



VOYCE



Kaleida Health

# User Guide: Live Interpretation on a Mobile Device

[voyceglobal.com](http://voyceglobal.com)

© 2022 Voyce

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.

## Table of Contents

1. Downloading and Launching Voyce
2. Selecting Your Desired Language
3. Additional Options
4. Beginning Your Interpretation Session
5. On the Call
- 6A. Adding Third Parties to the Call - Audio
- 6B. Adding Third Parties to the Call - Video
7. Helpful Tips
8. After the Call

# 1. Downloading and Launching Voyce

Voyce-provided devices come with the Voyce application pre-installed.

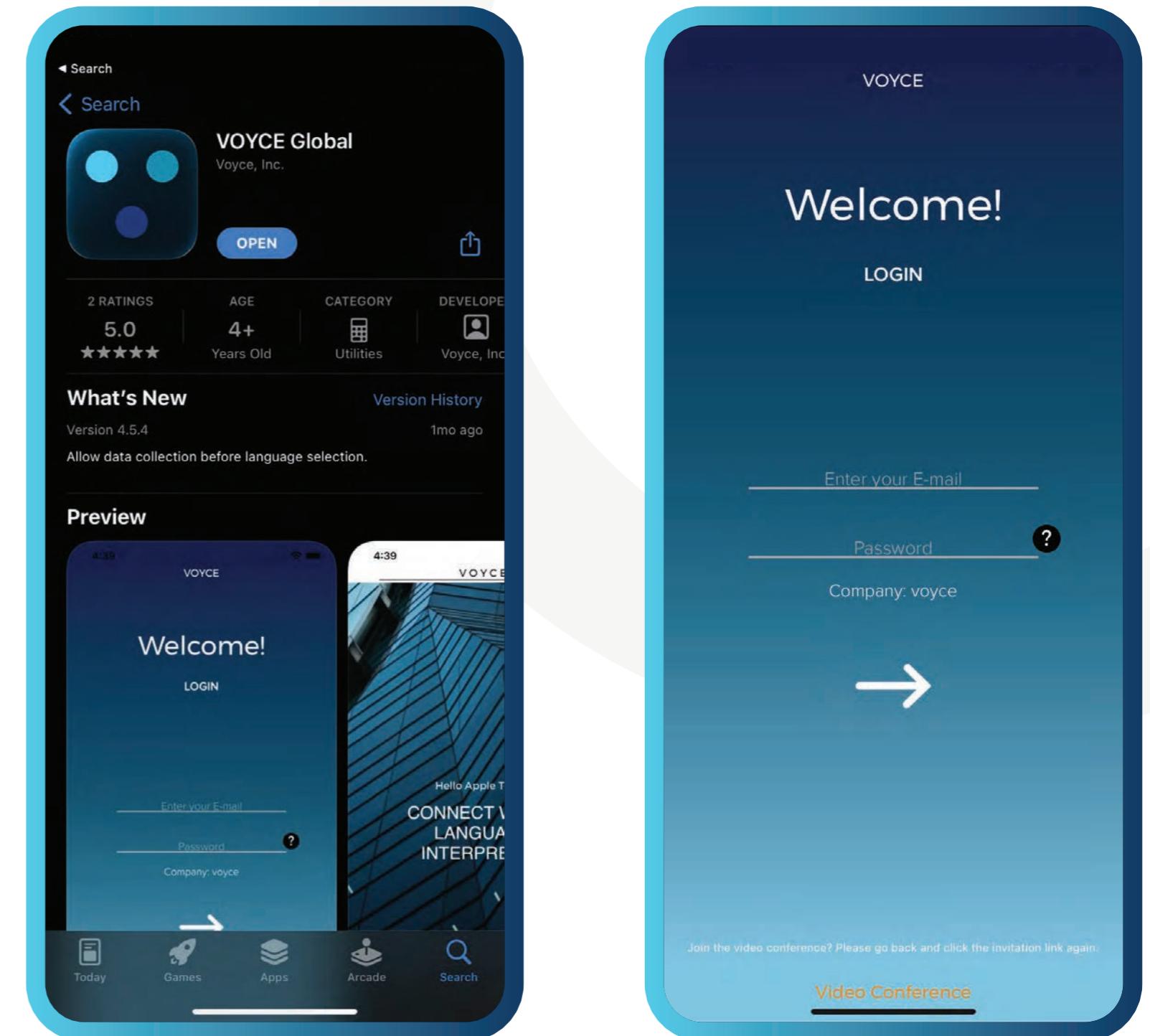
Non-Voyce-provided devices require the application to be installed.

## If using a Voyce-provided smartphone or tablet:

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

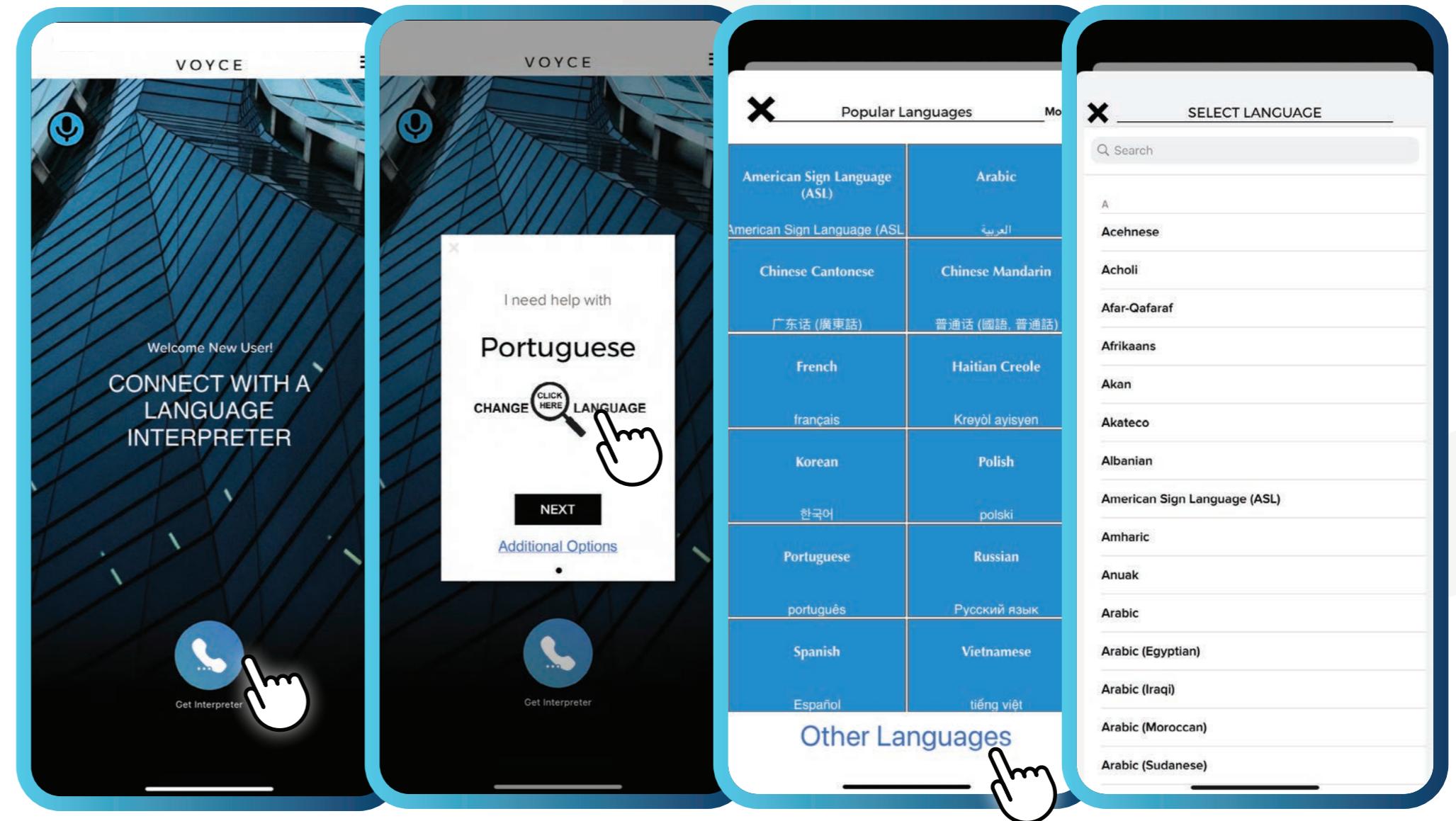
## If using a non-Voyce-provided smartphone or tablet that does not have the Voyce app installed:

- 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

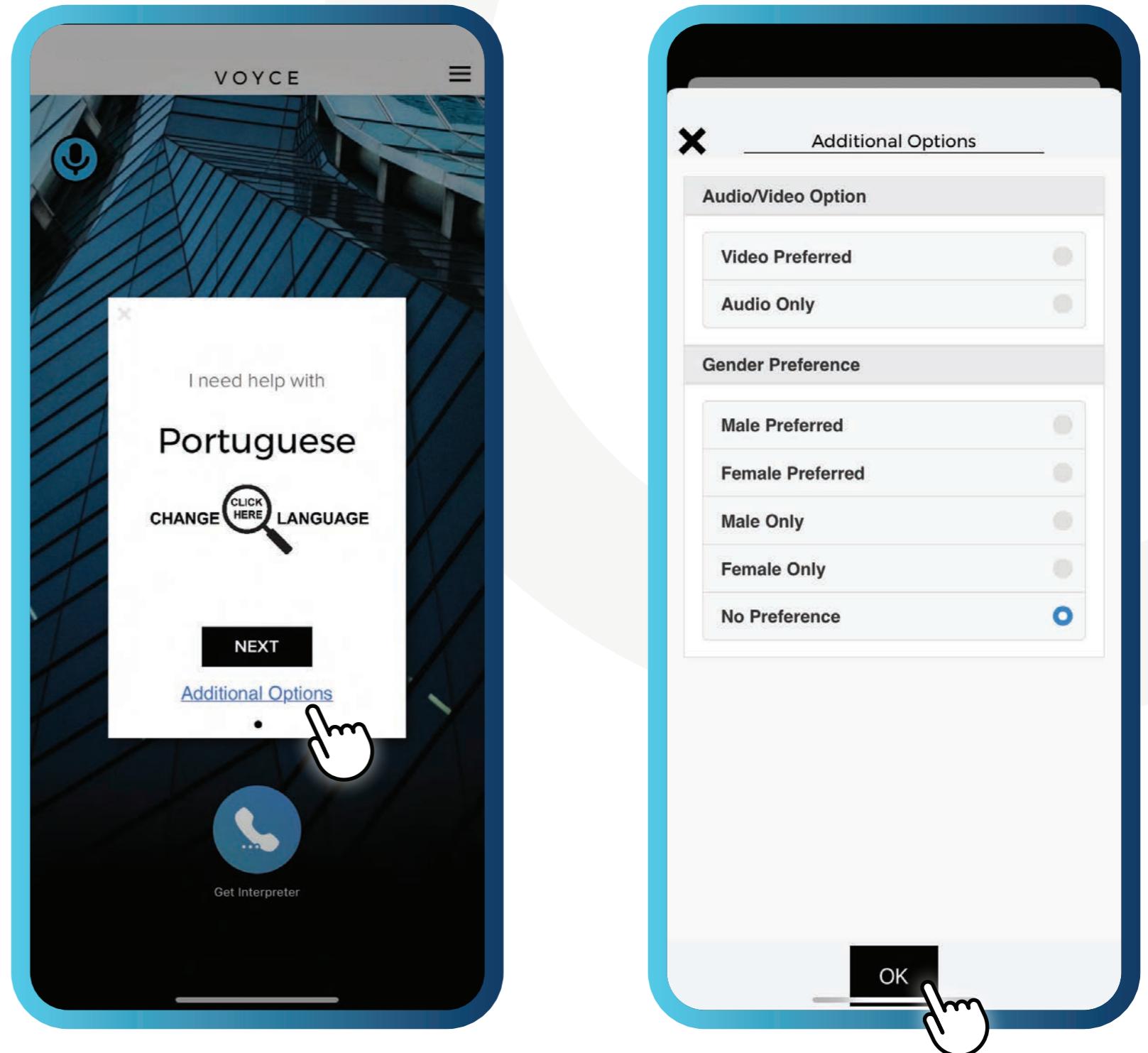
Voyce interpretation sessions default to video (if available), with no interpreter gender preference.

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

- Audio or video interpretation preference
- Interpreter gender preference

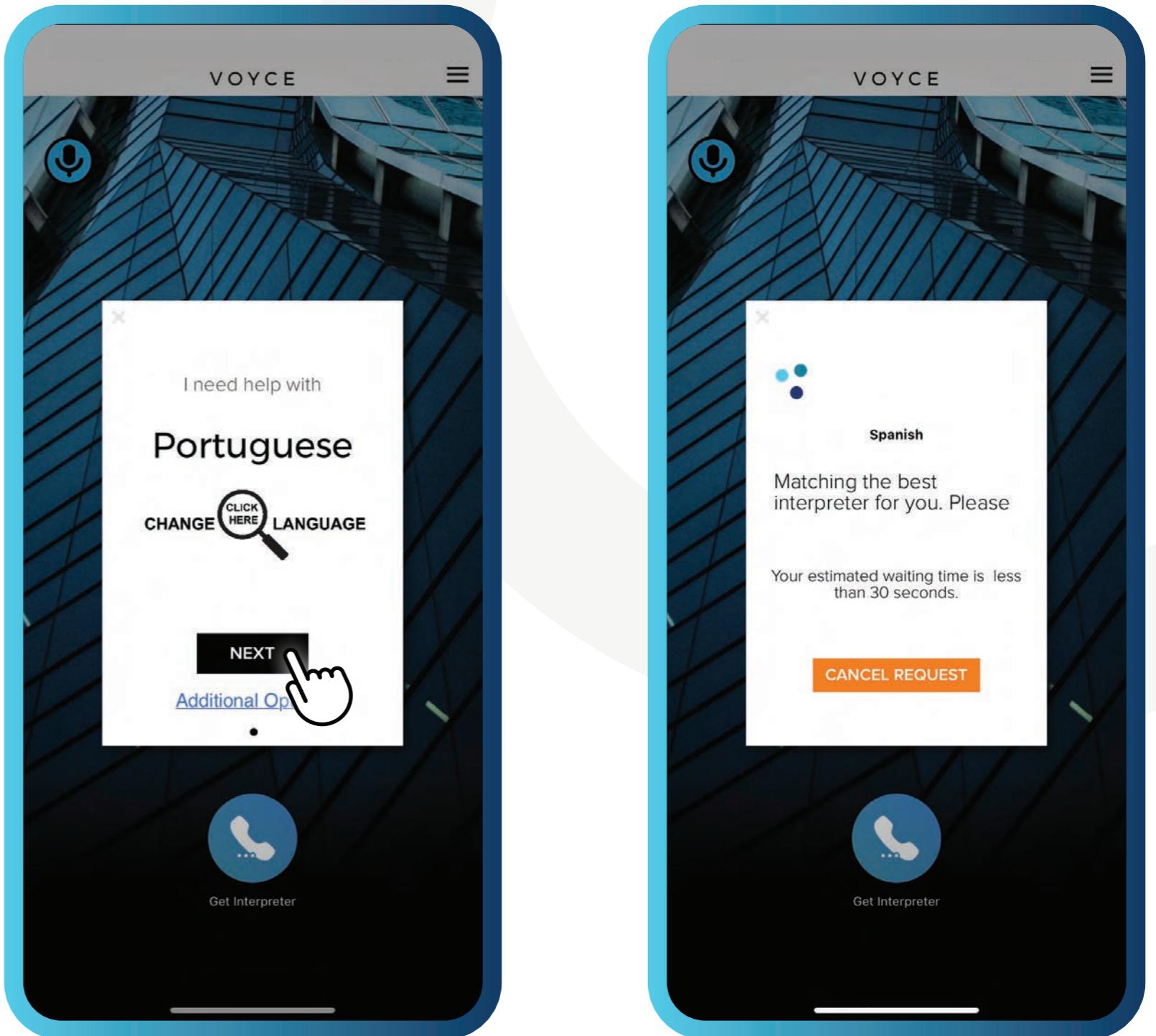
To adjust these optional preferences:

- 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

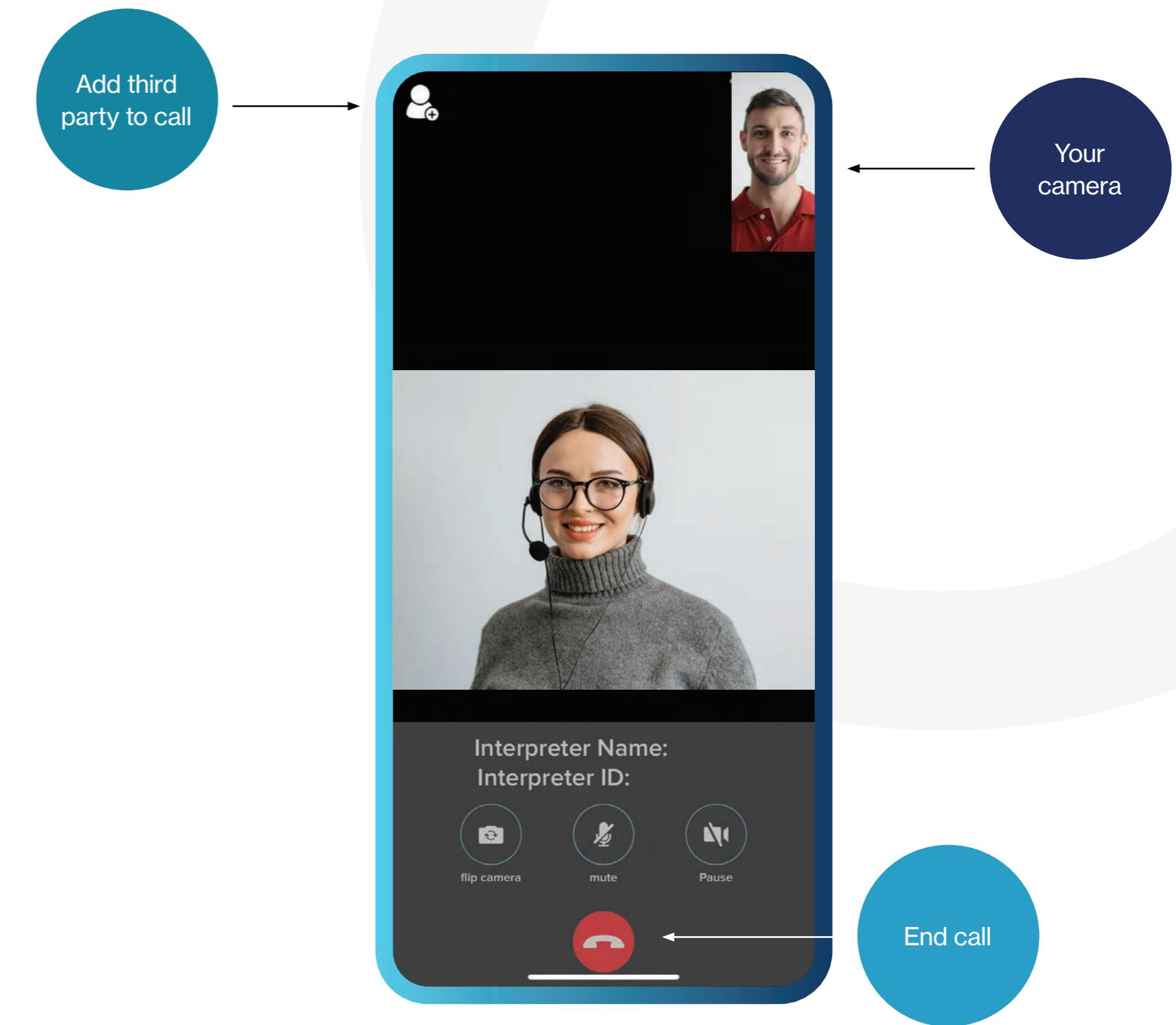


## 5. On the Call

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

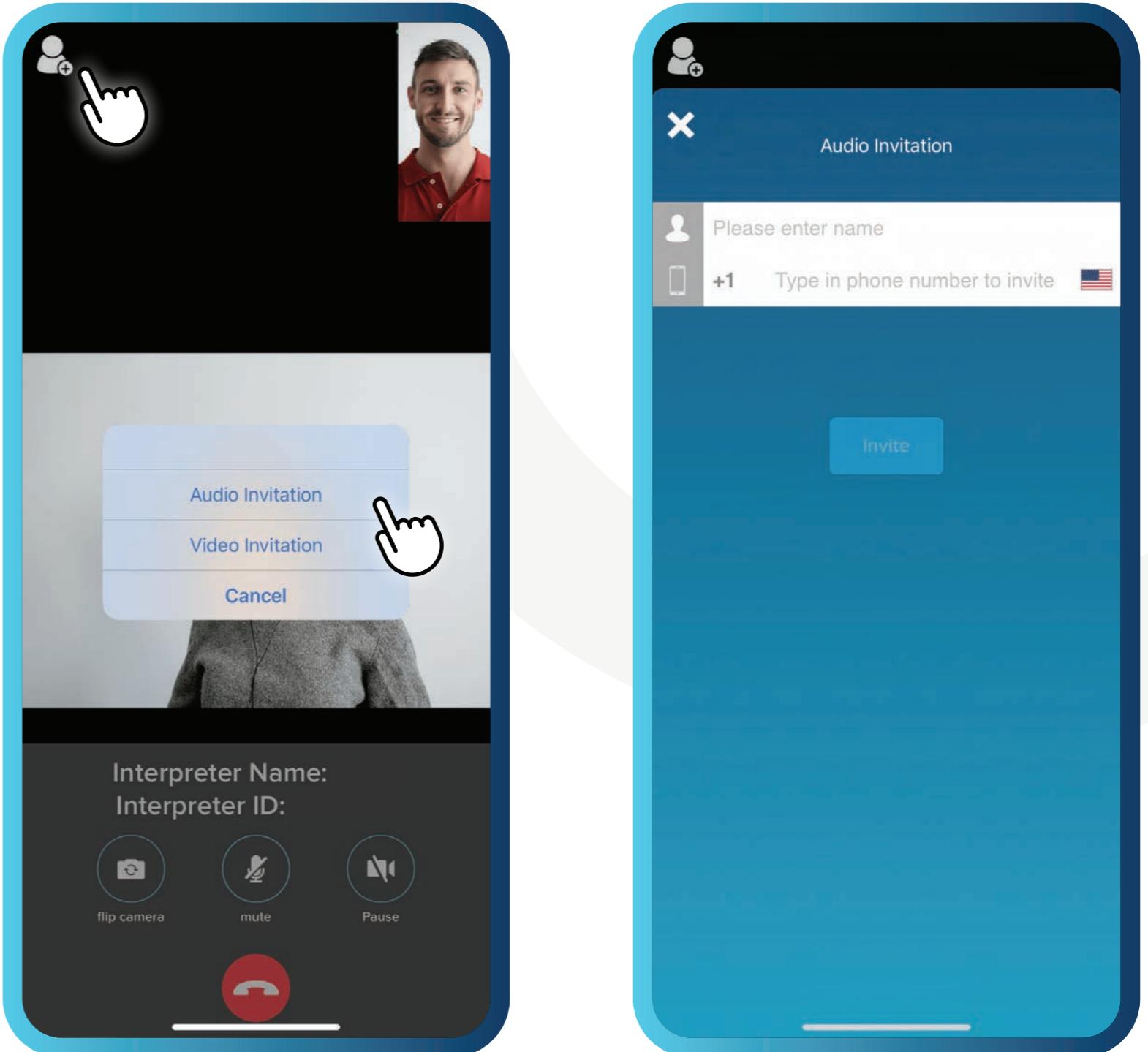
Voyce allows for up to nine third parties to join the call.

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:

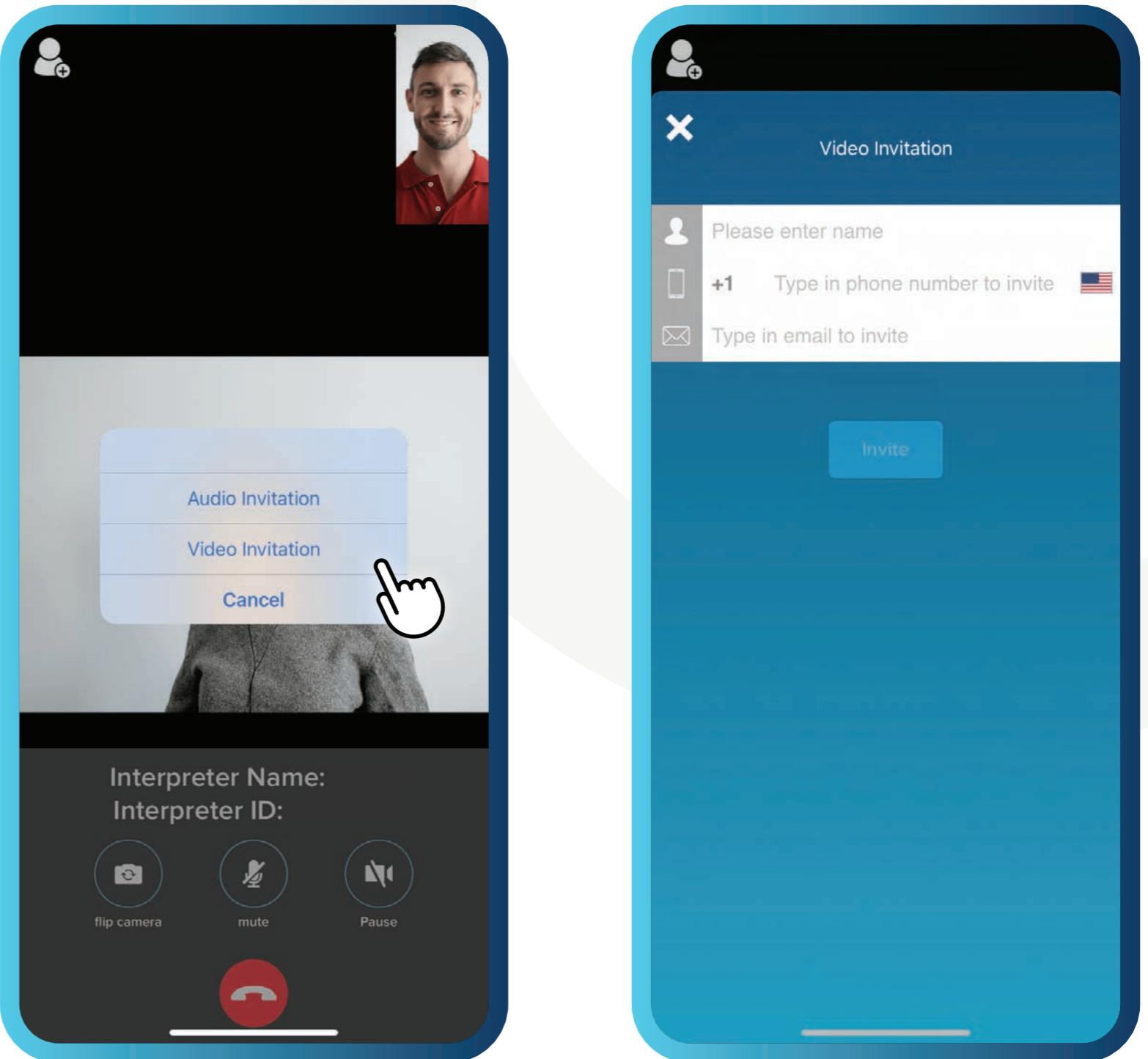
- The recipient immediately receives a phone call. Once answered, they will automatically join the interpretation session
- The third party can leave the call at any time by hanging up. They are automatically disconnected when the session ends



## 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

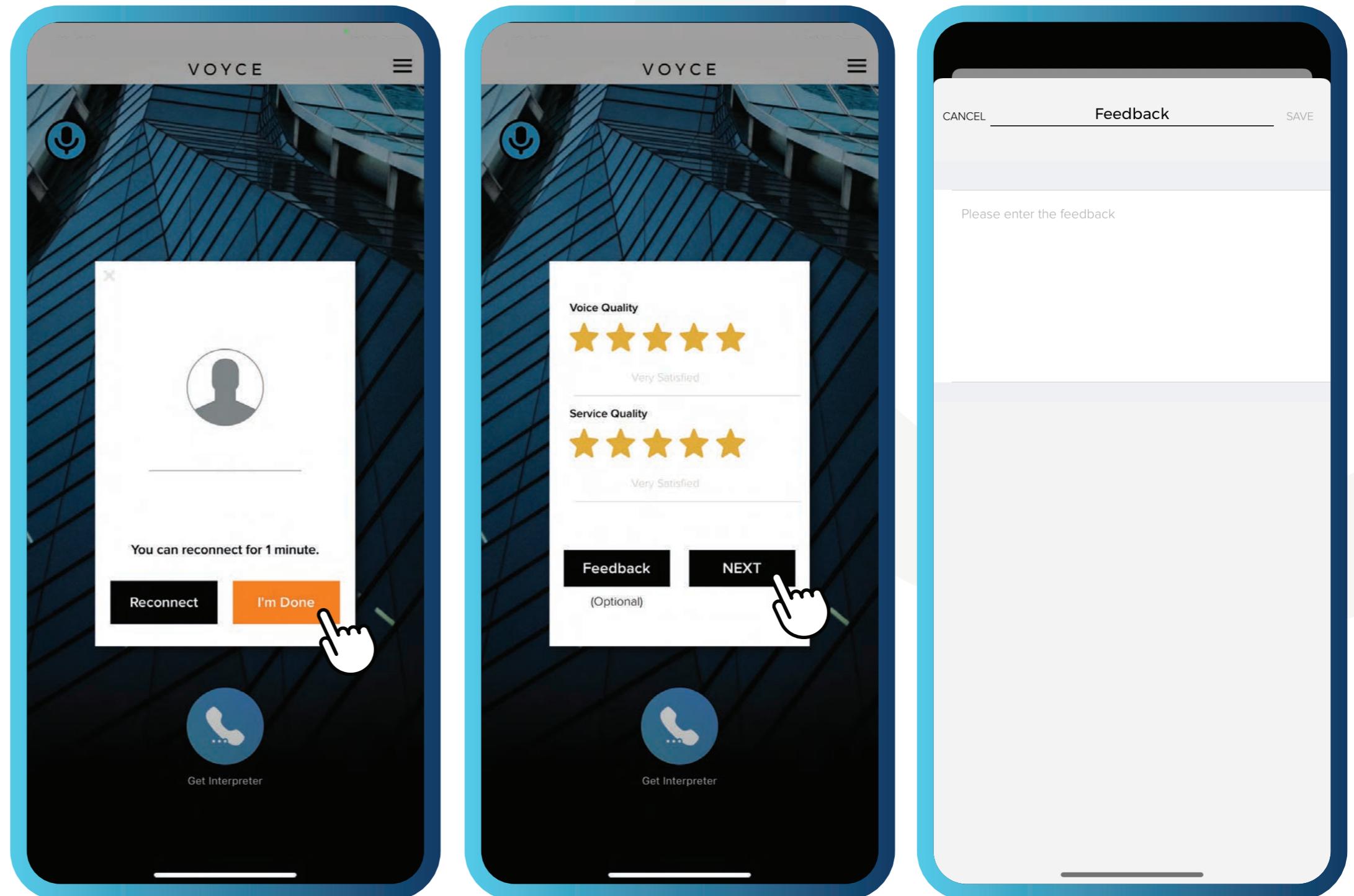
When adding a third party to the call:

- 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](mailto:support@voyceglobal.com).

© 2022 Voyce