

# AA Global Language Services Ltd.

Telephone & Video Interpreting Guide

Using the Mobile App

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# Set-Up

- Step 1: Register on AA Global Portal Following the “Client Portal” Guide.



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- Step 2: Onboard onto the Telephone and Video Interpreting Platform by following the “Web Portal Guide”



# Set-Up

- Step 1: Register on AA Global Portal Following the “Client Portal” Guide.
- Step 2: Onboard on to the Telephone and Video Interpreting Platform by following the “Web Portal Guide”
- Step 3: Download the “InterpretManager” app from Google Play or Apple App Store by following the links below or clicking on the icons on the right

Apple:

<https://apps.apple.com/us/app/interpretmanager/id1164431413>

Android:

[https://play.google.com/store/apps/details?id=com.boostlingo.interpretmanager&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.boostlingo.interpretmanager&hl=en_GB)



# How to Log in

- Step 1: Open the “InterpretManager” App on your device



# How to Log in

- Step 1: Open the “InterpretManager” App on your device
- Step 2: Enter your Email Address



12:11 4G

**AA**  
GLOBAL  
LANGUAGE SERVICES LTD

Email

Password

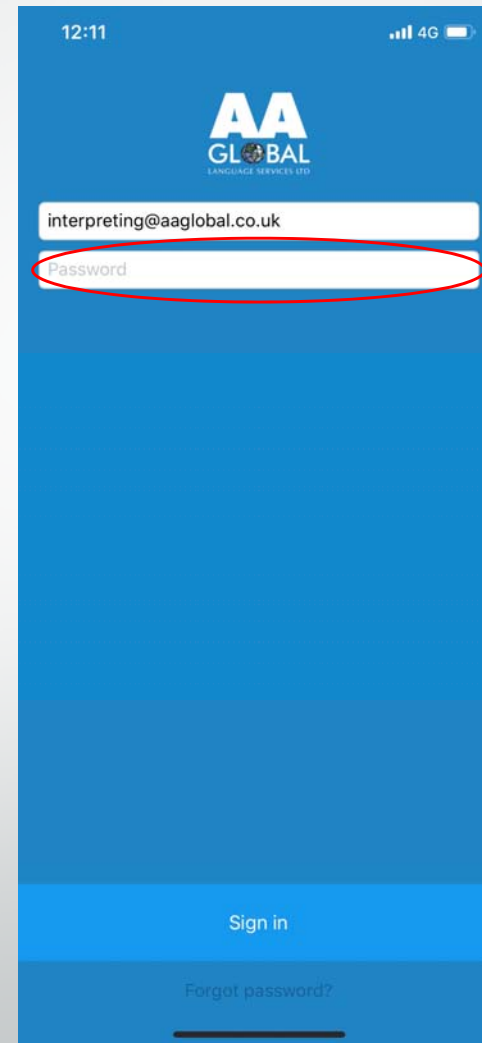
Sign in

Forgot password?



# How to Log in

- Step 1: Open the "InterpretManager" App on your device
- Step 2: Enter your Email Address
- Step 3: Enter your Password  
*[If you forgot your password click on "Forgot password?"]*



12:11 4G

**AA**  
GLOBAL  
LANGUAGE SERVICES LTD

interpreting@aaglobal.co.uk

Password

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- Step 4: Click "Sign in"



12:11 4G

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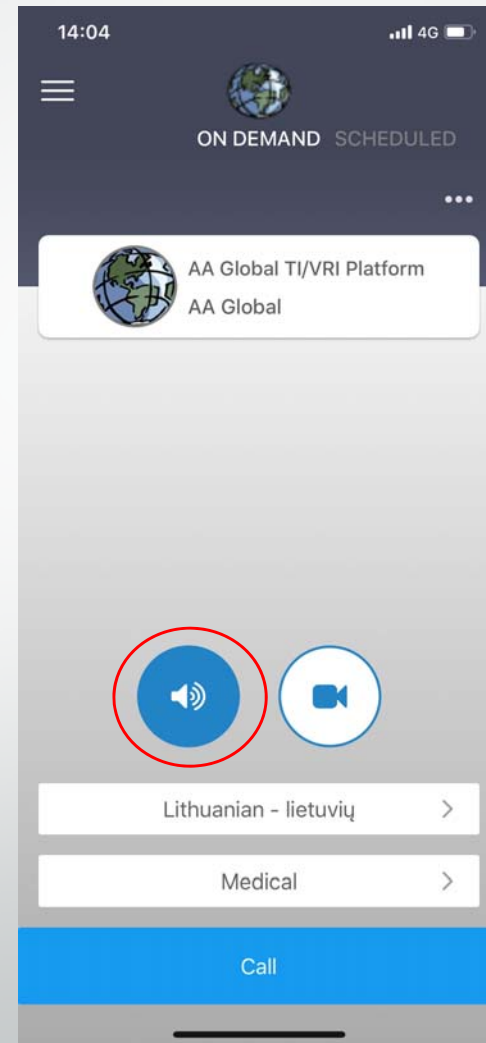
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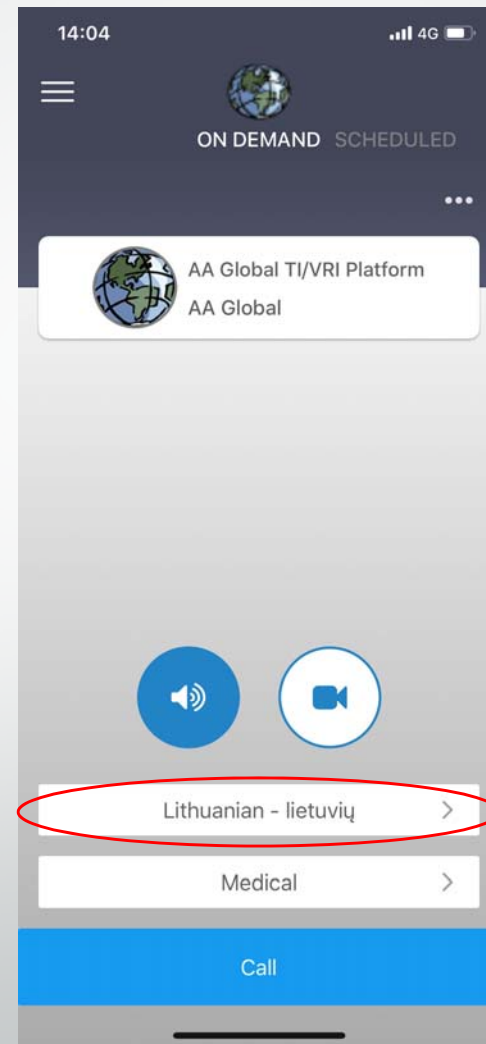
# On-Demand Telephone Interpreting Service

- Step 1: Click on the Audio icon



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# On-Demand Telephone Interpreting Service

- Step 1: Click on the Audio icon
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Language To

Q Search

All Languages

Acehnese - Achinese

Acoli - Acholi

Afar - 'Afar af

Afrikaans

Akan

Akateco - Kanjobal

Albanian - shqipe

Alsatian - Elsässisch

American Sign Language - ASL

Amharic

Anuak - Anywa

Apache

Arabic - Egyptian - Masri

Arabic - العربية

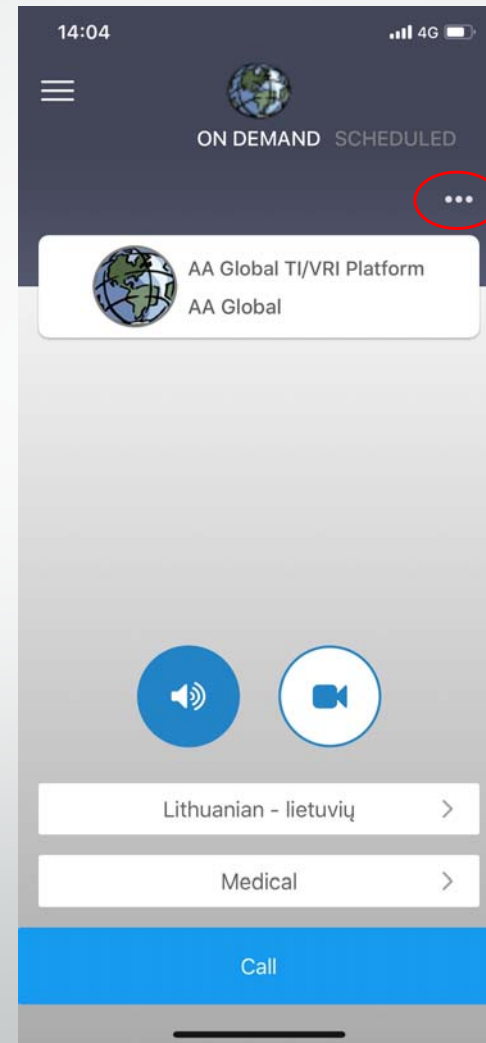
Arabic (Algeria)



# On-Demand Telephone Interpreting Service

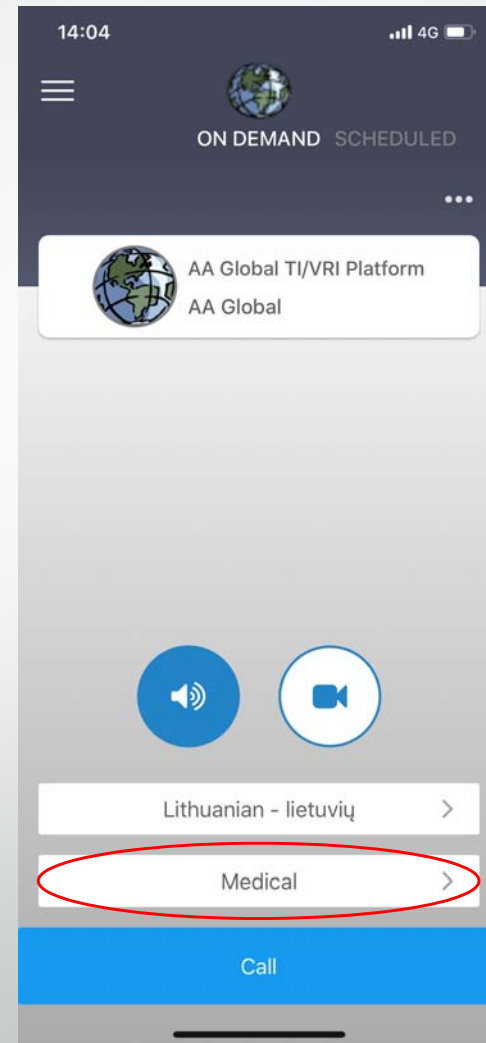
- Step 1: Click on the Audio icon
- Step 2: Click on "Language To"
- Step 3: Select the desired language
- Step 4(optional): Click on the 3 dots

*[Use this option if you require a gender specific interpreter or language pair where English is not one of the languages , for example Lithuanian into French]*



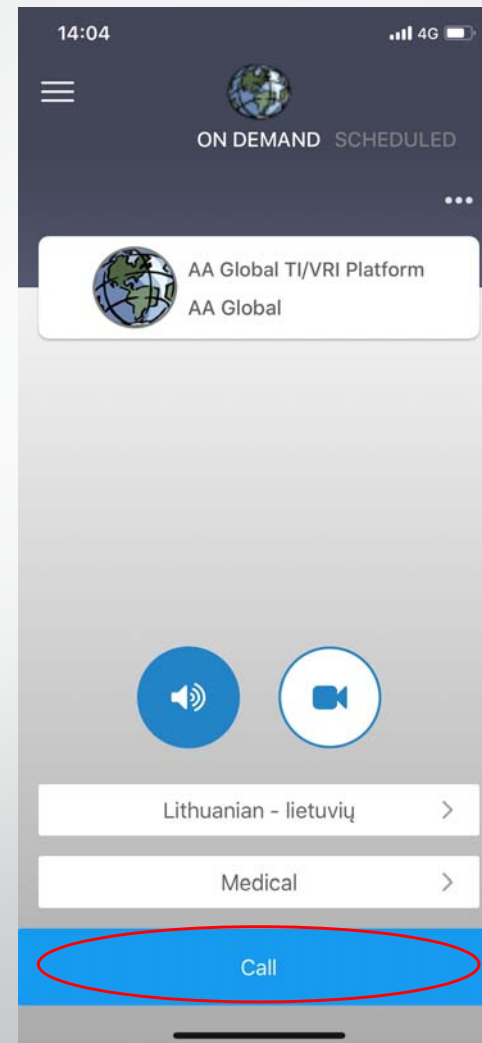
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- Step 7: Click "Call"
- Step 8: Fill in the details required by your organisation and click "Submit and Call".

The screenshot shows a mobile app interface for a pre-call setup. At the top, the time is 12:12 and the signal strength is 4G. The title is "Pre-Call" with a close button (X) on the left. Below the title, it says "English > Lithuanian Medical". Underneath, there is a "Gender: No Preference" label with a blue speaker icon and a video camera icon. Below this, there are two input fields: "Budget Code \*" and "Service User Name \*". At the bottom, there is a blue button labeled "Submit and Call" which is circled in red.



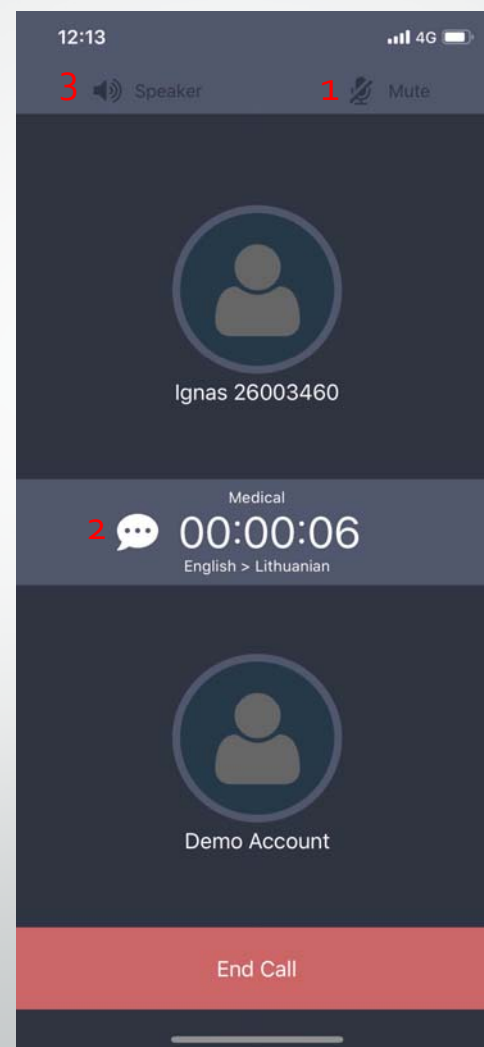


# On-Demand Telephone Interpreting During the Call

- Section 1: Controls

1. The "microphone" button allows you to mute your microphone.
2. The "chat" button allows you to send an instant message to the interpreter if needed.
3. The "speaker" button allows you to use your devices speaker.
4. Once call finished you disconnect by pressing "End Call"

*[If you require a 3<sup>rd</sup> party to join the call please instruct the interpreter to add the 3<sup>rd</sup> participant by providing a mobile number, if you would like to do it yourself please use the "web portal"]*



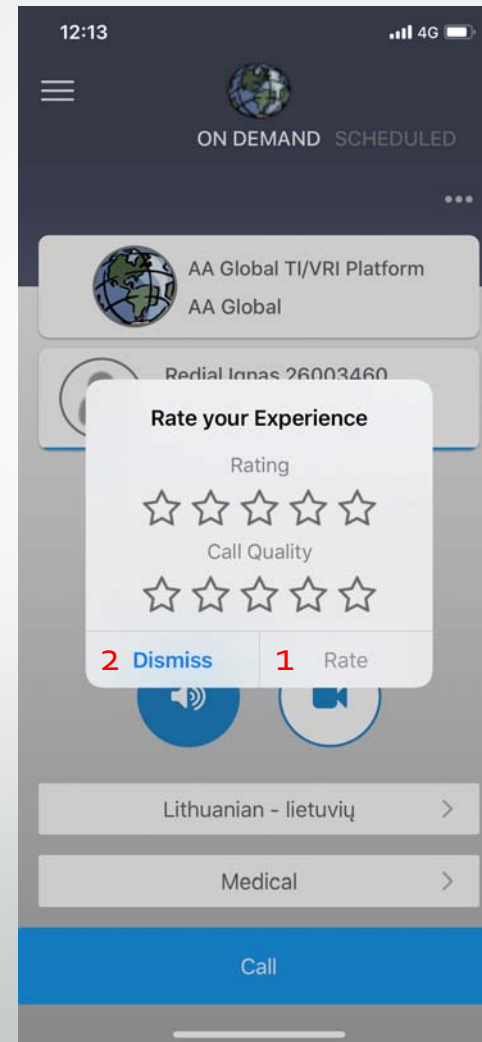
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- **Section 2: After the call**

1. You can rate your experience of the platform and interpreter after the call has ended by selecting the number of stars then click "Rate".
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# On-Demand Telephone Interpreting During the Call

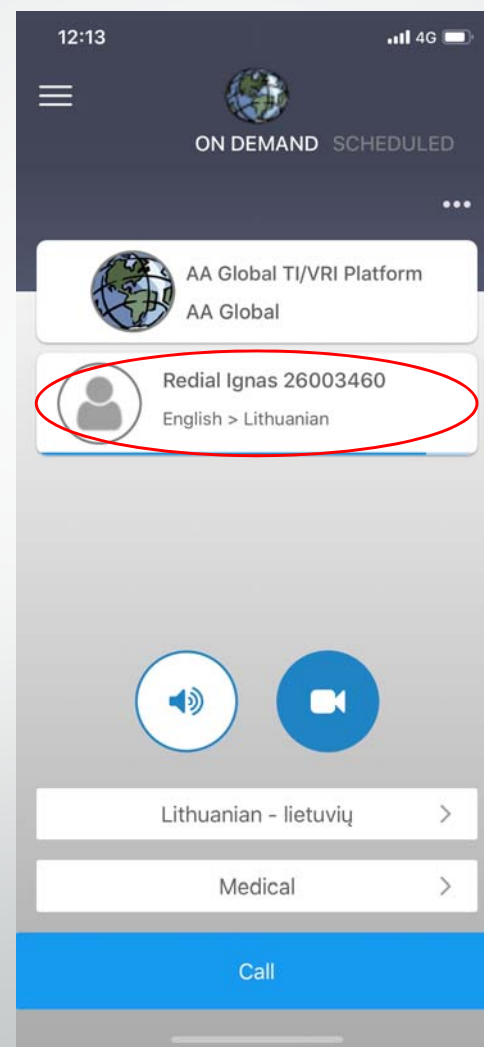
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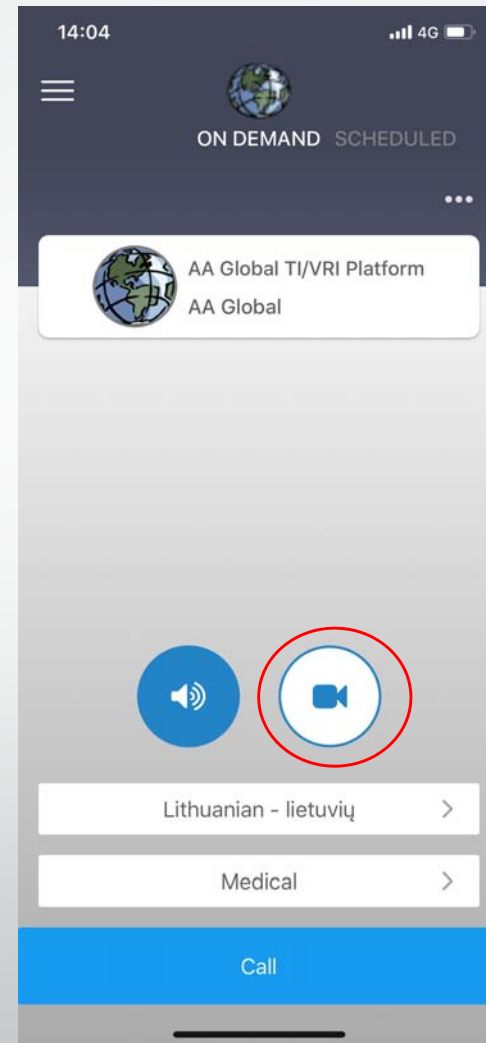
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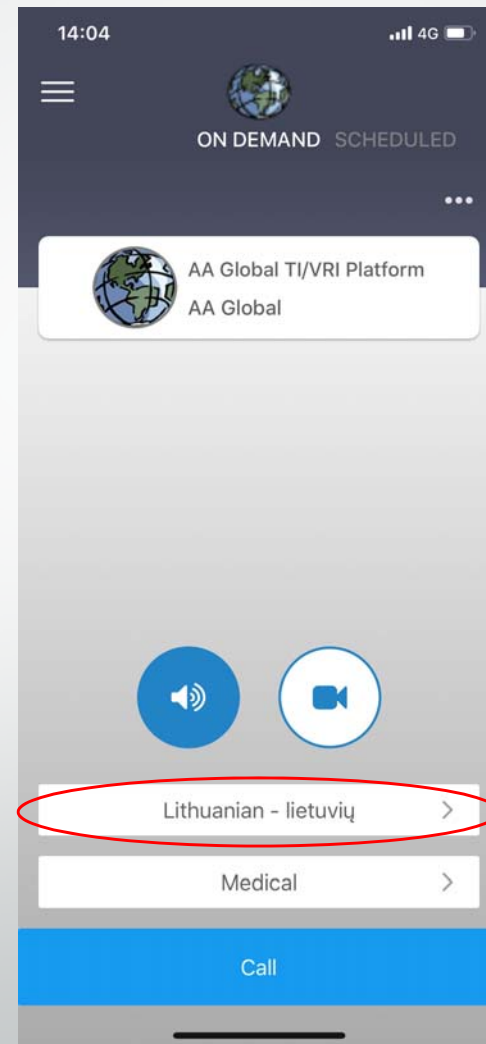
# On-Demand Video Interpreting Service

- Step 1: Click on the Camera icon



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# On-Demand Video Interpreting Service

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Language To

Q Search

All Languages

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Acoli - Acholi

Afar - 'Afar af

Afrikaans

Akan

Akateco - Kanjobal

Albanian - shqipe

Alsatian - Elsässisch

American Sign Language - ASL

Amharic

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Apache

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Arabic - العربية

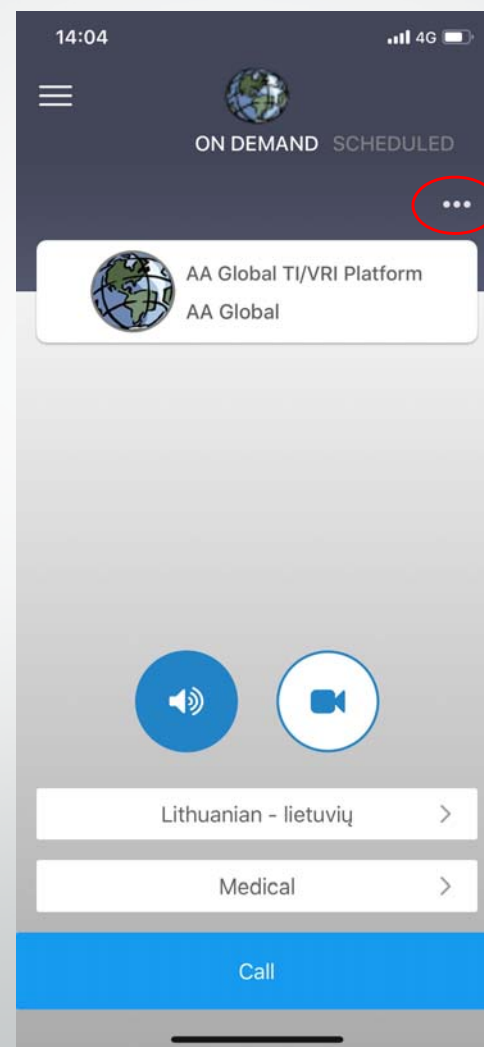
Arabic (Algeria)



# On-Demand Video Interpreting Service

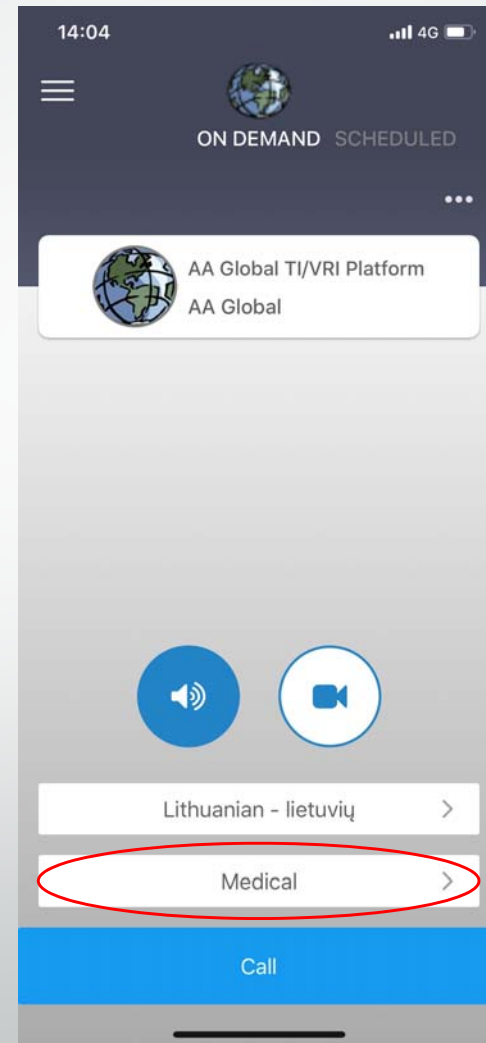
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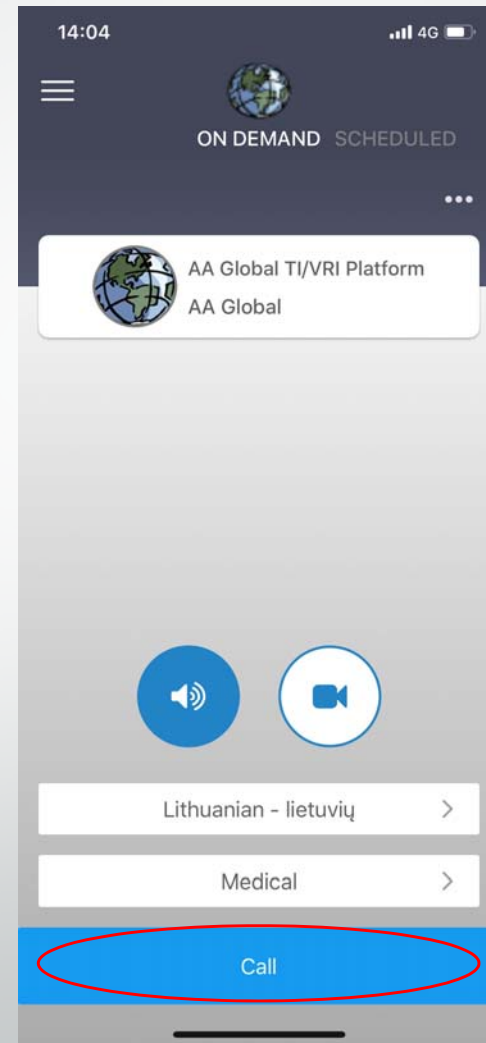
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12:12 4G

Pre-Call

English > Lithuanian  
Medical

Gender: No Preference

Budget Code \*

Service User Name \*

Submit and Call

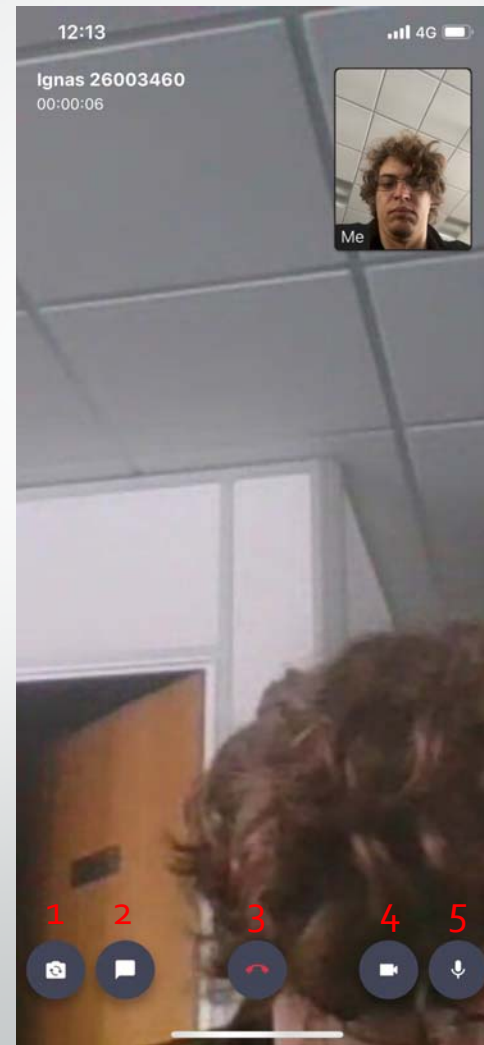


# On-Demand Video Interpreting Service During the Call

- Section 1: Controls

1. The "Switch" button allows you to switch between the front and back cameras of your device.
2. The "chat" button allows you to send an instant message to the interpreter if needed.
3. The "Hang up" button will end the call.
4. The "Camera" button will disable/enable your camera feed.
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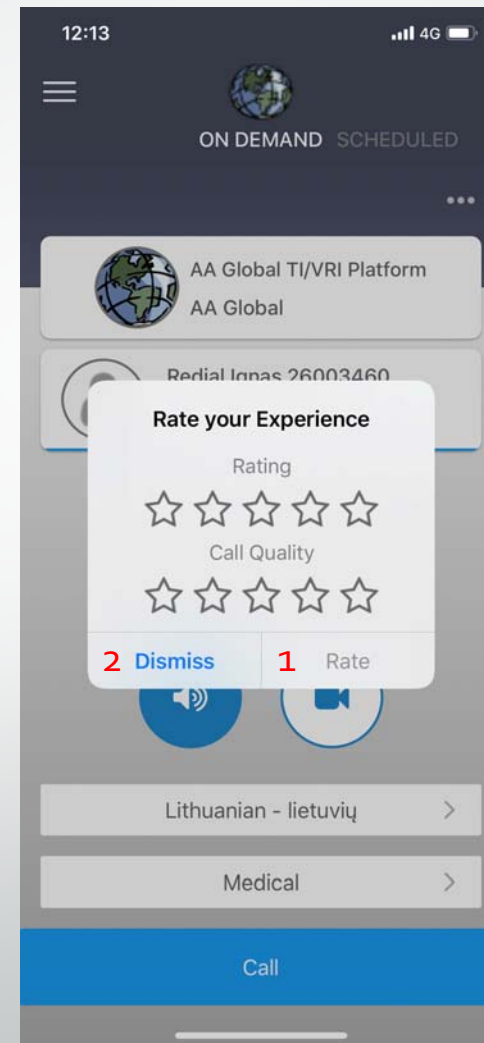
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