SignOnVRI
Video Remote Interpreting

A Sign Language Interpreting Resource, Inc.

Frequently Asked Questions

How does Video Remote Interpreting (VRI) work?

- Instead of having an interpreter in person at your place of business, you would have a live interpreter in a remote location that you or the deaf individual would be able to see and hear on a screen. The remote interpreter would be literally in the room with you. Your screen of choice could be a computer or any video conferencing equipment you have. Most people use a computer.

What situations or settings can I use VRI for?

- VRI can be used in most settings that a live interpreter would be used. Some of those are: staff meetings, classrooms, conferences, hospitals, courtrooms and one-on-one meetings.

What equipment do I need?

- You will need a computer and high speed internet connection. In order to have a smooth and clear video connection, it is recommended that you have at least a 1 MB upload/download speed. To check your connection speed, try websites such as www.speedtest.net or www.speakeasy.net.

I have my computer and high speed internet, now what?

You will need a webcam to be able to see our interpreter. Most new computers have webcams integrated but if yours doesn't, here is an example of a webcam that we recommend. Logitech HD Pro C910 You may also need external speakers/microphone based on the set up of your meeting/event. We typically assess that need during our initial test session.

I have a computer, high speed internet and webcam, can we get started?

Sure. Now that you have all your equipment, you just need to choose how to connect with SignOn Video Remote Interpreting service. We offer several ways to connect.

- **Web based service**. We often use Skype as a tool for videoconferencing. It's a free service and you can easily download it onto your computer. To download the program, go to www.skype.com and go through the simple downloading instructions.

- **IP based service**. SignOn often uses IP based service using an H.323 video protocol. One of the more popular video software systems we use is Polycom PVX. You would have to purchase a license and download this software onto your computer. Sometimes adjustments need to be made to make sure the portals are all open correctly. Many organizations already operate this protocol and we simply work through existing systems.

- **iChat**. Many people who use a Mac already use iChat as a video communication tool. It's built into the newer Mac computers and is simple to open and operate. iChat provides a very clear picture and is a good option for Mac users.

I've decided to use Skype.

- Great! We need to make sure that you and our interpreter would be able to have a successful appointment. You would now have to call us at (206) 632-7100 to schedule a free test run of the service. After successful testing, you will be ready to start using SignOn's VRI services for your interpretation needs!

Can I get an Interpreter Now?

- **Pre-Scheduled VRI:** With our pre-scheduled services, appointments have to be made with at least 48 working hours notice.

If you have any more questions, please call our Customer Service Specialist at (866) 688-7100 (voice), (206) 445-7434 (VP) or email info@signonasl.com.