FAQS: ACCESSING YOUR ACCOUNT

I forgot my access code. What do I do?

If you forget your access code, please contact clientrelations@linguava.com, or your account manager for your Linguava account. If you don't know who your account manager is, another option is to contact us at clientrelations@linguava.com and we'd be happy to help.

For security purposes, you will be asked for your organization's Linguava customer code — the letter or number combination that you give Linguava any time you call us.

What do I do if I have problems logging in?

Double-check that you've entered your access code correctly. The access code is case sensitive and specific to your organization or location.

If you're still having problems, email us at clientrelations@linguava.com or 503-265-8515 option 5, and we'd be happy to help.

Additional Questions?

Should you have any additional questions, or need additional documentation, please reach out to you dedicated Account Manager, or Linguava:

- Phone: 503-265-8515 option 5
- Email: clientrelations@linguava.com

FAQS: TECHNICAL AND SECURITY REQUIREMENTS

Is LinguavaVRI secure?

Yes, the LinguavaVRI platform is HIPAA compliant and features robust security measures.

What are the minimum system requirements for a session?

Minimum System Requirements

- Memory (RAM): 4 GB
- Bandwidth: 500 kbps down / 800 kbps up for 2-party video calls; 1000 kbps down / 1600 kbps up for 3-party video calls; 1500 kbps down / 2400 kbps up for 4-party video calls
- Firewall Ports: TCP 443, 17990, 17992, 1025-2048, 5060-5061; UDP 443, 50000-65535
- HD Resolution: Graphics capabilities that support HD resolutions on one or more displays
- No software installation or local storage required

What devices are recommended?

LinguavaVRI is a web-based platform that can be accessed using any device, but we recommend using a device with a larger screen, like a laptop, computer, or tablet.

Additional Questions?

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FAQS: CONNECTING TO AN INTERPRETER

How do I add a third party into my Audio-Only interpreting session?
To add a third party into an Audio-Only Call you must place your call by selecting Other 200+ Audio Languages when choosing your language on the home page, even if you need a language listed in the platform.

If you connect to an interpreter without speaking to a Linguava agent and you need to add a third party to your Audio-Only Call, you will need to disconnect and reconnect following these steps:

- Select Other 200+ Audio Languages when choosing your language on the home page, even if you need a language listed in the platform. This option will automatically direct your call to a Linguava agent, who will need to input the phone number into our system before you reach an interpreter.
- When the agent answers, let them know what language you need and to add a third party into the call.
- The agent will ask for the number of the party you want to reach, enter the number into our system, and connect you with an interpreter.
- Once the interpreter is connected, the agent will drop off the call.
- Note: You'll hear voice prompts after the agent drops off the call to pave the way as you move through the process.
- Tap the Dial Pad icon in the bottom right corner.
- After briefing your interpreter, you can press # at any time using the dial pad, and our system will dial the number of your third party automatically.
- Visit our website for more information on our third-party dial-out process.

Additional Questions?

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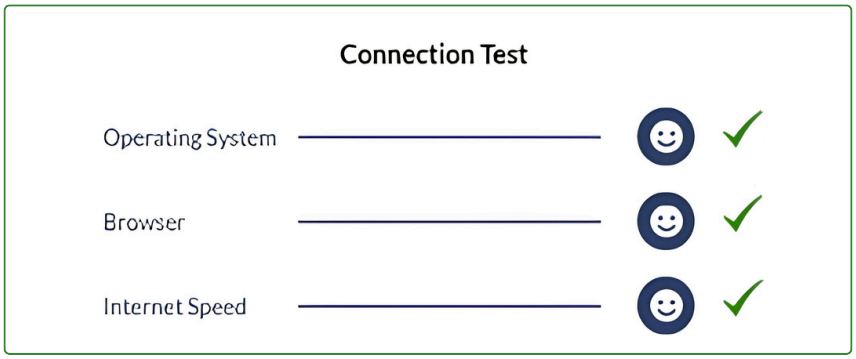
FAQS: VIDEO AND AUDIO QUALITY

What if I'm having connectivity issues (gray screen, one-sided video and/or audio issues, choppy video, frozen screen, etc.)?

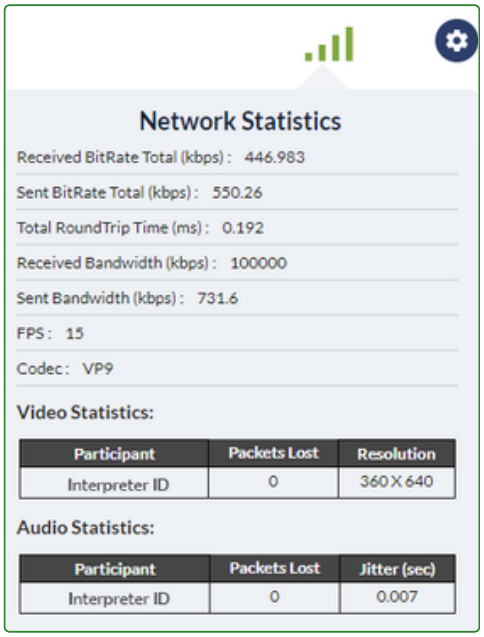
Please keep in mind that our solution requires 500 kilobits per second (kbps) or .5 megabits per second (Mbps) to operate smoothly.

If you're experiencing one of these issues (gray screen, one-sided video and/or audio issues, choppy video, frozen screen, etc.), you likely do not have enough bandwidth to conduct a video session.

You can test your bandwidth, or internet speed, before connecting to an interpreter by clicking the gear icon in the upper right-corner of your screen, selecting Customer Support, and then Connection Test.



If you're experiencing connectivity issues during an interpreting session, you can check your bandwidth by clicking the green bar icon in the upper right-hand corner of your screen. This will pop open your network statistics. Your Sent Bandwidth (kbps) should be over 500 kbps (for a 1:1 session). If it isn't, please contact your IT Department for assistance.



FAQS: VIDEO AND AUDIO QUALITY

I can hear the interpreter, but I can't see the interpreter on the screen. What do I do?

First, check your internet connection. Your internet connection might not be fast enough to support live video. Please keep in mind that our solution requires 500 kilobits per second (kbps) or .5 megabits per second (Mbps) to operate smoothly.

You can check your bandwidth, or internet connection, by clicking the green bar icon in the upper right-hand corner of your screen. This will pop open your network statistics. Your Sent Bandwidth (kbps) should be over 500 kbps (for a 1:1 session). If it isn't, please contact your IT Department for assistance.

Next, be sure the internet browser you are using is supported. The following internet browsers are compatible with our solution:

- Apple devices (MacBook, iPad, iPhone): Safari
- PC running Windows OS: Google Chrome, Microsoft Edge
- Android devices (smartphones and tablets): Google Chrome

Confirm you have granted your internet browser permission to access your device's microphone and camera. Click the microphone and camera icons on the bottom of your screen to verify.

What should I do if I can't see myself in the preview window?

Follow these steps to ensure you are set up and ready for a video session:

- Make sure you are making a video call and not connecting to an interpreter via audio.
- Confirm you are using a compatible browser:
  - -Apple devices (MacBook, iPad, iPhone): Safari
  - -PC running Windows OS: Google Chrome, Microsoft Edge
  - -Android devices (smartphones and tablets): Google Chrome
- Double-check that you have a camera embedded in or connected to your computer.
- Make sure you have granted your browser permission to access your device's camera and microphone. Click the microphone and camera icons on the bottom of your screen to verify.

I can't hear the interpreter. What should I do?

Follow these steps to make sure you are set up and ready to talk to an interpreter:

- Confirm your speakers are turned on.
- Confirm the volume is loud enough to hear.
- Check your internet connection. Your internet connection might not be fast enough to support live video. Please keep in mind that our solution requires 500 kilobits per second (kbps) or .5 megabits per second (Mbps) to operate smoothly.

FAQS: VIDEO AND AUDIO QUALITY

You can view your bandwidth during an interpreting session by clicking the green bar icon in the upper right-hand corner of your screen. This will pop open your network statistics. Your Sent Bandwidth (kbps) should be over 500 kbps (for a 1:1 session). If it isn't, please contact your IT Department for assistance.

I'm experiencing audio quality issues (garbled voice, etc.). What do I do?

If you're having audio quality issues (garbled voices, etc.), you are probably experiencing network connectivity issues. Your internet speeds might not be fast enough to support a session.

You can test your bandwidth before connecting to an interpreter by clicking the gear icon in the upper right-corner of your screen, selecting Customer Support, and then Connection Test.

To view your bandwidth during an interpreting session, click the green bar icon in the upper right-hand corner of your screen. This will pop open your network statistics. Your Sent Bandwidth (kbps) should be over 500 kbps (for a 1:1 session). If it isn't, please contact your IT Department for assistance.

How does the chat feature work?

The chat feature allows the involved parties to send and receive text-based messages. The chat works in real time; when you see your message on the chat screen, the receiver of the message will be able to see it, too.

When a message has been sent over chat, a blue number will appear on the receiver's chat window that corresponds with the number of messages the sender sent. If you do not see a response, remind the receiver to check their chat window to view your message.

Additional Questions?

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