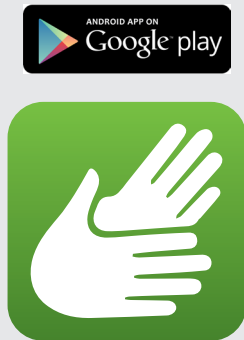


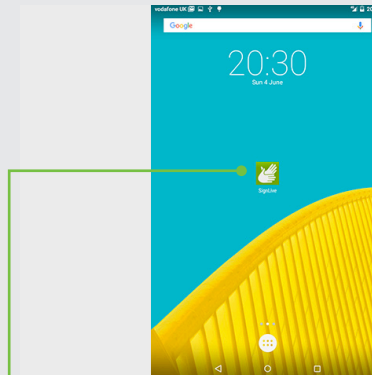
# HOW TO USE THE **SIGNLIVE VIDEO INTERPRETING SERVICE**

## 1. OPEN ITUNES TO DOWNLOAD APPS



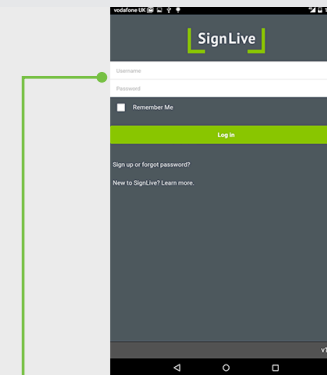
Search for 'SignLive' or use the link:  
<https://play.google.com/store/apps/details?id=com.signlive.mobile.android>

## 2. SEE THE SIGNLIVE ICON?



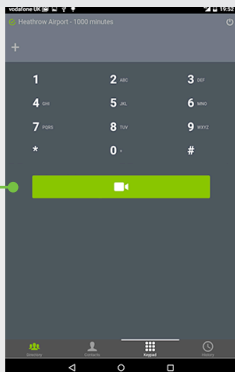
Click to open.

## 3. THIS IS THE LOGIN SCREEN



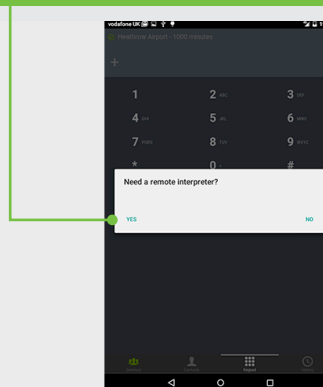
Type your **Login name and Password** here.

## 4. THIS IS THE DIALING SCREEN



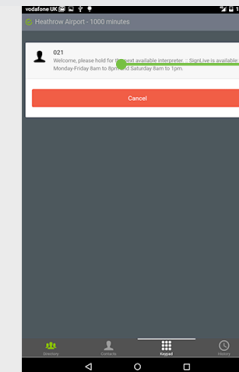
- To connect to an interpreter, just press the big green button.
- If you are in a noisy environment, press the + button and dial a nearby phone. The interpreter will call this phone number to ensure that you have a clear connection.

## 5. CLICK YES!



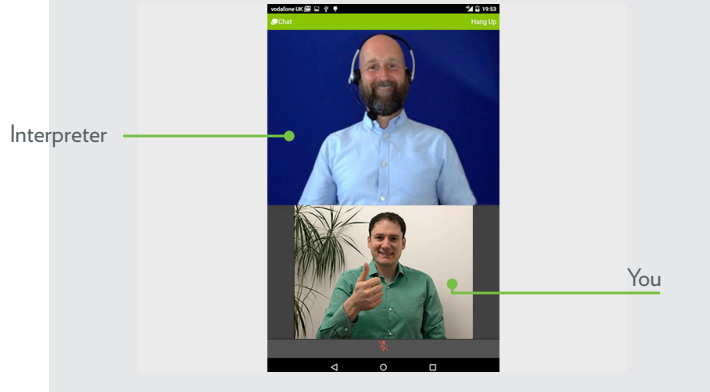
- You are nearly connected! Just click 'yes'...

## 6. WELCOME / HOLDING SCREEN



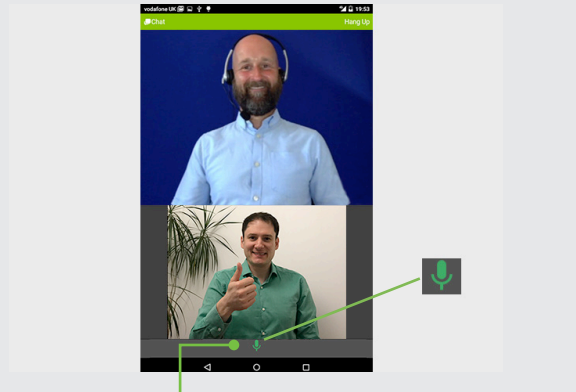
- You will be placed in a queue
- A message will come up saying "Welcome, please wait for the next available interpreter"
- You will be in a queue for approximately 45 seconds. (This can be up to 3 minutes at peak times.)

## 7. THIS IS YOUR INTERPRETER



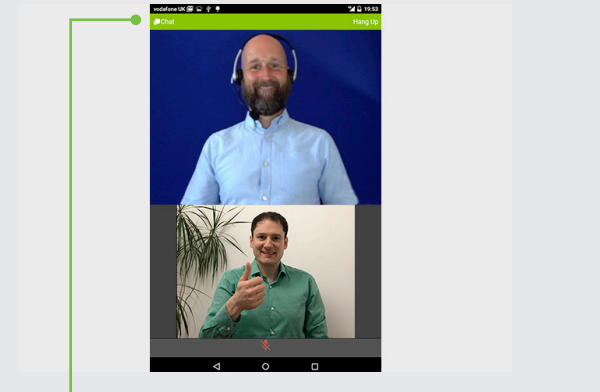
- The remote interpreter comes on. Wave!
- See the red microphone icon? This means the interpreter cannot hear you yet.

## 8. TURN THE MICROPHONE ON



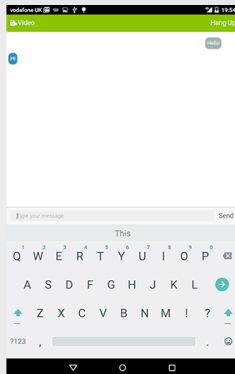
- Press the microphone icon to turn it on.
- Please wait 5-10 seconds to connect.
- Say "hello" to the interpreter!

## 9. TEXT CHAT OPTION



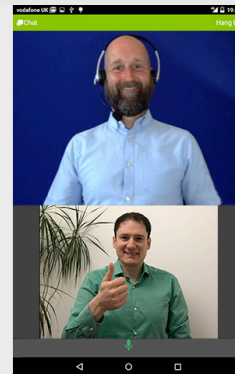
- Another on-screen option is text chat. Press here to bring it up.

## 10. TEXT CHAT



- You can use text chat at any time during the call.
- Text chat is suitable for:
  - Addresses
  - Long numbers i.e. phone, bank details
  - Passwords
  - Other difficult to spell words

## 11. ENDING CALLS



- To end the call, press the 'Hang up' button here.

## 12. SUPPORT



Contact us anytime for technical support

CALL: 0131 510 4705

EMAIL: [techsupport@signlive.co.uk](mailto:techsupport@signlive.co.uk)

Support available 24 hours Mondays to Fridays