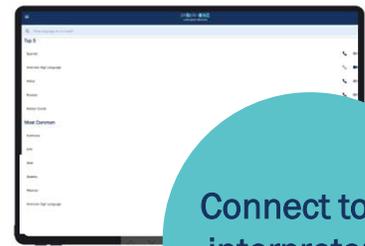


## Quick Reference

Language Services Access



Connect to an interpreter in just ONE tap

## Propio ONE Audio & Video Interpreting

### Connect to an Interpreter

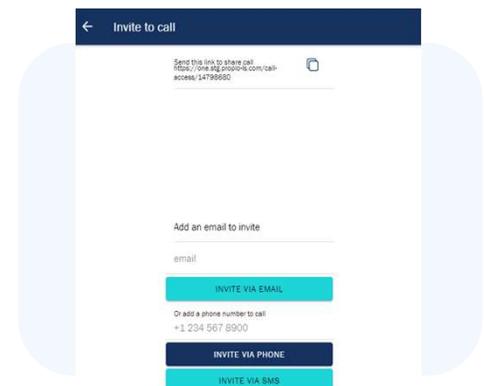
- 1 Select the Propio ONE application icon. 
- 2 Locate the language on the list or use the search bar, then select either the 'phone' icon for audio-only calls or 'camera' icon for video calls.
- 3 A screen will appear while you are being connected with an interpreter.

\* We have a built-in feature that automatically rolls all spoken language video requests (except ASL) to an audio call if not connected within 30 seconds. Please disconnect and re-connect to refresh your video requests.



### Include additional participants to your session:

- Select  or  to expand the menu
- **To invite via email:** Enter the recipient's email address, click the 'Invite via Email' option.
- **To invite via SMS:** Enter the recipient's phone number, no dashes, then click the 'Invite via SMS' option.
- The recipients will receive a text message with a one-time link for the video meeting. They **DO NOT** have to download the app.



### Screen Control Functions

-  Connect to a Propio ONE video interpreter
-  Connect to a Propio ONE audio interpreter
-  Add a 3<sup>rd</sup> party
-  Turn video off/on for privacy
-  Audio is muted to restrict interpreter's ability to hear
-  Indicates current bandwidth connection and video quality

### Helpful Tips

1. Keep the iPad plugged in and ready when not in use.
2. Check WiFi connection and strength before each session.
3. If using external speaker, verify it is on at the maximum volume, Adjust iPad sound in Settings. Adjust microphone volume by swiping up on the iPad and sliding the volume bar to the right.
4. Position the iPad camera so the interpreter can see the head and torso of the customer and the customer can see the interpreter.
5. Brief the interpreter and speak directly to your customer.