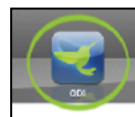


### Steps to access an interpreter via PC

1. **Double-click the ODI Icon**
2. **Click “OK” to Login**
3. **Select the language** - After selecting the language a Hold screen will appear briefly before connecting to the interpreter.



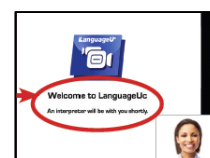
LanguageUc/ODI Icon



Login Screen



Language Menu



Hold Screen

### Accessing the menu control:

- Scroll over the camera screen
- **Microphone mute** –mutes your audio to the interpreter
- **Interpreter Mute**- Mutes the Interpreter
- **Video Mute** – Turns your video off so the interpreter cannot see you
- **Screen Controls**-blocks the view for the interpreter
- **Call Hang Up**-ends the connection with the interpreter
- **Key Pad**-to be used for the Audio call



Mic Mute

Interp. Mute

Video Mute

Screen Controls



### Accessing an interpreter via Audio:

1. Select Audio Languages
2. Open your camera browser
3. Enter Client ID on Keyboard
4. Selecto Language
5. Provide additional information if requested
6. You will be connected to an interpreter momentarily



Camera Browser

### IMPORTANT INFORMATION:

#### POSITIONING OF THE VIDEO SCREEN

Use the self-view screen to ensure that the patient can see the interpreter on the screen. To make sure that the interpreter can see the Deaf and/or Hard of Hearing individual who is signing, make sure that him/her is not in front of a window or have a light source behind them.

**INTERPRETER IDENTIFICATION** - Interpreters identify themselves by name and ID number. Note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient or the Deaf and/or Hard of Hearing individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**CUSTOMER SERVICE**– To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.language.com](http://www.language.com), and click on the “Customer Service” tab, then select Voice of the Customer and complete the form.