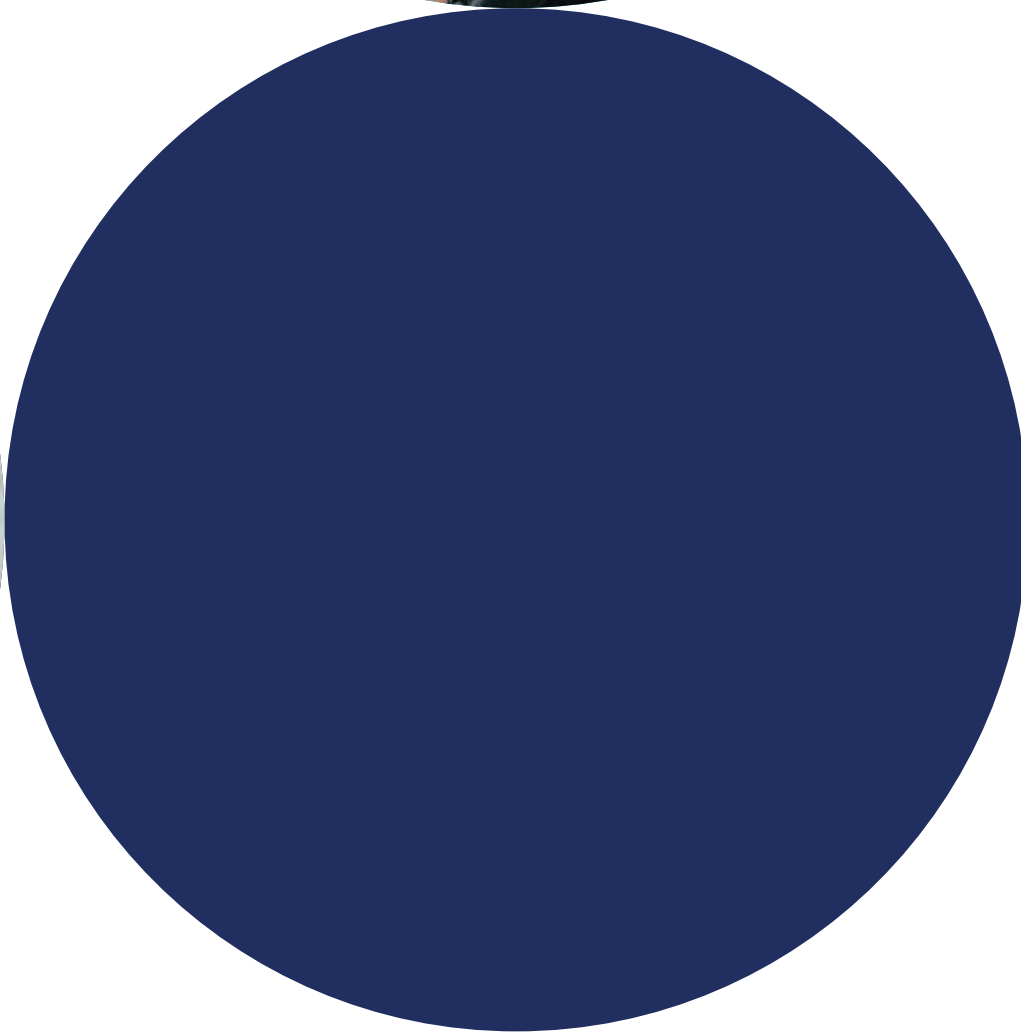
 VOYCE

 Kaleida Health

User Guide: Live Interpretation on a Mobile Device



Thank you for choosing Voyce as your trusted on-demand interpretation provider.

It's our mission to ensure that you can **communicate confidently with your patients.**

To help accomplish this, we've made using Voyce and accessing interpretation services simple and easy.

This guide details how to set up Voyce live interpretation on a mobile device.

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1. Downloading and Launching Voyce

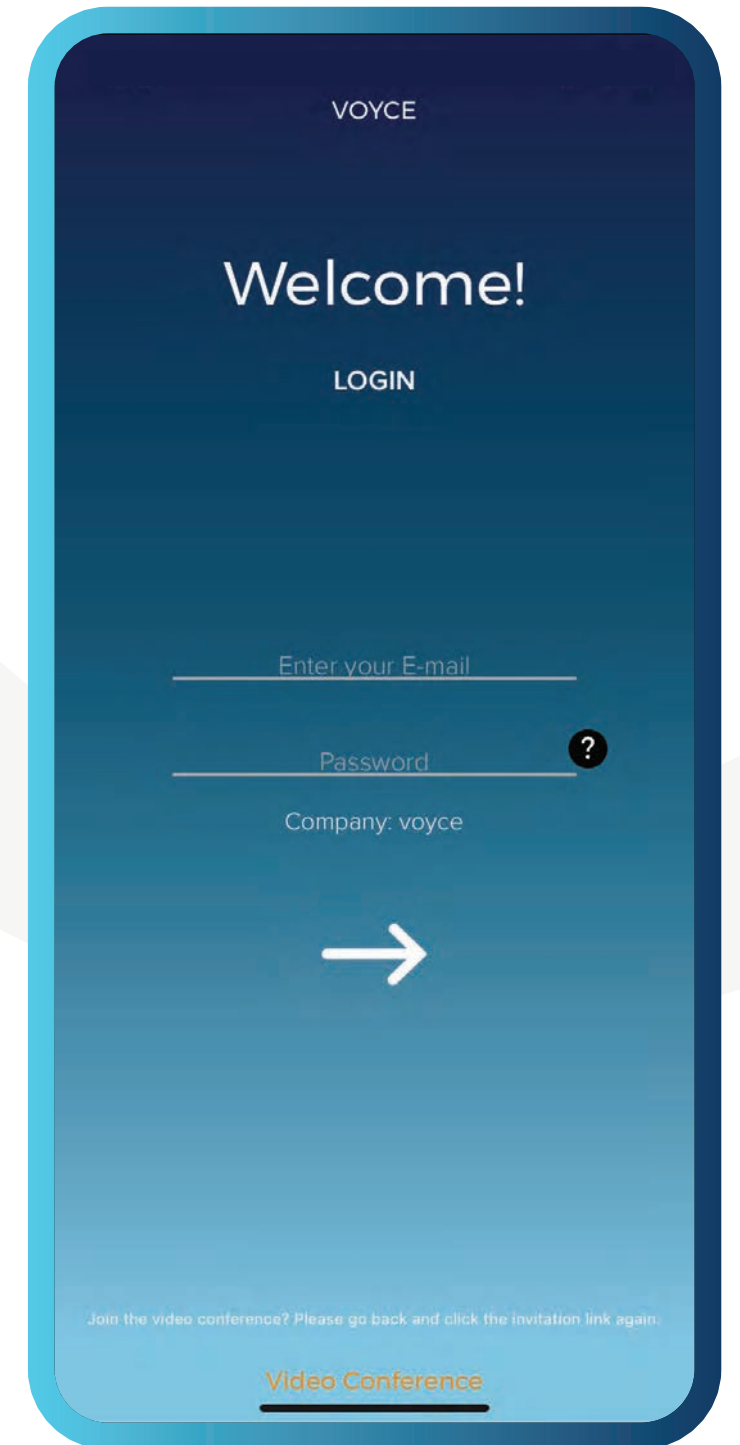
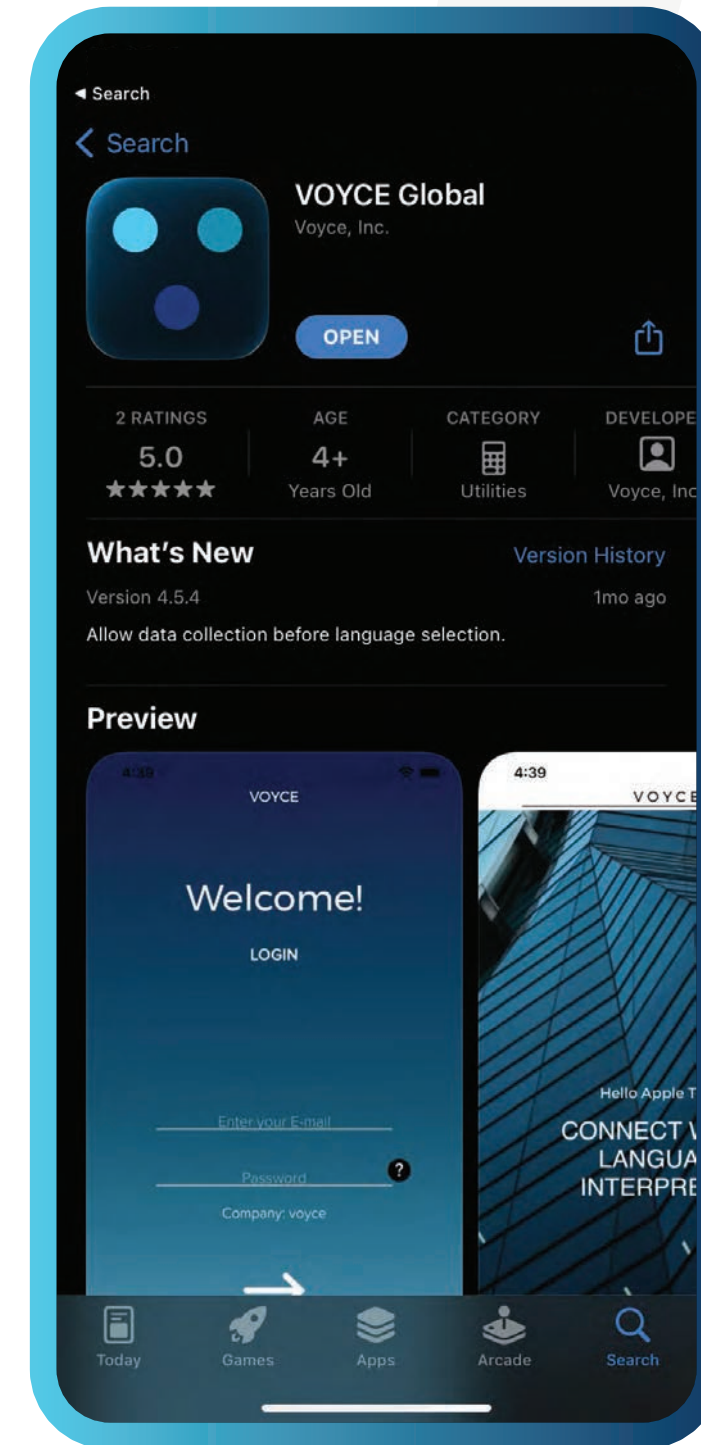
Voyce-provided devices come with the Voyce application pre-installed. Non-Voyce-provided devices require the application to be installed.

If using a Voyce-provided smartphone or tablet:

- Launch the Voyce app
- Sign in to your account if required

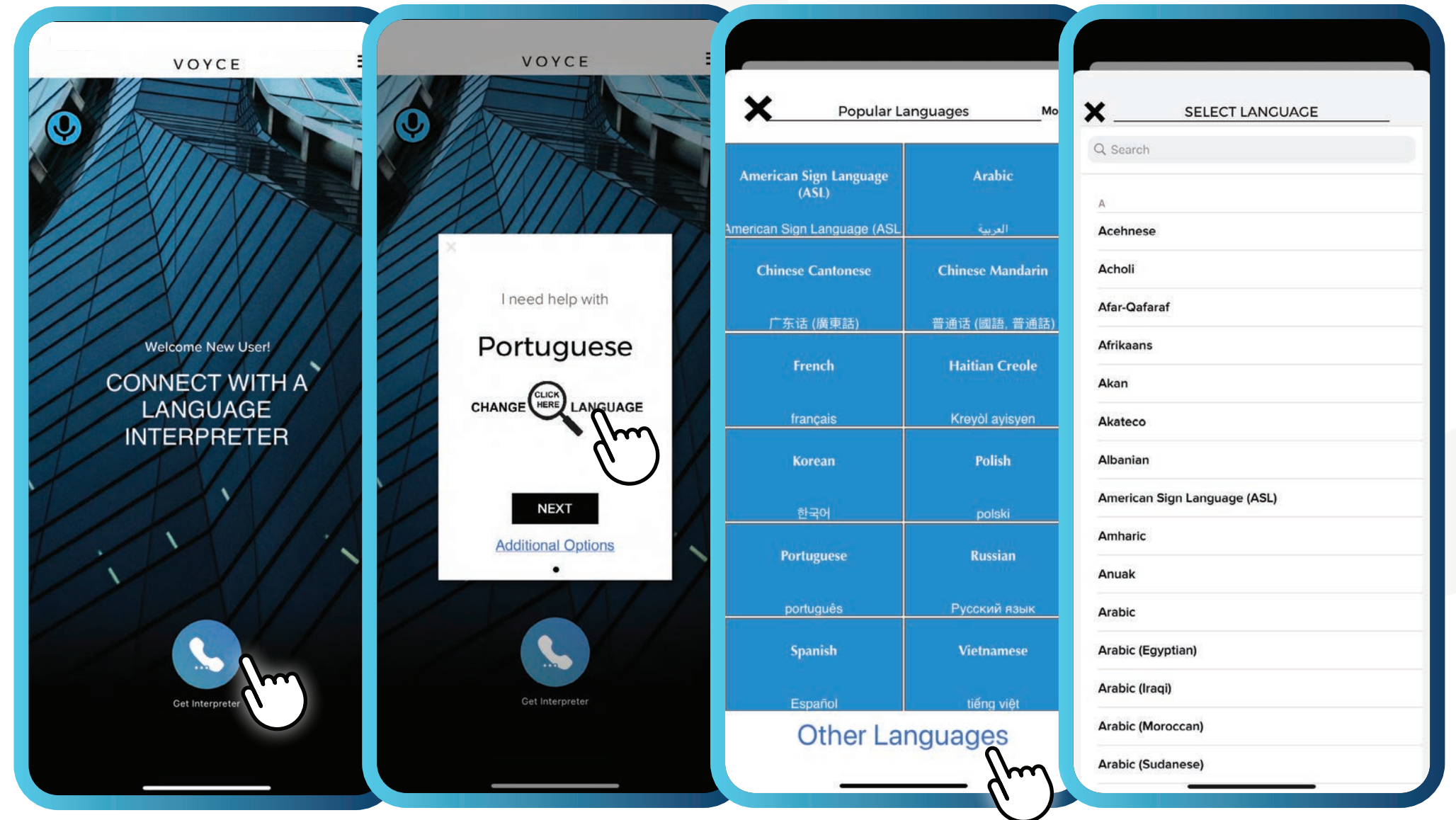
If using a non-Voyce-provided smartphone or tablet that does not have the Voyce app installed:

- Open the app store on your device and search for “**Voyce Global**”
- Select the Voyce app and download it to your device
- Once downloaded, launch Voyce
- Sign in to your account if required



2. Selecting Your Desired Language

- With the Voyce app launched, select “**Get Interpreter**”
- Select “**Change Language**” if a different language is required
- Choose a language from the popular list or select “**Other Languages**” for a full list of available languages



3. Additional Options

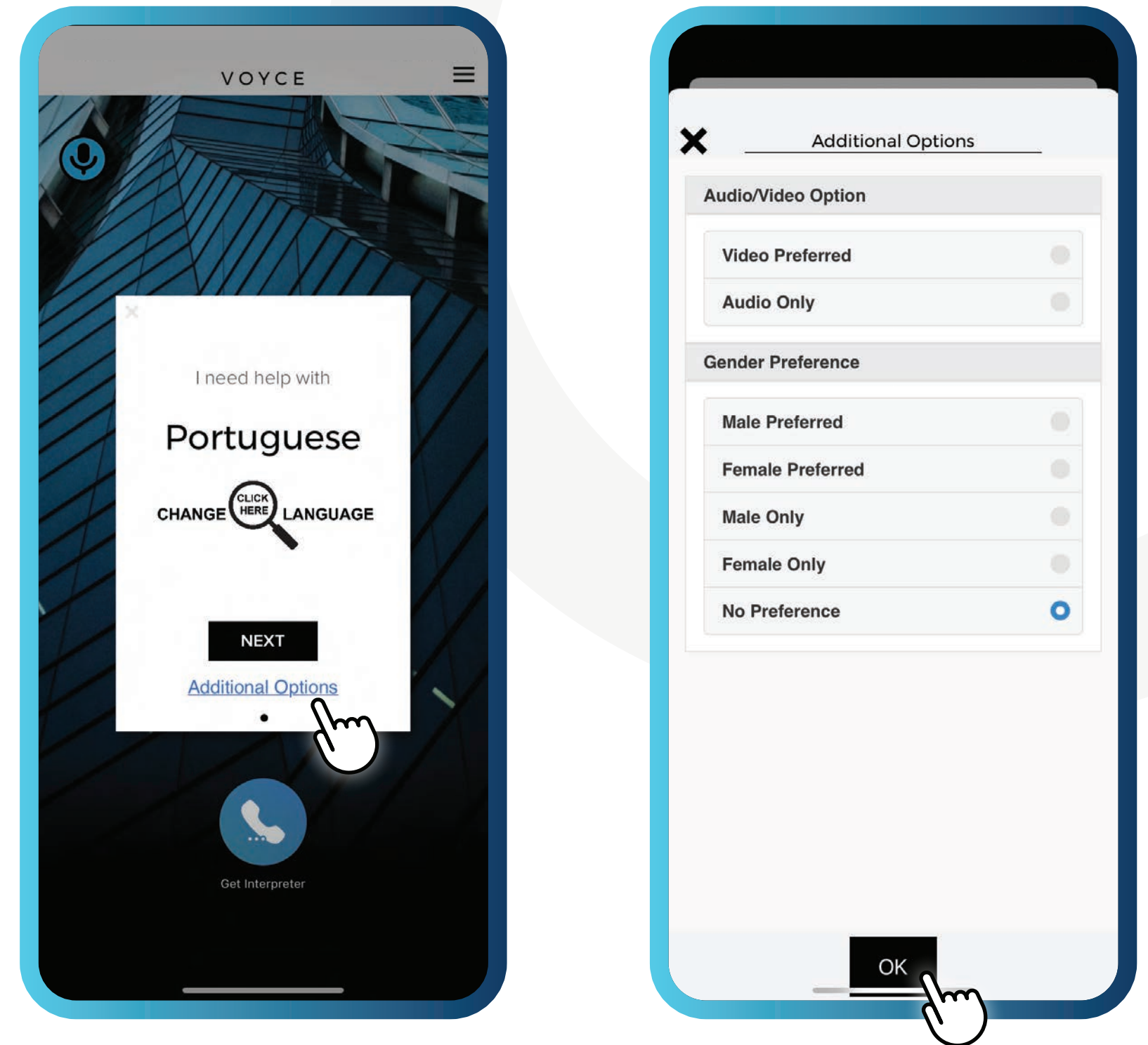
Voyce interpretation sessions default to video (if available), with no interpreter gender preference.

Before beginning your interpretation session, you can choose optional preferences:

- Audio or video interpretation preference
- Interpreter gender preference

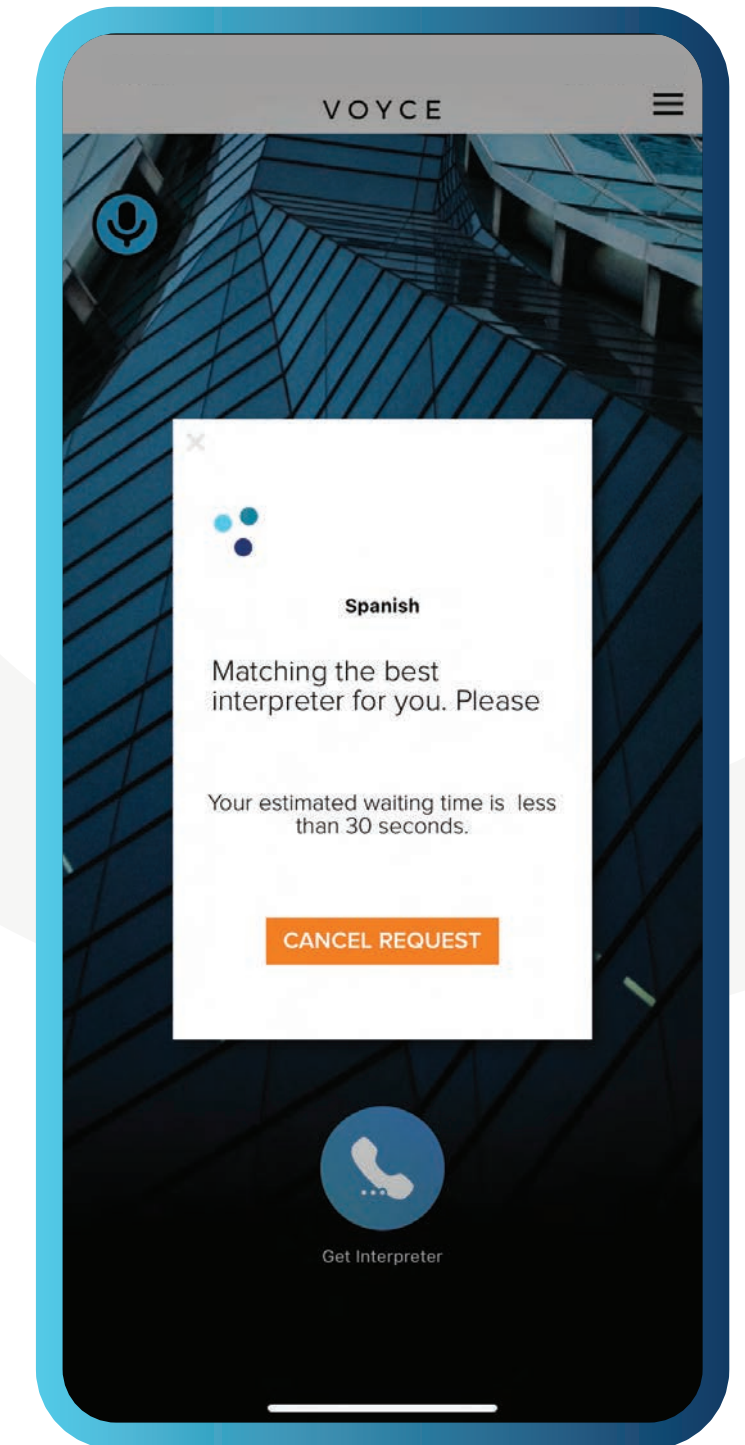
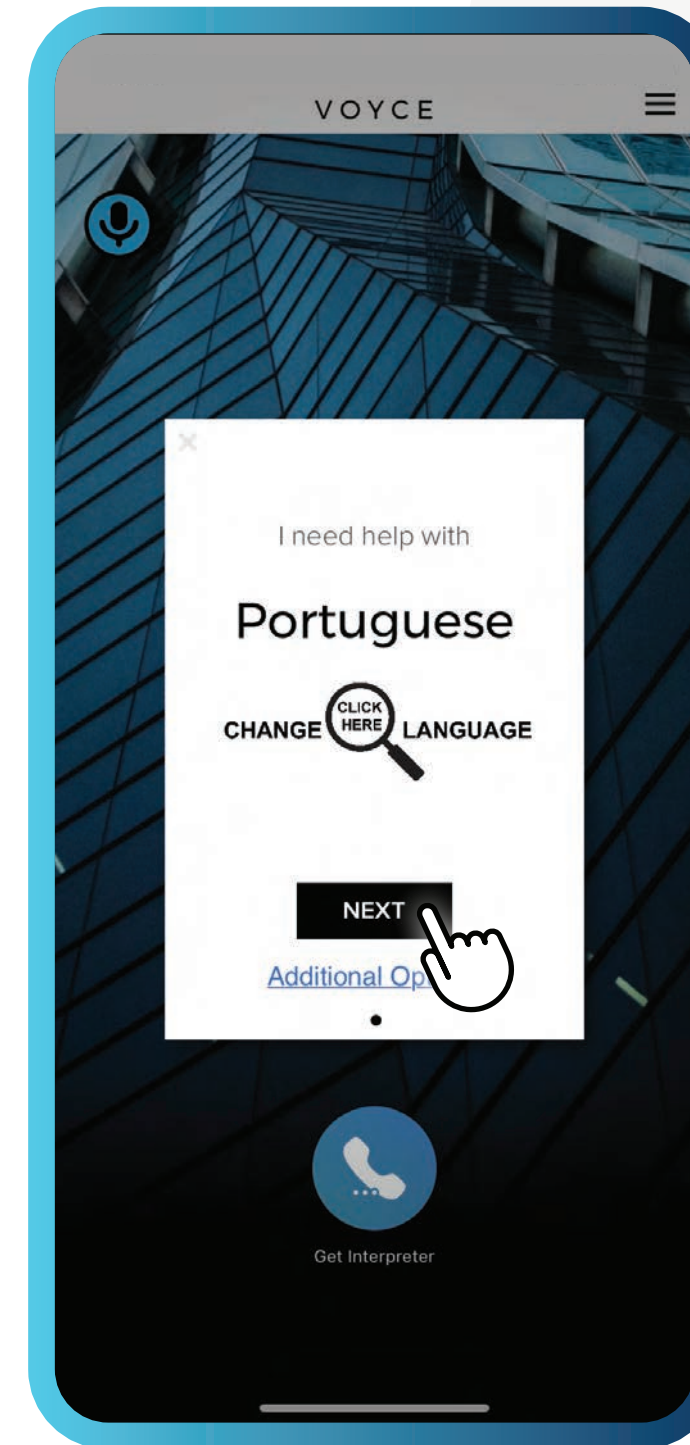
To adjust these optional preferences:

- Select “**Additional Options**”
- Choose your interpretation preferences
- Select “**OK**” to return to the main configuration menu



4. Beginning Your Interpretation Session

- Select “**Next**” to connect to an interpreter
- Some Voyce partners require intake questions to be answered prior to beginning the interpretation session
- If required, these questions will automatically appear
- An interpreter will now connect in an average of 30 seconds or less

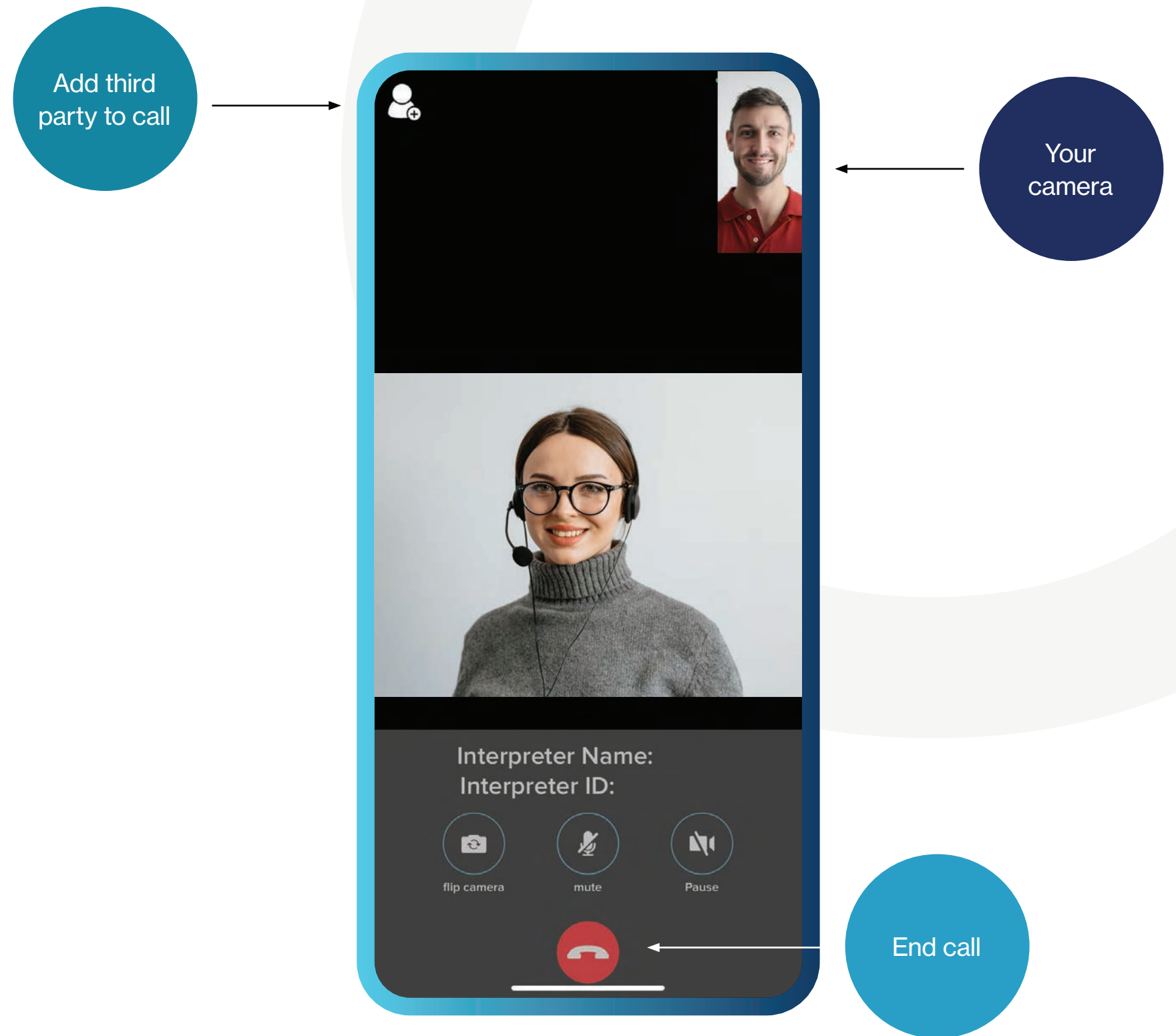


5. On the Call

Upon connecting, **the interpreter will provide their name and interpreter ID**. You may provide a brief explanation of the circumstances to the interpreter and ask them to introduce themselves to the non-English speaking patient.

During a video interpretation session:


- The interpreter will see through your devices camera, as represented in the corner of the screen
- Make sure the interpreter and patient can see each other at all times
- The provider does not need to be visible on video



6A. Adding Third Parties to the Call - Audio

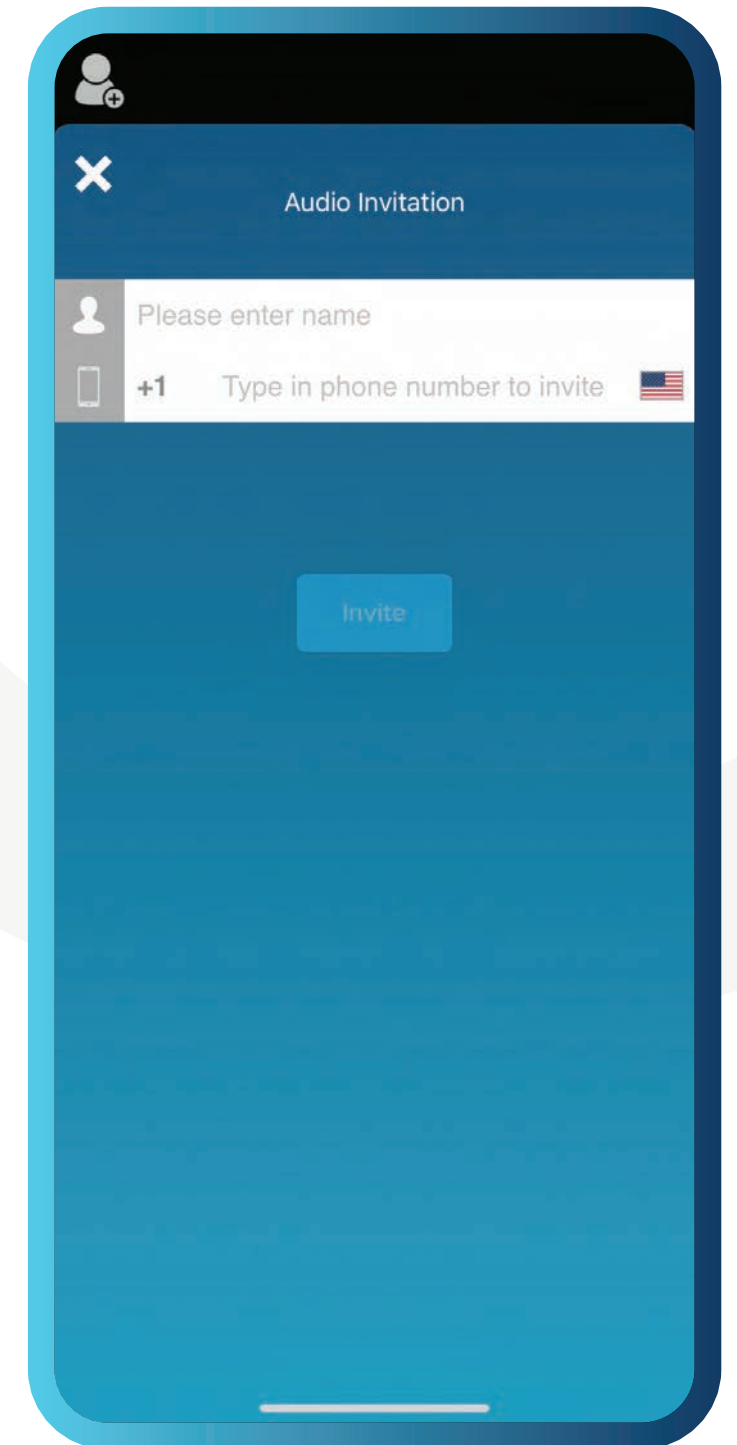
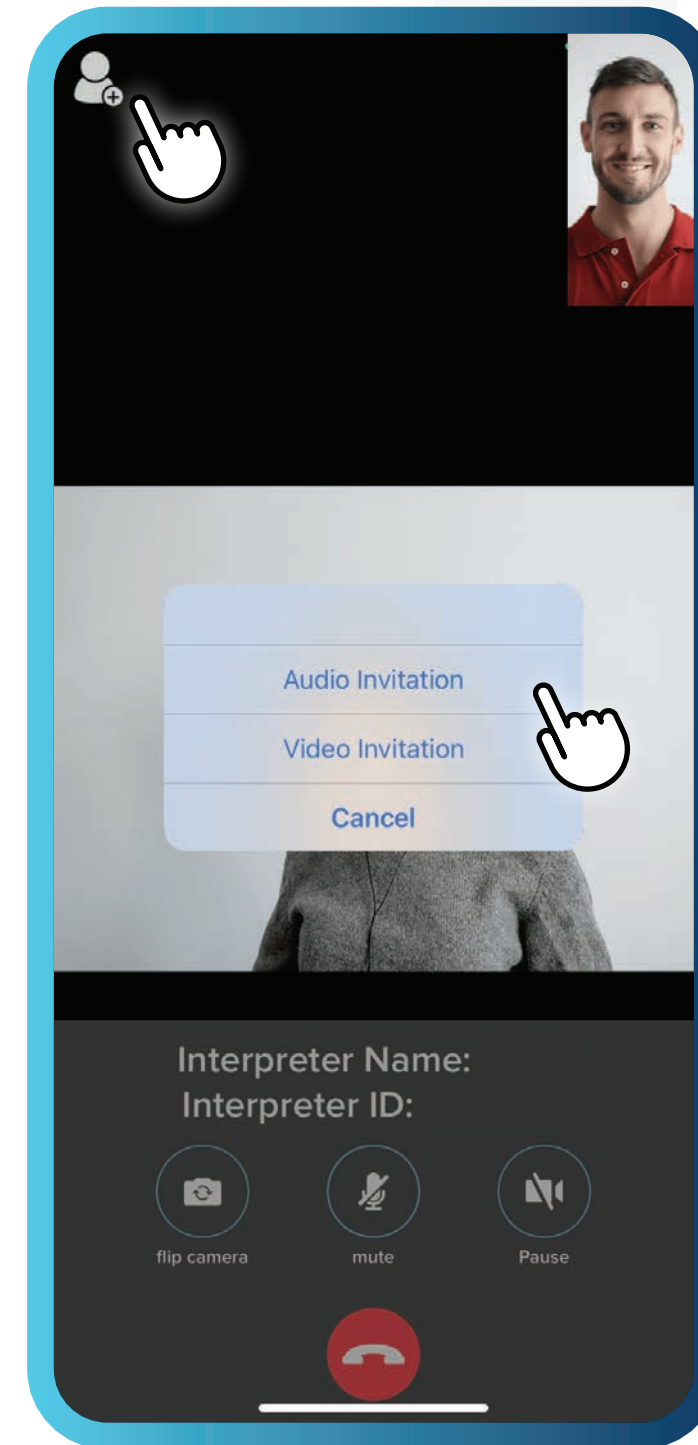
Voyce allows for up to nine third parties to join the call.

To begin adding people to the call:

- Select the “**Add Person**”  icon in the top left corner
- Choose between an audio or video invitation. **Voyce recommends audio for a quick and easy experience**
- Input the recipient’s contact information as prompted and select “**Invite**”

For audio invitations:

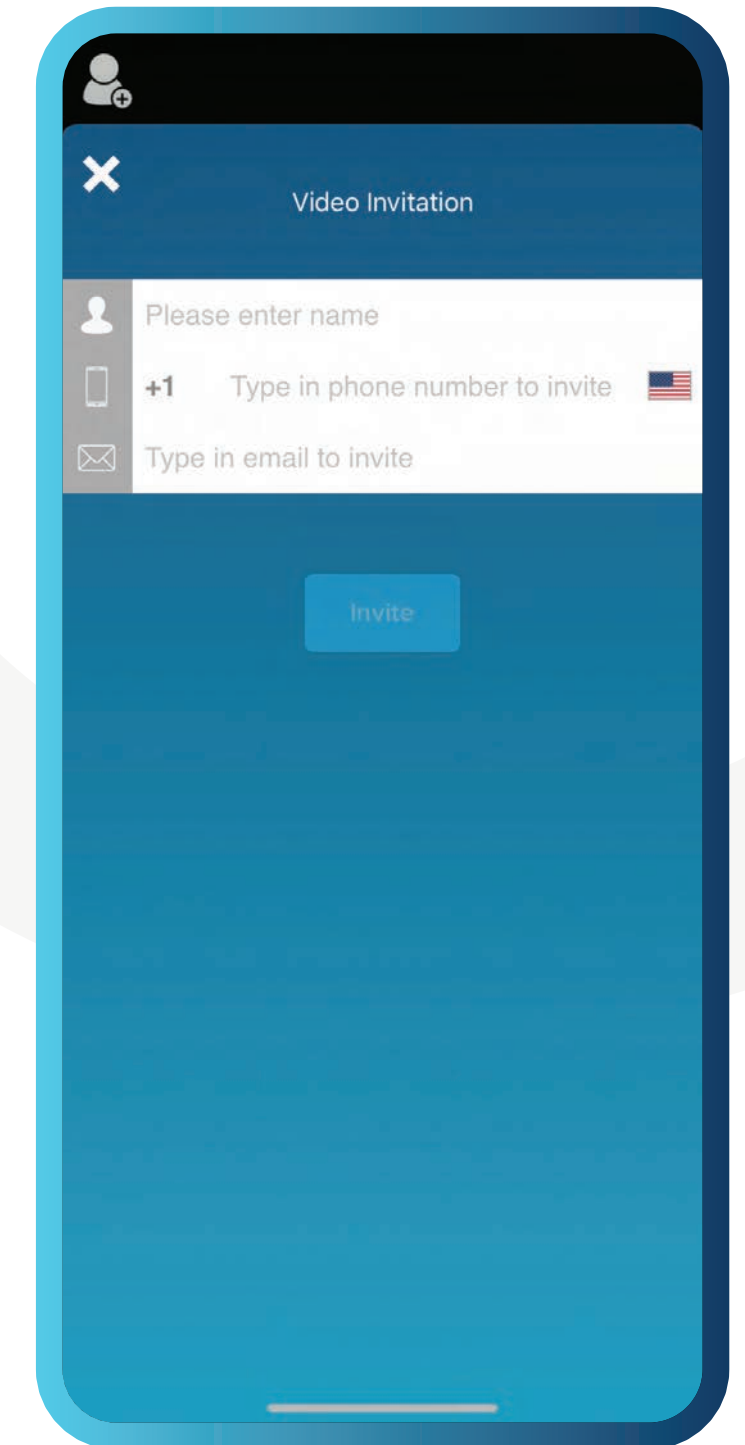
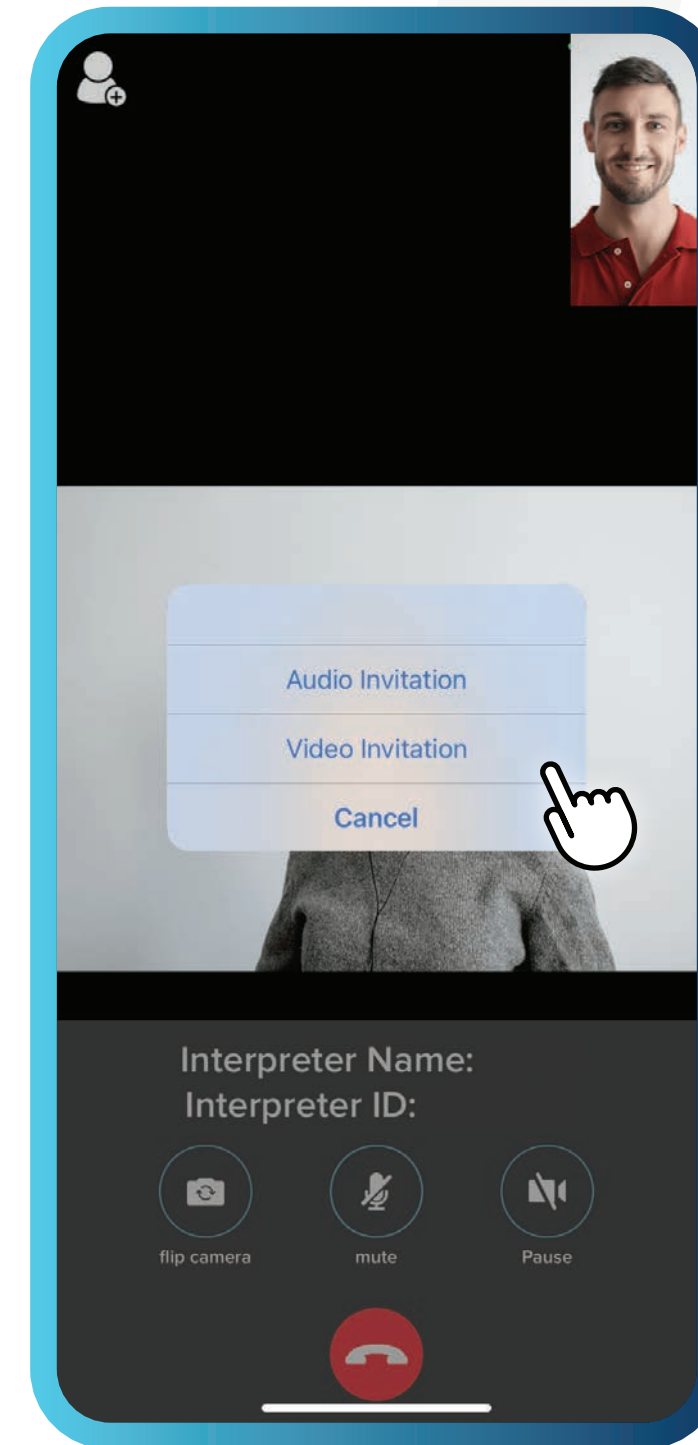
- The recipient immediately receives a phone call. Once answered, they will automatically join the interpretation session
- The third party can leave the call at any time by hanging up. They are automatically disconnected when the session ends



6B. Adding Third Parties to the Call - Video

For video invitations:

- Depending on the contact information provided while adding the third party, they will receive an email or text invitation to join
- If using a mobile device, the third party must first download the **Voyce app**
- If using a computer, the third party will join via web browser with no required download (Google Chrome, Safari, etc.)



7. Helpful Tips

Speaking to patients with an interpreter:

- The interpreter will repeat what is said directly to the patient and vice versa
- **Speak naturally to the patient.** You do not need to address the interpreter

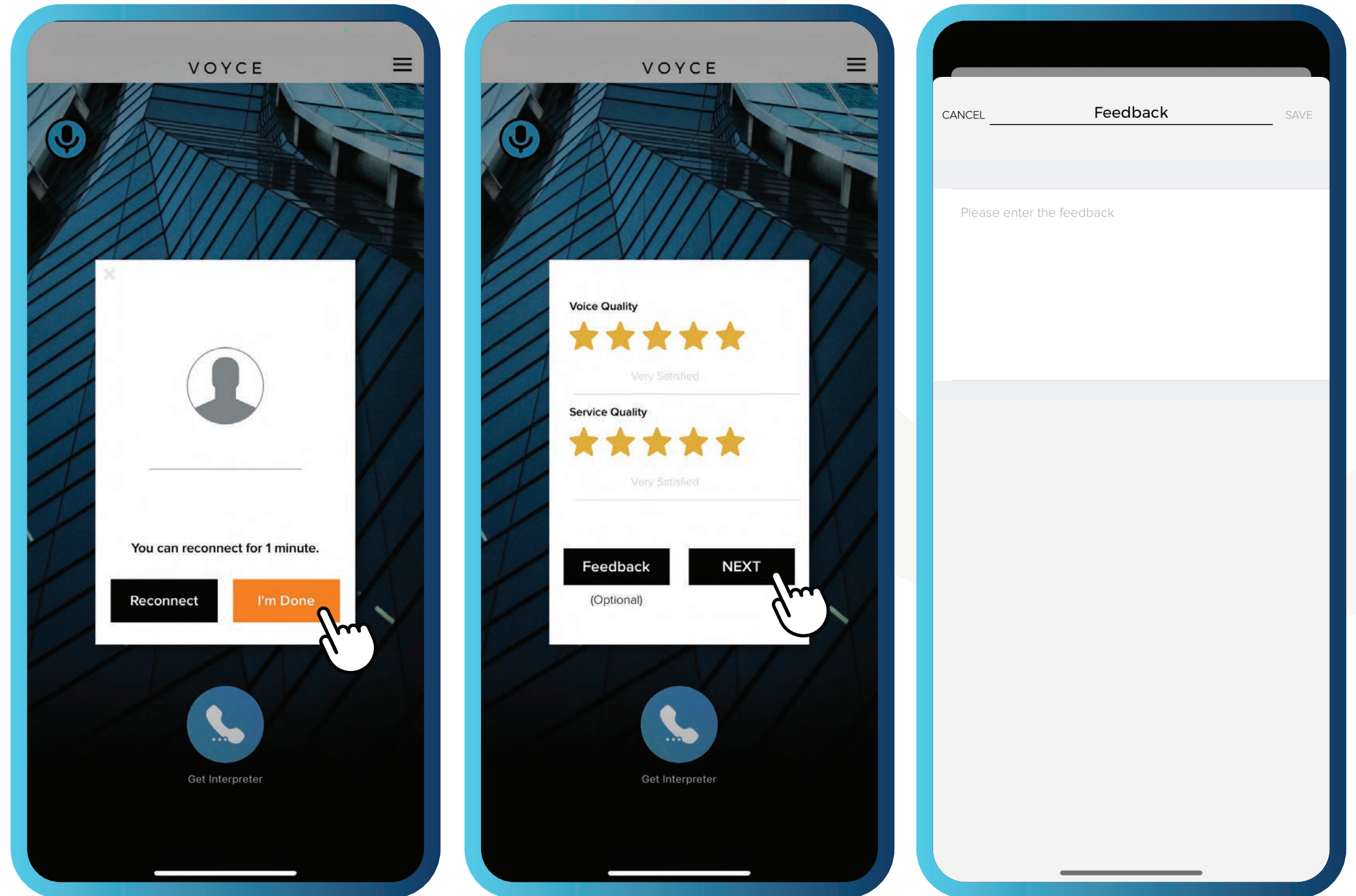
When adding a third party to the call:

- Adding a third party to the call works best when the third party is expecting an invitation
- **Adding third parties via audio is encouraged**, as it minimizes technical difficulties and complications



8. After the Call

- After the call has concluded, your interpreter will be available for reconnection for one minute. To reconnect, select the **“Reconnect Button”**
- If you wish to immediately release the interpreter, tap **“I’m Done”**
- You can now provide feedback on your interpretation experience. Feedback is optional, but it helps us continually improve our service
- Tap **“Next”** to return to the Voyce home screen





Congratulations!

You are now ready to begin using Voyce live interpretation!

We're here to help.

If you have additional questions or require support,
contact support@voyceglobal.com.

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