

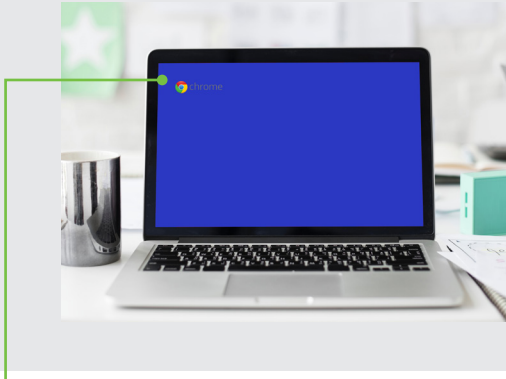
# HOW TO USE THE **SIGNLIVE** INTERPRETING SERVICE

## 1. TURN ON THE LAPTOP



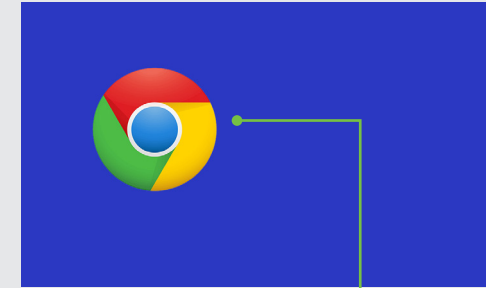
- Lift up the screen and turn the laptop power on.

## 2. LAPTOP LOGIN



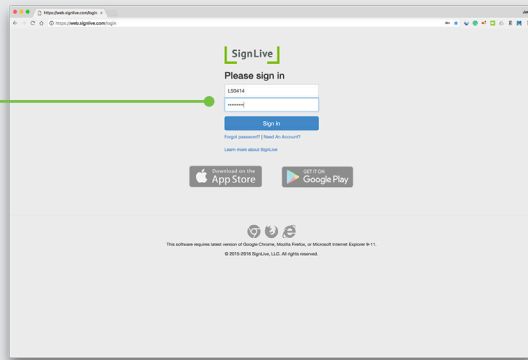
- Once the computer has started up, it will need open Google chrome.

## 3. THIS IS THE LOGIN SCREEN



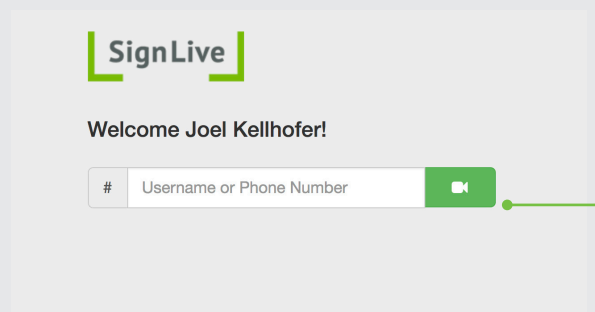
- Open Google chrome manually and enter <https://web.signlive.com> and display the SignLive login screen.

## 4. THIS IS THE DIALLING SCREEN



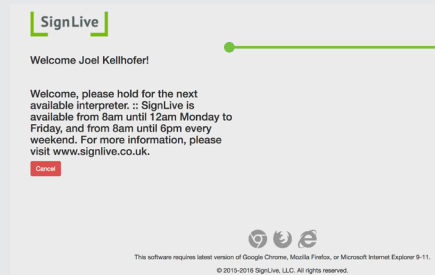
- Enter the SignLive username and password for your login:
  - Username: \*\*\*\*\*
  - Password: \*\*\*\*\*
- Press 'sign in'

## 5. CLICK GREEN BUTTON!



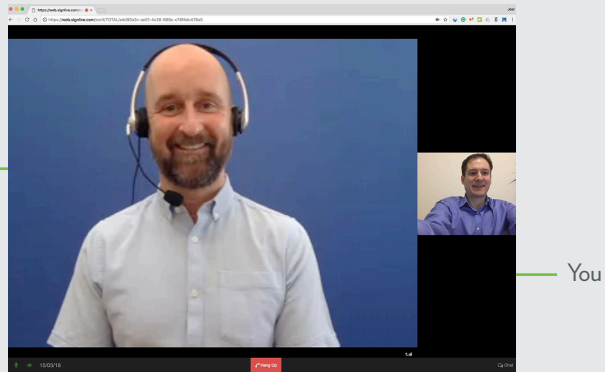
- To connect to an interpreter, just click on the green button
- If you need to have a private conversation you can type in your phone number which the interpreter can ring. This means conversations can happen through a phone instead of speakers

## 6. WELCOME / HOLDING SCREEN



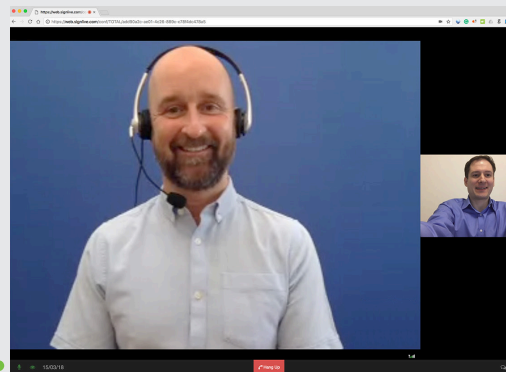
- You will be placed in a queue.
- A message will come up saying **“Welcome, please wait for the next available interpreter.”**
- You will be in a queue for approximately 20 seconds (up to 3 minutes).

## 7. THIS IS YOUR INTERPRETER



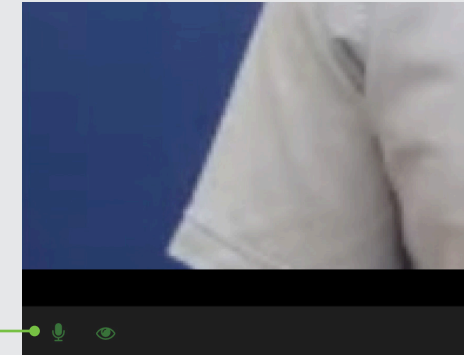
- The remote interpreter comes on. Wave!
- The interpreter cannot hear you yet, so touch the screen to bring up some options.

## 8. THREE ON-SCREEN OPTIONS



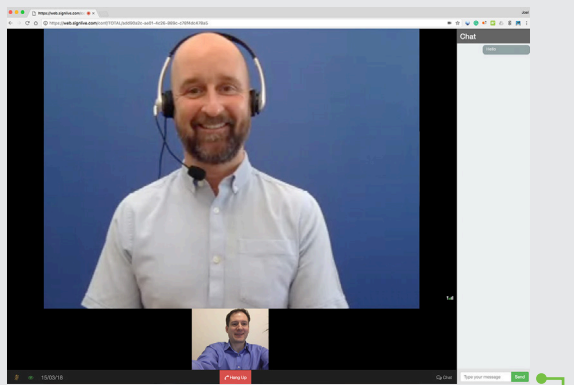
- Two options:
  - Microphone **off** or **on**
  - Text chat off or on

## 9. TURN OFF MUTE FUNCTION



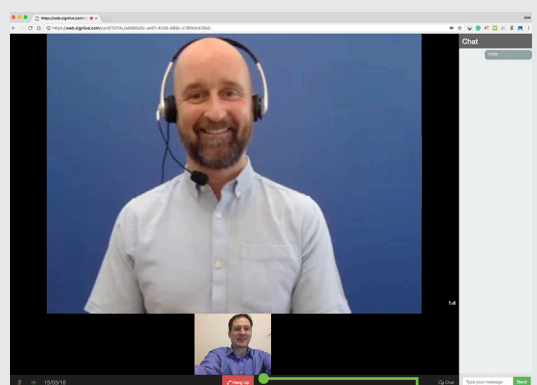
- The microphone is automatically set to **off**.
- Press the button to switch it **on**. A green light means it is active.
- Wait 5 seconds to connect, or until you hear a beep.
- Now the the interpreter can hear you. Say hello!

## 10. TEXT CHAT



- You can use text chat at any time in the conversation.
- Text chat is suitable for:
  - Addresses
  - Long numbers e.g. phone, bank details
  - Passwords
  - Difficult to spell words

## 11. ENDING CALLS



- To end a call press the **big red button**.

## 12. SUPPORT



You can access an online BSL interpreter  
Monday - Friday 8:00am - 12:00pm  
Saturday - Sunday 8:00 am - 6:00pm

Contact us anytime for technical support

CALL: 0330 822 0288

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

For any other queries please contact

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