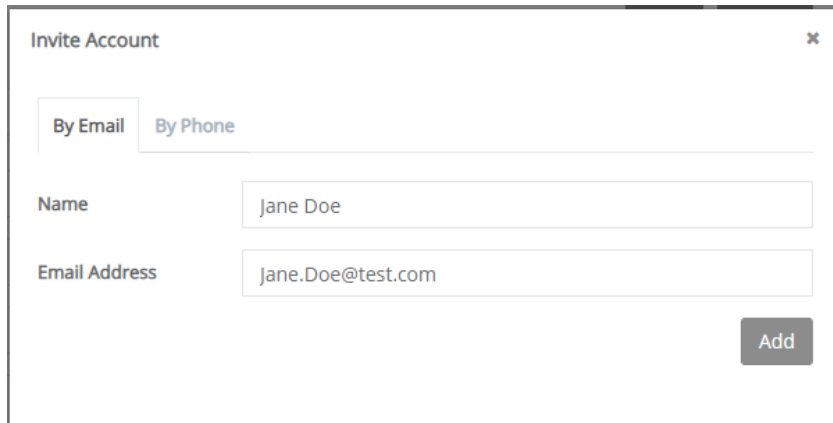
Enter the necessary appointment information. All fields marked with a red asterisk are required. All other fields are optional. Once all information has been entered click on Save. You will receive an email notification confirming the appointment(s) creation.

You may also invite up to 2 additional participants (4 total including the requestor and interpreter) to your prescheduled VRI call. Additional participants will receive an invite by email or SMS and can join the scheduled calls from their phone or the weblink without the need to download the VRI app. To invite additional participants to your prescheduled VRI call, click on the *Add* button next to the Invite List at the top of the form.

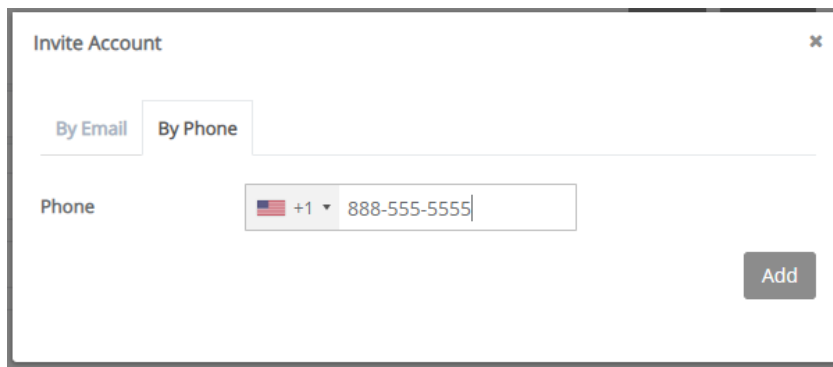
The screenshot shows the 'Create Appointment' form. At the top, it says 'Create Appointment' and 'Please provide the following information'. There are 'Save' and 'Cancel' buttons. Below this is an 'Invite List' section with a red box around a '+ Add' button. Underneath are two dropdown menus: 'Appointment Type *' with 'New/Initial' selected, and 'Requestor *' with 'Not specified' selected.

Language Link VRI Users Guide

Depending on which option you choose this will send an email or SMS notification to the participant.



The screenshot shows a dialog box titled "Invite Account" with a close button (x) in the top right corner. At the top, there are two tabs: "By Email" (which is selected) and "By Phone". Below the tabs, there are two input fields: "Name" containing "Jane Doe" and "Email Address" containing "Jane.Doe@test.com". A grey "Add" button is located at the bottom right of the dialog.



The screenshot shows a dialog box titled "Invite Account" with a close button (x) in the top right corner. At the top, there are two tabs: "By Email" and "By Phone" (which is selected). Below the tabs, there is a "Phone" input field containing a dropdown menu with a US flag and "+1", and the number "888-555-5555". A grey "Add" button is located at the bottom right of the dialog.

Additional participants will have the option to join the meeting with video and/or audio only.

Language Link VRI Users Guide

To Edit or Cancel the pre-scheduled appointment, locate the appointment in the calendar, click on it, and select *Open*.

Select *Edit* to edit the appointment. Once you have made the necessary changes, click on *Update*.

Update Appointment

Please provide the following information

Update
Close

Appointment Type *

Requestor *

Subject

Description

Language *

Service Delivery *

Service Classification

Communication Type *

Gender

Consumer Information

Consumer

Location

Suite/Room #

Date and Time *

Duration *

-

+

To cancel the appointment, click on the three dots to the right of the edit button and select *Cancel*. You will receive an email notification confirming appointment(s) cancellation.

Appointment Viewer
✕

New

(16171) Client Relations Test , CR Specialist Client Relations

05/15/2020, Friday 1:00 pm - 1:15 pm
(UTC-08:00) Pacific Time (US & Canada)

[Overview](#)
[Activities](#)
[Billing](#)
[Documents](#)

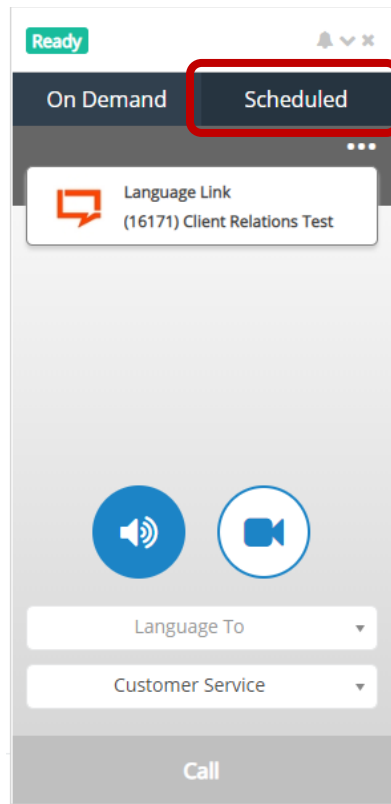
Edit Note ⋮

40446060771	ID	Interpreter (0/1)	Rating	Status	Time Conflict	Distance (mi)
	40446060771					
	Delivery	Scheduled Video Interpreting				
	Requirements	1 English-Spanish Interpreters(s)				
	Priority	Regular				
	Service Delivery	Customer Service				
	Consumer	Not Applicable				
	Recurrence	One Time				
	Notes					
	Location					
	Suite/Room					

Language Link VRI Users Guide

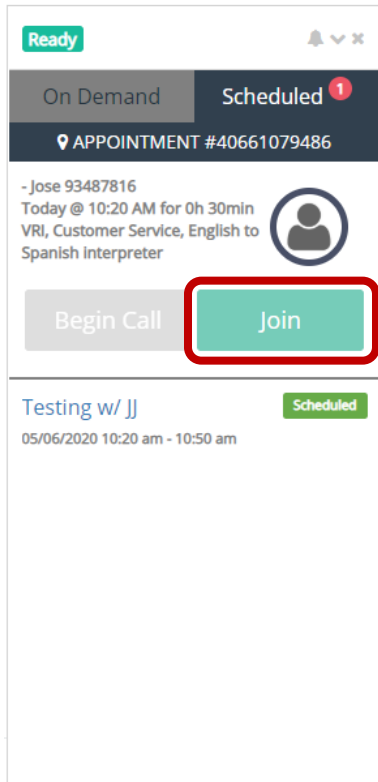
Connecting to Pre-scheduled VRI Appointments:

Open the Caller and click on *Scheduled*.



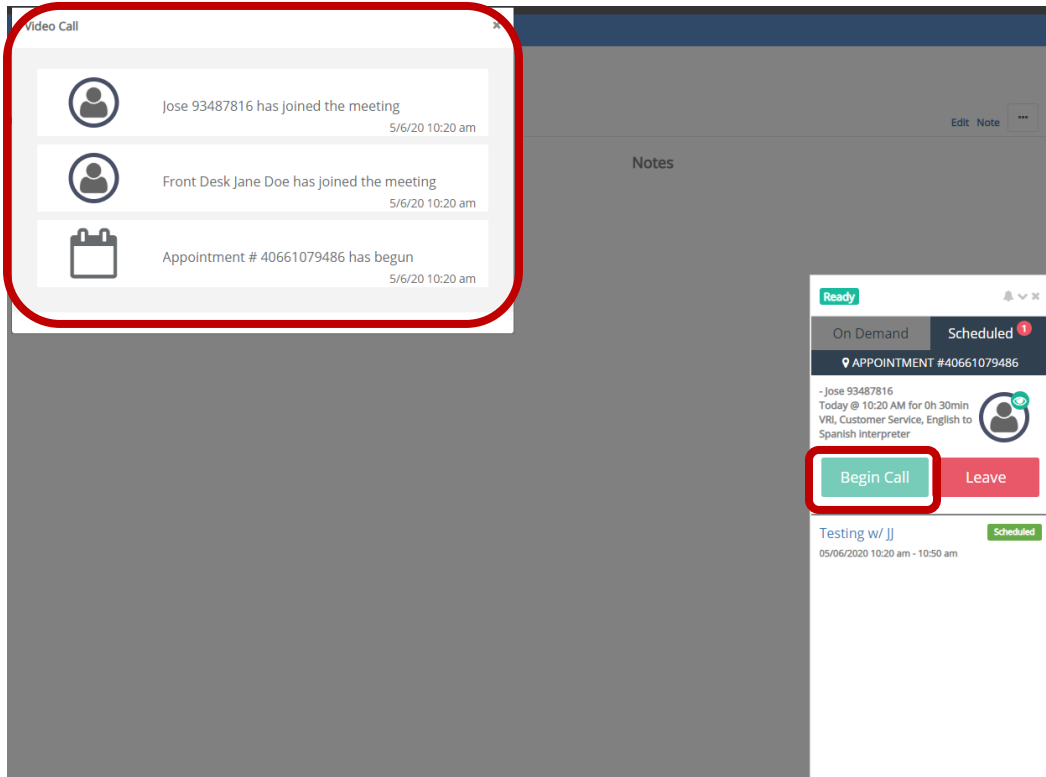
Language Link VRI Users Guide

Click on *Join*.



Language Link VRI Users Guide

You will be able to see the log of activity. Once the scheduled interpreter has joined the meeting, you may begin the call by clicking *Begin Call* and you will be connected with the interpreter.



For questions or assistance, please contact our Client Relations Team:

ClientRelations@Language.Link

Toll Free: 855-579-2704