

## What is Video Remote Interpreting (VRI)?

VRI is sign language interpretation provided remotely via video conferencing. VRI addresses unexpected communication barriers in a single location by connecting with an interpreter, connected via video conference, from a different location.

## Benefits of VRI

VRI services are available on-demand. This means that you have fast and easy access to interpreters 24/7/365. According to the National Association of the Deaf (NAD), there are many benefits to using VRI services, [but also] limitations to the effectiveness of VRI in some settings including but not limited to medical, legal, and court situations. In such settings, the NAD strongly believes that VRI services should be provided only if on-site interpreter services are unavailable.

## Should I use VRI?

It depends on the individual. Some Deaf individuals require an on-site interpreter, while others are comfortable with VRI. The decision is dependent on the nature of the assignment, as well as preference. VRI is not always appropriate to use -- such as in situations with high turn-taking exchanges, complex dialogue, involving individuals with visual impairment, or in high risk medical and mental health settings.

## Our VRI Interpreters

- Our VRI Interpreters are certified by the Registry of Interpreters for the Deaf, Inc. (RID) and require Continuing Education Units (CEUs) to maintain their skills and certification
- RID certified interpreters adhere to a strict Code of Professional Conduct
- Our VRI Interpreters have cleared background checks
- Interpreters are screened
- Interpreters sign a non-disclosure form
- Interpreters interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.
- Our VRI services are ADA (Americans with Disabilities Act) and HIPAA compliant.

## Why Deaf Access Services?

According to the National Association of the Deaf, too many medical providers have suddenly chosen VRI as the sole auxiliary aid option in the healthcare context, and the limitation to a sole option is completely inappropriate. The Deaf and Hard of Hearing community has become increasingly concerned about the over-reliance on this new technology that is sometimes not effective due to pixilation or lag times and may be used without their permission.

Deaf Access Services is a local non-profit agency created and supported by the Deaf community. We are familiar with the local community needs, agencies, terminologies and current events. These unique qualities allow us to work with you to fully support the linguistic and technical requirements of an effective VRI service. We receive feedback directly from the community, while also being able to locate a "best match" on-site interpreter. We offer complete coverage for all your ASL interpreting needs.

### Desktop/Laptop Hardware:

- *Processors:*
  - Intel: 2.0 GHz or faster second-generation Intel Core i3, i5, i7 CPU or newer
    - Quad-core processors or newer
  - AMD: 1.8 GHz or faster AMD Athlon 64x2 processor

**NOTE: Faster processors provide higher video frame rates.** While multi-core processors slower than 2.0 GHz will work, they are not guaranteed to provide the best video quality. **Video pixilation and freezing may occur on systems that do not meet our processor requirements.**

- *Memory:* 2 GB RAM or more
- *Video Chipset:* Discrete video card, or integrated Intel HD Graphics 3000 or better (found on second-generation (Sandy Bridge) or newer Core i3, i5, i7 processors).
- *Webcam:* Any external, HD 720p or better webcam
- *Speakers/Headset/Microphone*

### Mobile Hardware and Software:

- *Apple Mobile Devices:* Requires version 8.1 or later. Compatible with iPhone, iPad and iPod Touch.
- *Android Mobile Devices:* All devices with mic and cam are supported and require Android version 4.0 and newer.

**NOTE: Video on older Android tablets and older iPads may not be suitable for VRI, especially for Sign Language/ASL Interpreting. For ASL Interpreting, we recommend newer Android tablets and iPads.**

### Desktop/Notebook/Windows Tablet Software:

- *Microsoft OS (32-bit/64-bit):* Windows 7, Windows 8.1 (Desktop Mode), Windows 10
- *Apple Desktop OS:* Mac OS X 10.8 (Mountain Lion) or higher
- *Web Browsers:*
  - Google Chrome 52 (56 or newer recommended)
    - **This browser is recommended for the better application performance.**
  - Mozilla Firefox 35 (40 or newer recommended)

### Network Requirements:

- *Bandwidth:* 2Mbps upstream/downstream strongly recommended; minimum 1Mbps upstream/downstream supported
  - 4G LTE connections/mobile hotspots are sufficient for most situations with an adequate connection to your LTE service provider, however, LTE quality is heavily influenced by your location and by the number of users connected to the same cellphone tower as you. Providers should always rely on wired Internet service over LTE service for consistent network quality.
  - **3G connections/mobile hotspots not recommended but may be sufficient for two-party calls when the 3G connection is not in use by other Internet applications and you have a strong connection to your 3G service provider.**

# VRI Preparation Guide

## Review Hardware/Software Specifications

Using the hardware/software information in our *Technical Requirements* guide, identify a suitable computer with webcam, speakers, and microphone. If using an external webcam, install the webcam using the drivers included.

Test speakers, camera, and microphone.

Suggested resources: (<https://webcamtests.com/>) (<https://webcammictest.com/check-microphone.html>)

There is no desktop application to download/install. This is a web-based application that is supported in:

- **Google Chrome (recommended)**
- Mozilla Firefox

Log into the website: <https://wnydas.interpretmanager.com>

## Review Internet Requirements

Visit <http://www.speedtest.net/>.

- Bandwidth: 2Mbps upstream/downstream strongly recommended; minimum 1Mbps upstream/downstream supported

## Set up Workspace

Set up your equipment and test before placing calls.

- **Ensure you have a good connection:** You will want to verify that you are getting enough bandwidth to support VRI calls throughout the day. Bandwidth can vary during the day due to internet traffic in your area. Also, you almost always get better internet speeds when you use a wired internet connection.
- **Lighting:** Be mindful of lighting in the space you will be using VRI. You do not want to place a Deaf individual in front of a window, as the bright background will cause that person to appear dark.
- **Audio:** Ensure that your voice is clear and intelligible.