

Getting started with InterpretersLive!

Corporate Clients

Follow our step by step guide to get connected to a remote BSL Interpreter.



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What is Video Relay Service (VRS)



How does it work?

Calls can be initiated by the organisation or the Deaf person. Once connected, one of our video Interpreters, will make the onward call via telephone (to an organisation) or video (to a Deaf person) and conduct an interpreted call.

To make a call:

- You will be provided with a unique link to our InterpretersLive! service
- This link will be added to locations on your website
- Deaf callers will visit your website and click on the link to be connected to a qualified BSL Interpreter
- The Interpreter will make a voice call to your organisation



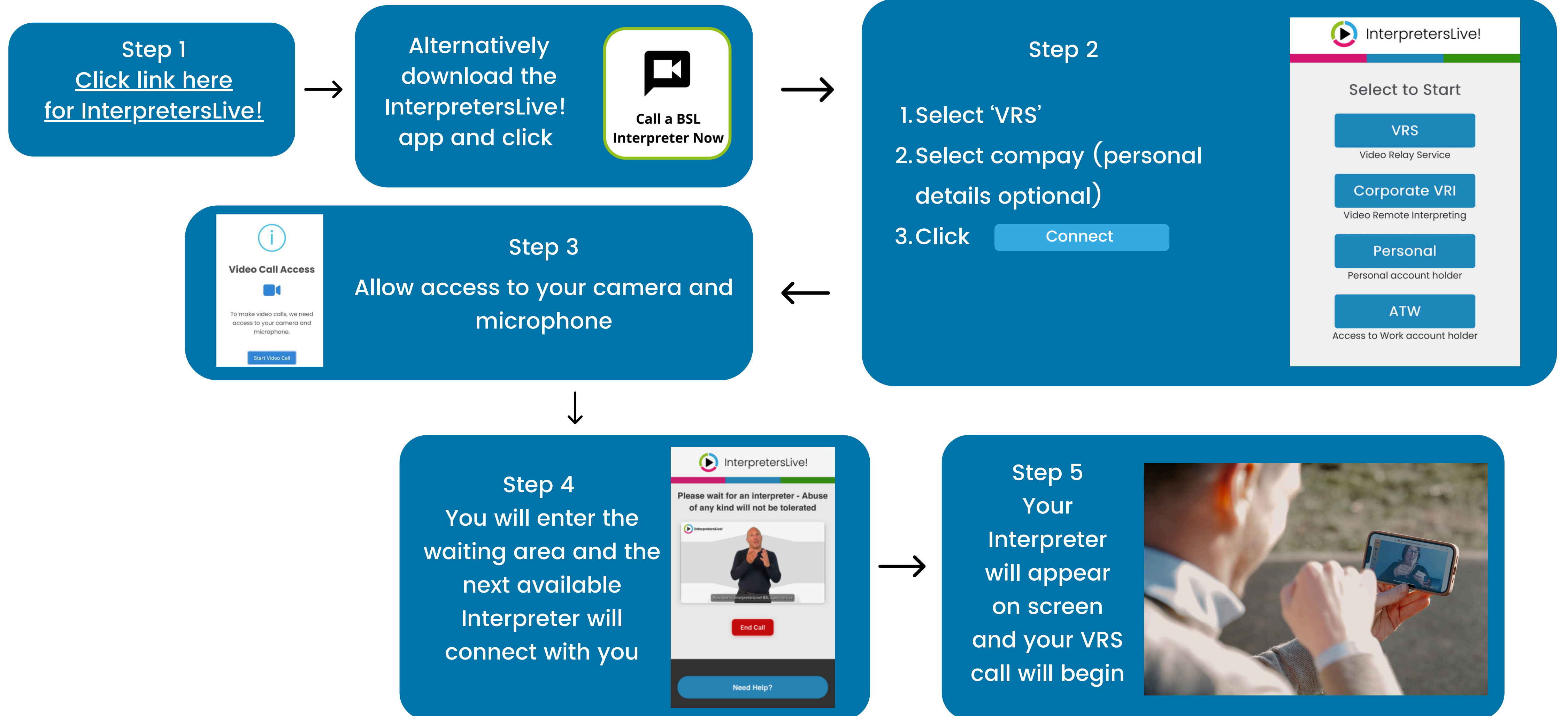
Calling a Deaf person back: Reverse VRS

How does it work?

InterpretersLive! offers a reverse VRS service whereby a hearing person can call a Deaf person back through the on-demand service. The hearing person initiates a call to the InterpretersLive! service, informing the Interpreter of the Deaf person they wish to contact and the Interpreter can connect a video call to the Deaf person.

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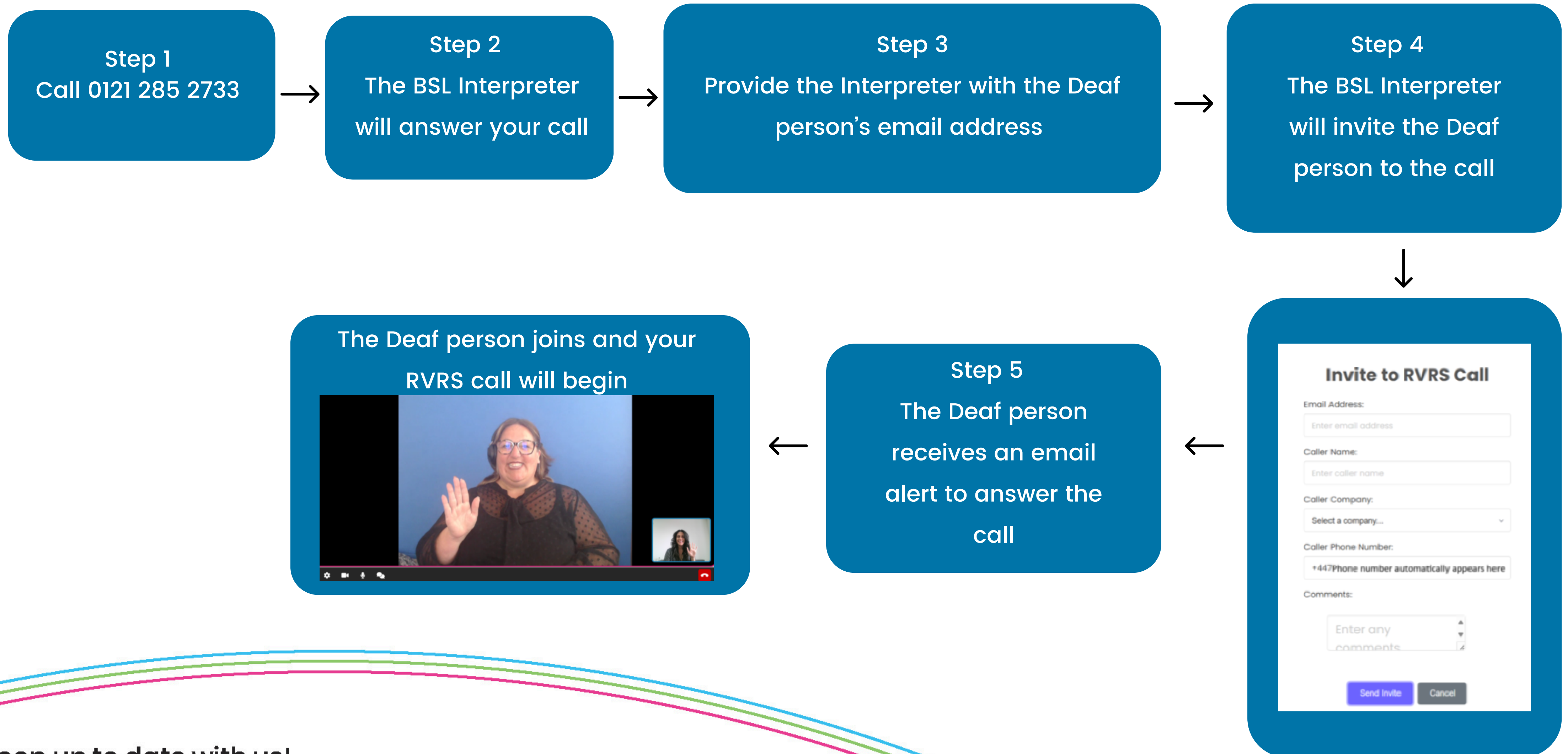
Making a Video Relay Service (VRS) call



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Calling a Deaf person back: Reverse VRS

The main difference here is that a hearing person initiates the call to a Deaf person. The interpreter then connects the Deaf person through VRS and the conversation takes place in real time.



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What is Video Remote Interpreting (VRI)



How does it work?

The Deaf customer, client or employee will be able to communicate with you in-person, via a live BSL video interpreter, using a device that has access to camera, microphone and internet connection. The device is to be placed in front of the Deaf person, who will sign to the Interpreter who will enable smooth communication between the Deaf and hearing person facilitating communication between spoken English and sign language.



Video Interpreter Window Stickers

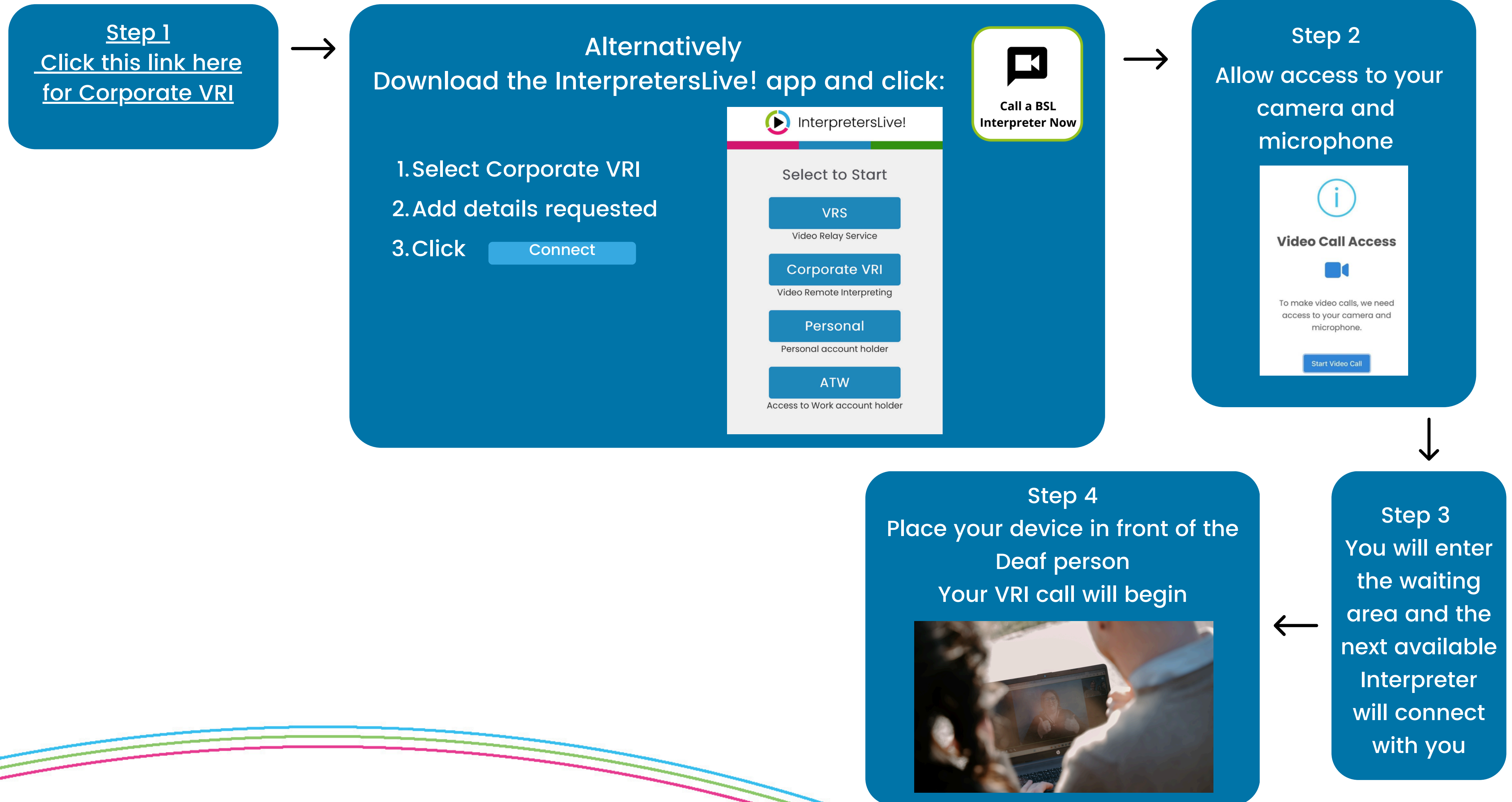
All InterpretersLive! clients are provided with window stickers, so that Deaf people using your services, are made aware there is a video BSL service available. By the scanning the QR code you can connect to an Interpreter who will facilitate communication between a Deaf and hearing person.

This is only provided to customers who use VRI services.



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Making a Video Remote Interpreted (VRI) call



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Minimum Device Requirements

Operating system

Make sure your device is running the latest version of iOS, macOS, Windows, Android, Linux.

Browser compatibility

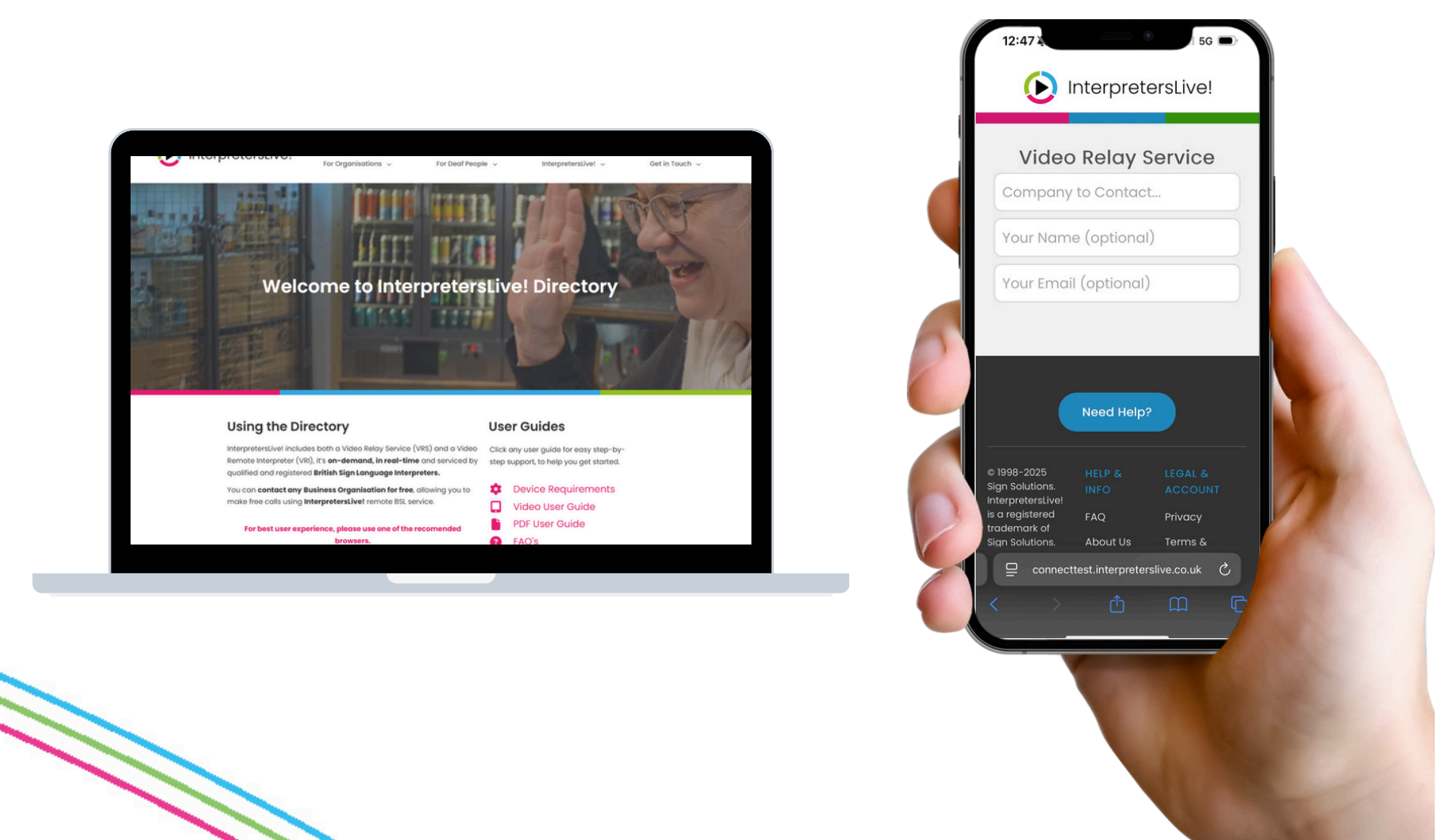
Make sure your device is running the latest version of Chrome, Safari or Edge (Chromium)

Bandwidth

Make sure you are using 4g or 5g data plan or have a minimum internet speed of 1.5MB

Always allow access to your camera and microphone

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Suitable uses

On-demand video interpreting is an ideal method of communication, however it may not be suitable in all situations.

Suitable

In-person interactions

Emergency appointments e.g.
housing crisis

Short appointments less than 45min

One to one meetings e.g. staff reviews,
interviews, general catchups

You can access our InterpretersLive!
service, on any smart device with internet
connection.

Download on the App Store or Google Play.



Unsuitable

A visual impairment whereby
the Deaf person struggles to see

The Deaf person has limited BSL
skills or it is not their first language

Scenarios that require high levels of interaction,
such as those with multiple people and less formal turn-taking rules

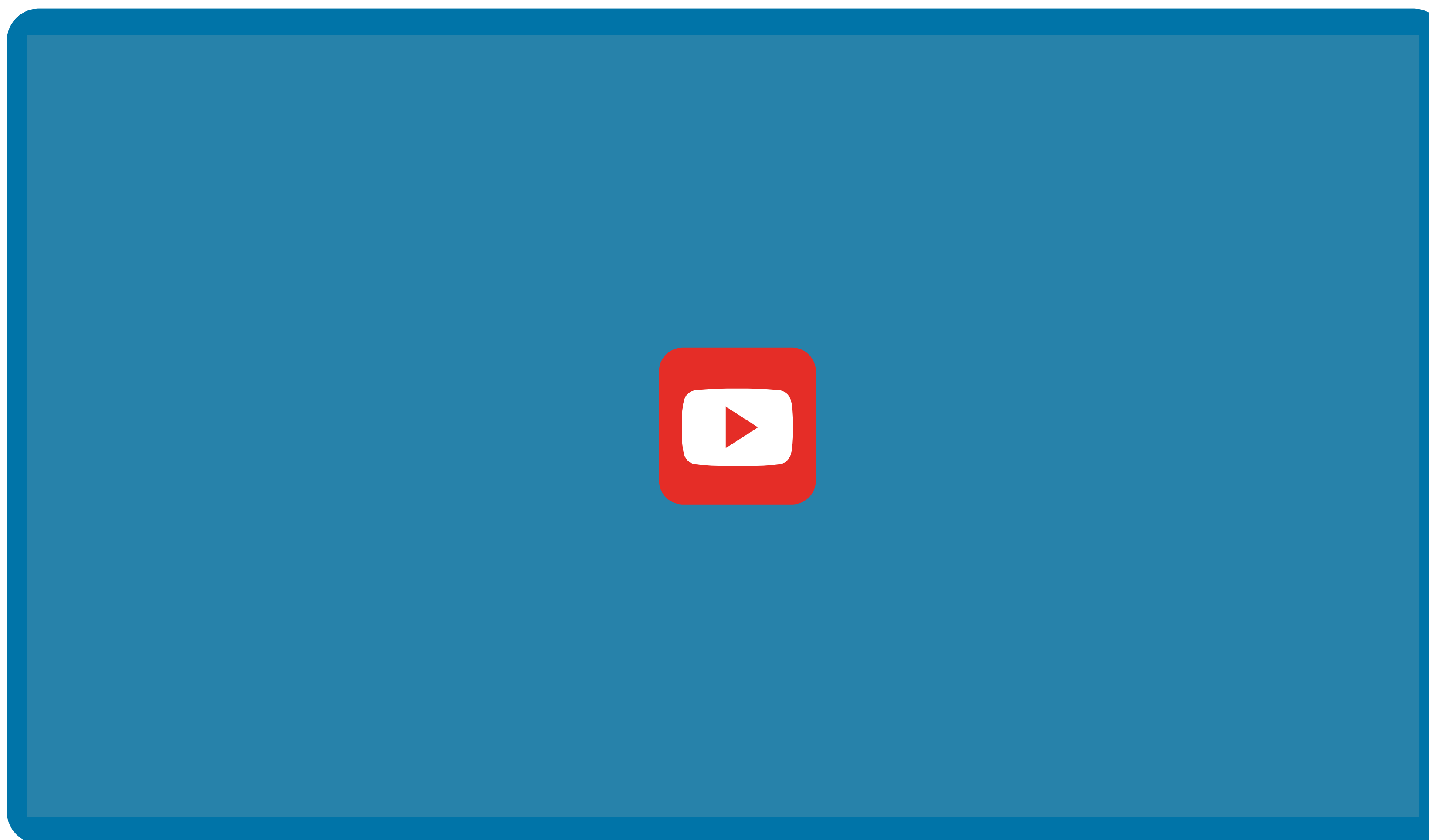
Mental health – emergency assessments,
or discharge assessments or tribunals

Legal – some court hearings, tribunals,
or disciplinary hearings

Poor internet connection

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Video Relay Service (VRS) Demo video



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I need a BSL Interpreter urgently, what do I do?

BSL Interpreters are available on-demand via the weblink we provided for your organisation or you can pre-book BSL Interpreters into any video platform.

Just contact us and we can provide the email address of the booked interpreter for you to invite to your virtual session.

How do I request a BSL Interpreter or another service?

<p>Whatsapp</p>  <p>07816 217 228</p>	<p>Email</p>  <p>bookings@signsolutions.uk.com</p>	<p>BSL video</p>  <p>online</p>	<p>Phone</p>  <p>0121 447 9620</p>
<p>BSL video interpreter</p>  <p>online</p>	<p>live chat</p>  <p>online</p>	<p>Booking form</p>  <p>online</p>	<p>Communication cards</p>  <p>online</p>

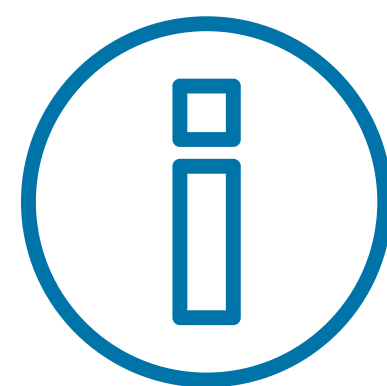
Urgent or immediate support call 0121 447 9620

www.signsolutions.uk.com/how-to-book/

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Our top tips when using InterpretersLive!

Know your caller



Hard of hearing

- Spoken English is their primary language
- More likely to wear hearing aids
- Relies on lipreading
- May speak well but be unable to hear speech well
- May have lost their hearing after they learned to speak (post-lingual)
- May use an amplification device to use the phone or mobile
- May benefit from a qualified lipspeaker



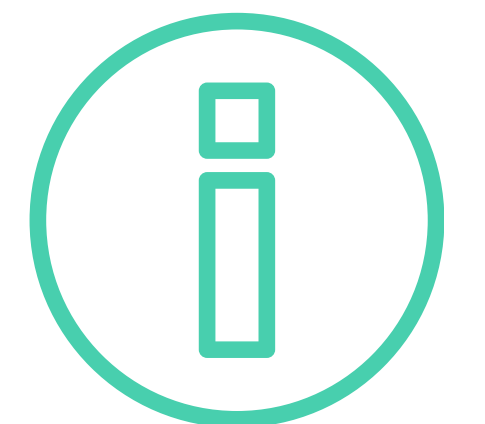
Sign Language User

- Sign language is their primary language
- Sign language is structured differently to English, so:
 - Sign language users may have limited English
 - This also applies to reading and written English
- Some deaf people may use a sign language from another country, so use BSL as a second or other language
- Would need a BSL Interpreter to communicate

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Communication Tips

1. The BSL interpreter will introduce the deaf client, then voice their sign language.
 - a. E.g. "This is ***** and I am speaking to you through a BSL interpreter"
2. Always speak to the client and NOT the interpreter
 - a. **Do say** - "What is your call regarding?"
 - b. **Don't say** - "Ask him / her what the call is regarding?"
3. The interpreter will speak in the first person, using "I / me" when speaking on behalf of the deaf client
4. Expect a time delay (lag) during interpreted conversations, you will experience longer pauses than in a two-way conversation
5. Frequent interruptions can make the conversation difficult to understand. Please be patient and allow the BSL interpreter to facilitate smooth communication
6. Everything you say will be relayed to the client and vice versa. Please do not ask interpreters to withhold information, as this is a breach of their code of conduct
7. When the call is completed, just hang up as usual. Your call time is automatically recorded
8. To call a deaf client, please dial **0121 285 2733** You will be connected to an interpreter who will attempt to contact the client via video. If the call is not answered, the deaf client will receive a missed call notification alerting them that contact was attempted



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Working with video sign language Interpreters

To work successfully alongside sign language Interpreters, there are a few useful tips to help you and your Deaf client get the best from any interactions.

Preparing for an on-demand video call:

1. Ensure that your booked time and date is confirmed
2. Make sure all your equipment is working - allow access to your camera and mic and ensure your device is fully charged
3. Ensure you have access to a stable broadband or WIFI connection
4. Reserve a private space or room for your call
5. Check the space is well lit
 - a. Avoid sitting with a window behind you - to reduce shadows which will make your face more difficult to see
 - b. Close blinds to reduce strong sunlight
 - c. Try to position yourself, so your face is well lit on the screen
6. Reduce background noise and interruptions by closing windows, doors and turning off any noisy appliances Eg. air conditioning
7. Arrive a few minutes early to ensure you have time to complete the actions above
8. The interpreter is not allowed to offer opinions or be part of the conversation, so please don't ask
9. Everything you say will be interpreted and vice versa
10. Please stay on the call / video for the duration of the session
11. Use our additional guidance to get the most from this service

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Feedback

InterpretersLive! is provided by Sign Solutions and is available on-demand 24/7, 365.

If you have any feedback on the service, we welcome this through the [HowDidWeDo](#) app or through emailing interpreterslive@signsolutions.uk.com.

All feedback will be used to improve the service and technology.

If you have any queries or concerns about InterpretersLive! service, please get in touch with you friendly team!



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