

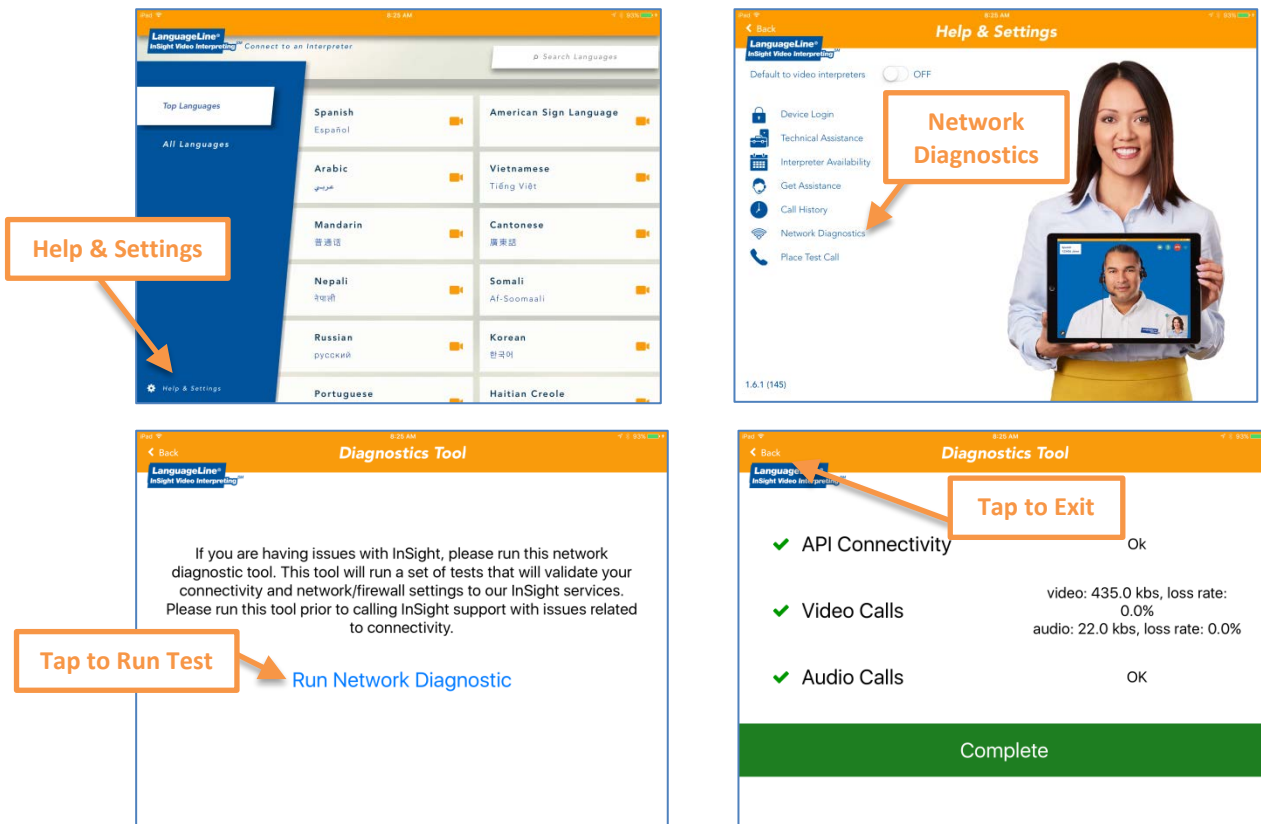
LanguageLine® InSight Video InterpretingSM App Update

LanguageLine Solutions® is excited to announce the upcoming release of LanguageLine InSight Video Interpreting 1.6 to the Apple App Store on **January 18, 2018** and LanguageLine-owned devices from **February 1, 2018 through February 4, 2018**. We have added new features to enhance your experience, including the ability to easily test your network connectivity and to adjust the volume of your InSight calls from within the application.

Network Diagnostic Tool

Access the new network diagnostic tool in the “Help & Settings” section of the InSight app to assist with troubleshooting connectivity issues, including:

- API connectivity
- Network speed and quality (bitrate and packet loss) for both video and audio calls

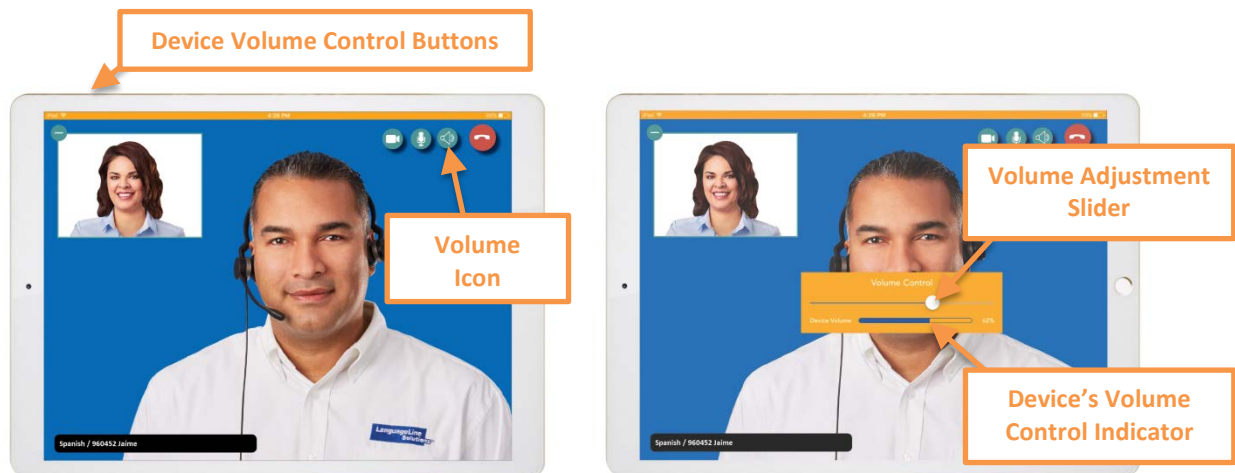


In-App Volume Adjustment

The capability of easily controlling the volume during a call is essential to a successful interpretation session. Ensure your iPad® or iPhone® volume is set to 100% using the buttons on the side of the device and your external speaker is set to the highest volume setting.

To assist in adjusting the volume while on an InSight call, a new **Volume Icon** has been added to the upper right corner of your screen. Simply tap on the Volume Icon to view the **in-app Volume Adjustment Slider** bar. Slide to decrease the volume to your desired setting.

NOTE: The **Device Volume Indicator** will appear below the Volume Adjustment Slider if your device's setting is below 70%.



Miscellaneous Enhancements and Bug Fixes

- The network status indicator shown while on a video call has been removed.
- Rating stars have been enlarged for easier selection.
- Added support for iOS 11 (fully tested/certified).
- Improved loading of NotePad functionality on slower devices.
- Added support for iPhone X devices.

Installing Updates

The update installation process varies depending on whether you have purchased your devices or lease them from LanguageLine Solutions. Please refer to the appropriate section below for update installation details.

Client-Owned Devices: For those customers utilizing the iOS “Automatic App Update” feature, updates will take place automatically. To update the application yourself, follow the standard iOS app update process. If your organization requires additional steps for updates, contact your technology organization for more information.

LanguageLine-Owned Devices: If your organization opted to have LanguageLine provide and manage your devices, the application update will be handled by LanguageLine’s Mobile Device Management (MDM) automatically. If the application is open during the update, the user may be prompted to allow the update to proceed.



For seamless continuation of service, please tap “Update” when this box appears.

Technical Support

If you need assistance or have any questions about the updated software, please contact us at **(844) 373-1951**.

Future Release Schedule – LanguageLine-Owned Devices

All future **InSight App updates** will be released during LanguageLine Solutions’ monthly maintenance window, between the hours of 6:00 p.m. and 8:00 p.m. Pacific Time starting on the first Thursday of the month and continuing through the following Sunday. You will be notified two weeks in advance of an InSight App update.

Emergency InSight App Updates, profile updates, and iOS updates will be released the first weekend after LanguageLine Solutions receives an Emergency notification from Apple.

LanguageLine continues to innovate to ensure your InSight experience is of the highest quality while delivering the most reliable and secure solution to serve your interpreting needs.

Thank you for using LanguageLine InSight Video Interpreting. We truly appreciate your business.