



DA Languages
Translation & Interpreting Services

Getting started with InterpretersLive!

**Follow our step by step guide
to easily set up and get connected
to a remote BSL Interpreter**



Provided by Sign Solutions

www.interpreterslive.co.uk | interpreterslive@signsolutions.uk.com | 0121 447 9620

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Getting started

Step 1

Click this link

https://connect.interpreterslive.co.uk/vri_atw

Alternatively

Download the Interpreterslive!
app and click



Call a BSL
Interpreter Now

Step 3

Click to connect and allow access to your
camera and microphone

Step 2

1. Add your personal details
2. Select Corporate
3. Click 

WATCH VIDEO



First Name

Last Name

Email

Mobile

Account Type

 Corporate Personal ATW

Organisation

Department



Step 4

You will enter the waiting area and the
next available Interpreter will collect you

Minimum Device Requirements

Operating system

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

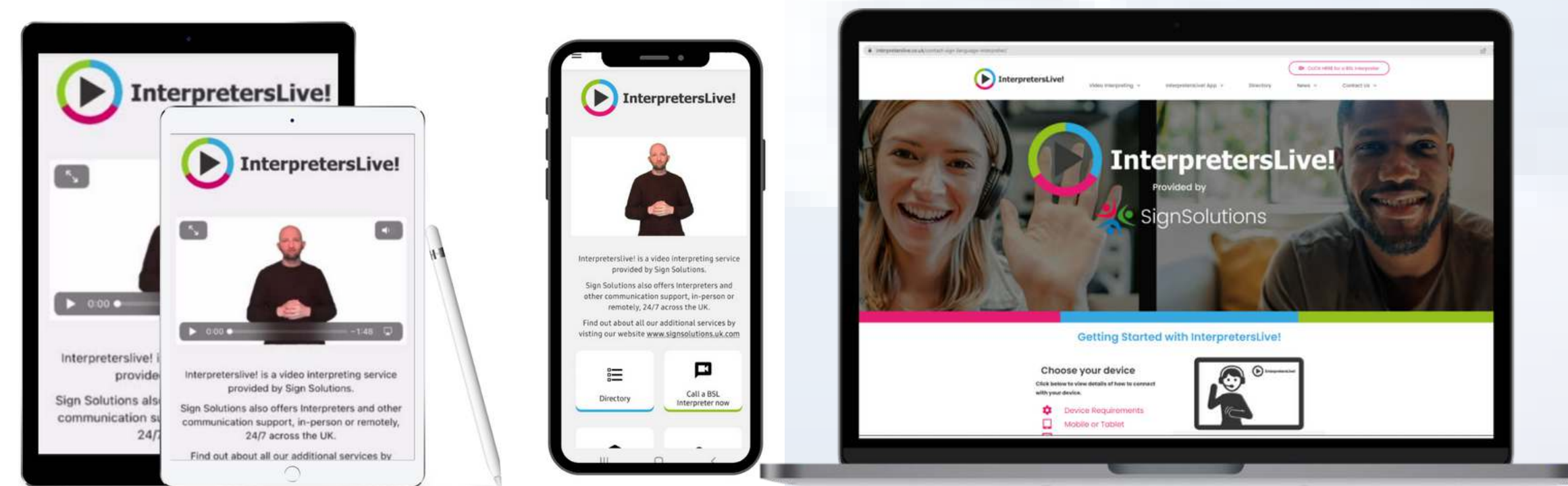
Browser compatibility

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



Video Remote Interpreting (VRI)



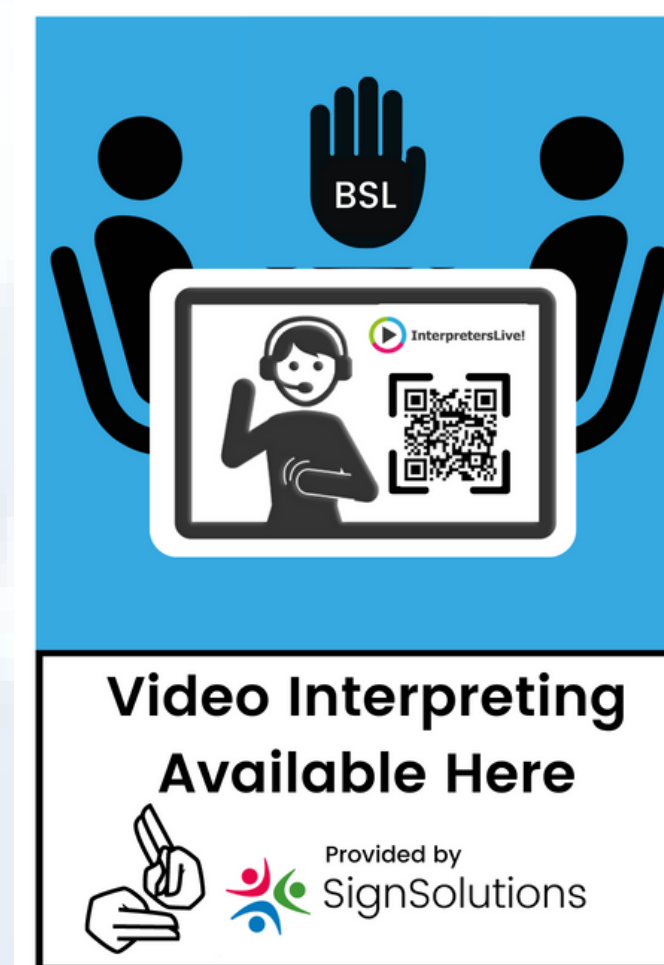
How does it work?

The Deaf customer, client or employee will be able to communicate with you in-person, via a live BSL video interpreter, using any video device in front of them. Enabling smooth communication between the deaf and hearing person at the venue.

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.

This is only provided to customers who use VRI services



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:

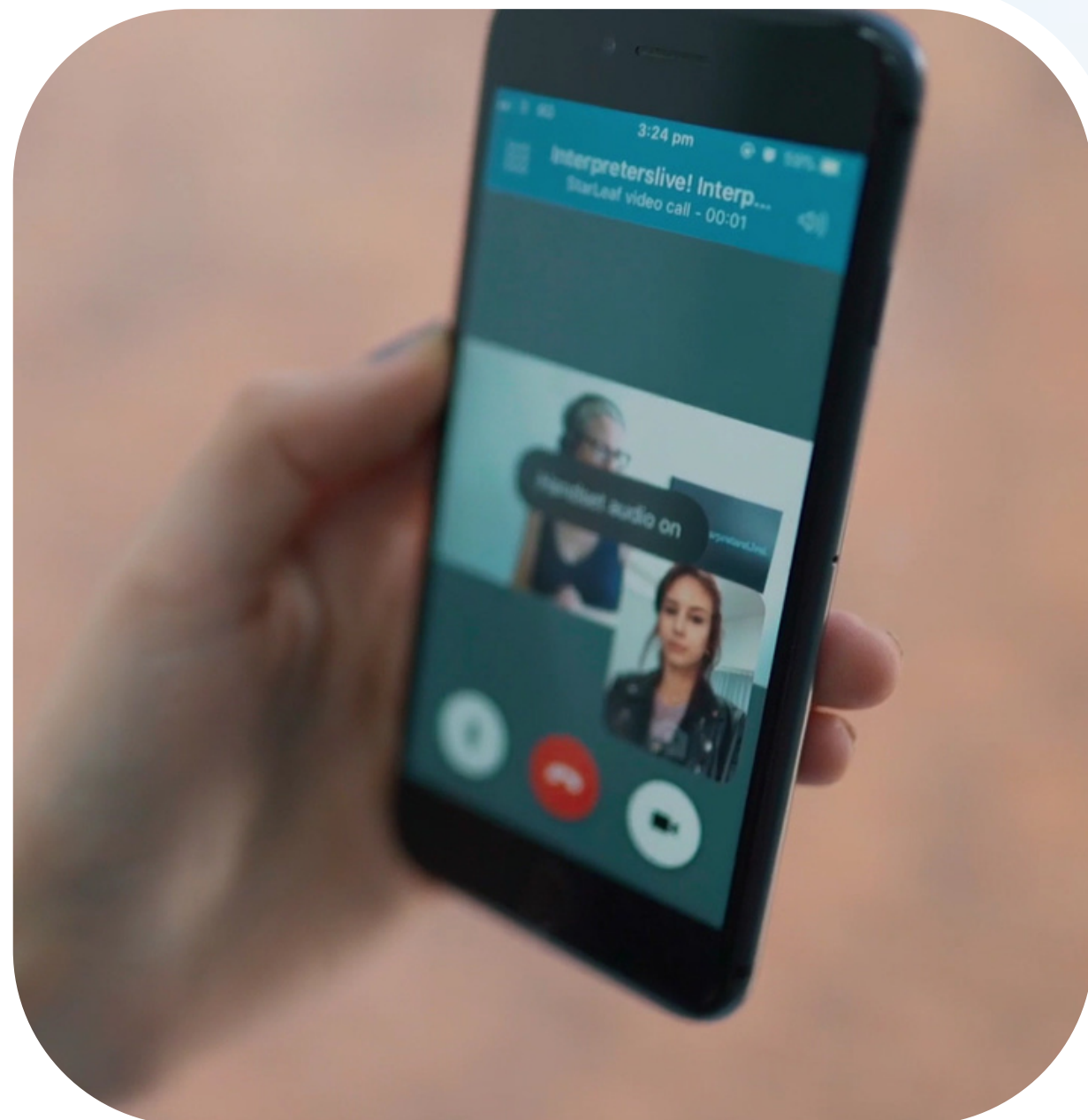
- You will be provided with a unique link to our InterpretersLive! service
- This link will be added to locations on your website
- Deaf callers will visit your website and click on the link to be connected to a qualified BSL interpreter
- The interpreter will make a voice call to your organisation



Reverse VRS (Calling a Deaf person)

To make a call to a Deaf person via a video BSL interpreter:

1. The hearing caller dials **0121 285 2733**
2. The hearing caller provides the Deaf person's name to the BSL Interpreter
3. The Deaf person is sent an email and sms alert to join the call via video link
4. If the Deaf person does not join, they receive a missed call notification.



Working with video sign language interpreters

To work successfully alongside BSL interpreters, there are a few useful tips to help you and your deaf client get the best from any interactions.

Preparing for VRI calls:

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



Working with in-person interpreters

Preparing for in-person sessions:

1. Ensure that your booked time and date is confirmed
2. Prepare any materials you want to share during your appointment
3. Reserve a private space or room for client privacy
4. 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 the Deaf person can see you clearly
 - d. Allow the interpreter to position themselves appropriately
5. Reduce background noise and interruptions by closing windows, doors and turning off any noisy appliances Eg. air conditioning
6. Arrive a few minutes early to ensure you have time to complete the actions above
7. The interpreter is not allowed to offer opinions or be part of the conversation, so please don't ask
8. Everything you say will be interpreted and vice versa
9. Please fully explain any procedures or activities before commencing - as it may be difficult for the Deaf person to watch the interpreter and complete activities at the same time
10. Always allow additional time for interpreted appointments

Uses for video interpreting

Video Interpreting is an ideal method of communication in a number of situations, however it may not be ideal for all. Please see our handy guide below to help you determine when it is best (or not) to use video interpreting.

Suitable for video interpreting



General Guidance

- Home visits
- Deaf people receiving phone calls from hearing people
- Emergency or short notice appointments
- Short appointments, lasting no longer than 30 minutes (on-demand only)
- 1:1 meetings, appointments and consultations

Health-related Guidance

- Hospital ward rounds
- GP or other medical professional appointments of a general nature
- Emergency care, A & E, walk-in centres and other immediate primary care.
- Short appointments, lasting no longer than 30 minutes (on-demand only)
- 1:1 meetings, appointments and consultations

Unsuitable for video interpreting

General Guidance

- Deaf person is visually impaired / Deafblind and requires alternative in-person support
- The nature of the session involves sensitive or highly emotional content. Eg. Child in Need, Care Proceedings, Funerals / Bereavement or Critical Diagnosis
- The Deaf person has limited BSL skills or BSL is not their first language. This may require face to face interpreting working alongside a Deaf Relay Interpreter
- The deaf person has a physical disability, preventing them from signing clearly
- Appointments, with a duration longer than 40 minutes. Please pre-book longer sessions
- Situations including high interactivity. Eg. Multiple participants in an unstructured discussion, without turn-taking protocols
- Large meetings / conferences with 4 or more participants



Health-related Guidance

- Deaf patient has suffered a head trauma, is semi-conscious, unconscious or unintelligible
- Wifi or 3G/4G/5G has become unreliable, screen is frequently freezing or sound is unclear
- Deaf patient is showing signs of being heavily medicated or signs of mental illness
- Procedures where a device cannot be seen clearly by the Deaf person / interpreter
- If a person has Autism, a learning disability, a neurological condition, brain injury or mental health condition which prohibits them from staying still, maintaining concentration or maintaining eye contact with the video screen.

Tips for talking to people using InterpretersLive! service.



Know your caller



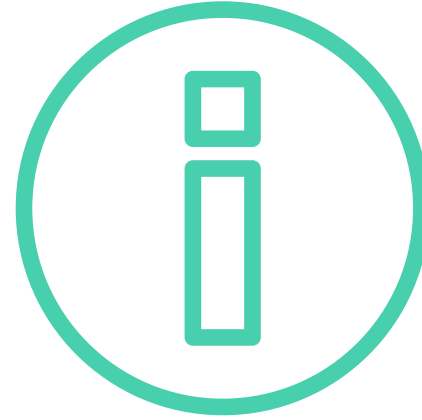
Hard of hearing

- 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

- 
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

***If you are struggling to communicate with a deaf lipreader in an urgent situation, you can ask an on-demand interpreter to act as a lipspeaking relay. Please note that interpreters may decline the request if they do not have the relevant experience. Please contact the office if you wish to pre-book a qualified Lipspeaker.**

InterpretersLive! Provided by Sign Solutions

On-demand services are available between 8am – 8pm, 7 days a week
You can pre-book a BSL Interpreter or other communication support
between 9am – 5pm, Mon– Fri

For Out of Hours or Emergency

email: interpreterslive@signsolutions.uk.com or call 0121 447 9620

We welcome all customer comments and feedback. If you have any queries or concerns about the InterpretersLive! service, please email: interpreterslive@signsolutions.uk.com

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If it's Live, it's  InterpretersLive!