

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

1. OPEN ITUNES TO DOWNLOAD APP



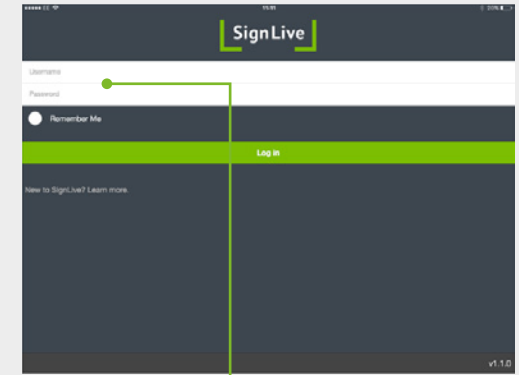
- Search for 'SignLive' or use the link:
<https://itunes.apple.com/gb/app/signlive/id1021928698?mt=8>

2. SEE THE SIGNLIVE ICON?



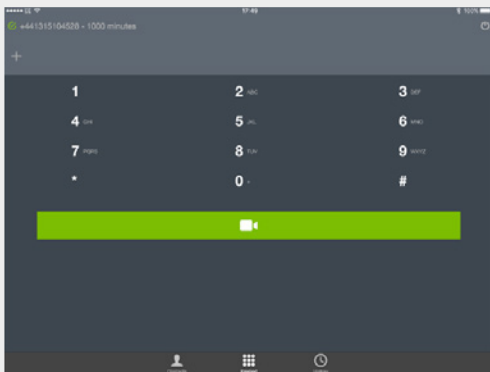
- Click to open

3. THIS IS THE LOGIN SCREEN



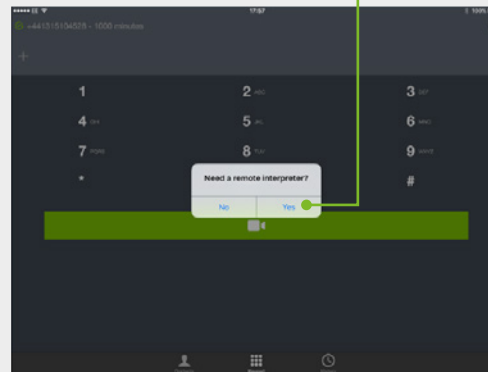
- Type your **Username** and **Password** here.
- **USERNAME:** ***** **PASSWORD:** *****

4. THIS IS THE DIALLING SCREEN



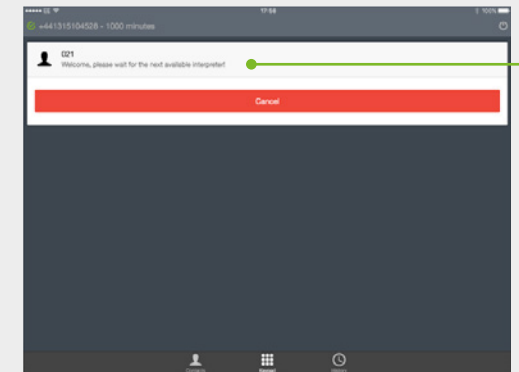
- **To connect to an interpreter, just press the green button.**
- If you are in a noisy environment, use headphones or dial a nearby phone (e.g. your mobile) so the interpreter can hear you clearly.
- If you want to dial out, press the "+" button at the top and dial the phone number you want to call.

5. CLICK YES!



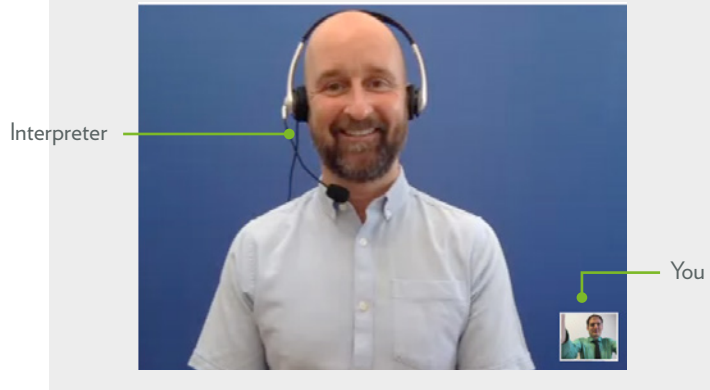
- You are nearly connected! Just click yes...

6. WELCOME / HOLDING SCREEN



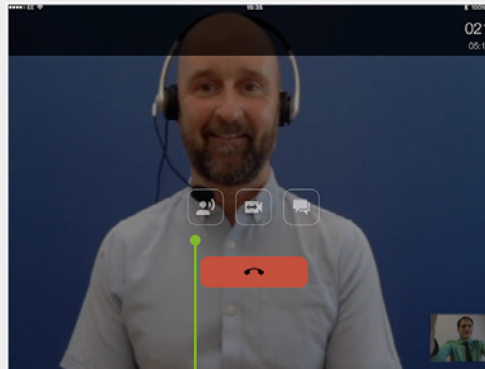
- You will be placed in a queue.
- A message will come up saying "Welcome, please wait for the next available interpreter."
- You will be in a queue for approximately 45 seconds (up to 3 minutes).

7. THIS IS YOUR INTERPRETER



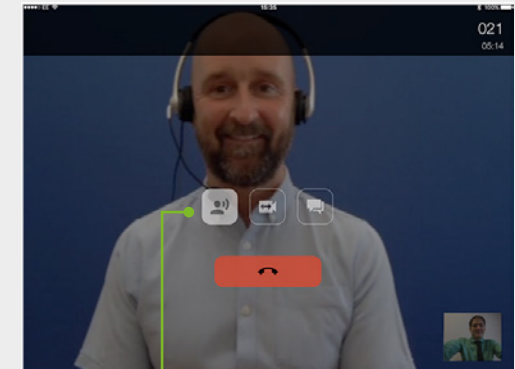
- The remote interpreter comes on. Wave!
- The interpreter cannot hear you yet, so touch the screen to bring up some options.

8. THREE ON-SCREEN OPTIONS



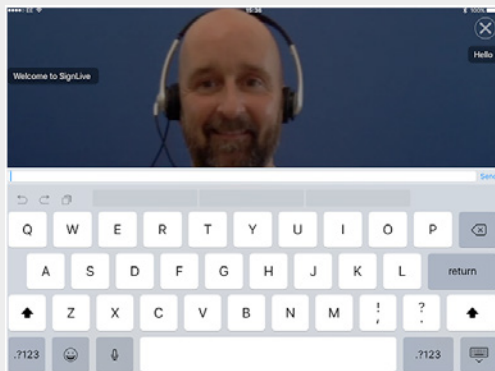
- Three options:
 - Microphone **off** or **on**
 - Video front or back
 - Text chat off or on

9. TURN OFF MUTE FUNCTION



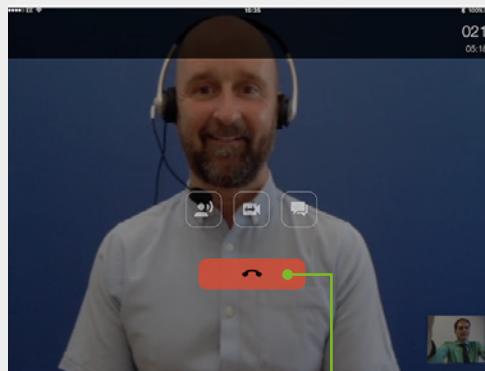
- The microphone is automatically set to **off**.
- Press the button to switch it **on**. White highlight means it is active.
- Wait 5 seconds to connect, or until you hear a beep.
- Now the the interpreter can hear you. Say hello!

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, soft-touch the screen then **press the big red button**.

12. SUPPORT



Contact us for technical support
SMS/FACETIME: joel@signlive.co.uk
EMAIL: techsupport@signlive.co.uk
Support available 9am to 5pm Mondays to Fridays