

iOS APP CLIENT USER GUIDE

TABLE OF CONTENTS

1. Product Overview.....	3
2. Access	3
a. Location	3
b. Supported OS	3
3. Signing In	3
a. Client Path	3
b. Logging Out.....	4
4. Menu Options	4
a. Dashboard Overview	4
b. Favorites.....	5
i. Adding/Removing/Rearranging Favorites	5
c. Languages	7
i. Finding a Language.....	7
ii. Checking a Language's Availability.....	7
d. Settings	8
i. Setting a Default Account and PIN	8
ii. Global Sync.....	8
iii. Settings Options.....	9
e. Making a Call.....	10
i. Voice Call	10
ii. Video Call	10
iii. Phone Callback.....	11
iv. Session Information	13
5. In-Call Options	14
a. Call Screen Overview	14
b. Call Buttons	15
i. Flip Camera	15
ii. Microphone Mute	15
iii. Privacy Shade	15
iv. End Call	15
v. Sound Output Option.....	15
vi. Hide/Show Buttons/Agent Overlay	15
c. Agent Information	15
i. Agent Overlay	15



1. Product Overview

The iOS App was rebuilt to focus on better video quality, sound and interface for use. This app leverages new languages and iOS features to improve the overall experience.

2. Access

a. Location

- i. Download from the App Store if our implementation team did not help in your setup.
 1. CyraCom App Store Link:
<https://itunes.apple.com/us/app/cyracom-interpreter/id1389494604>

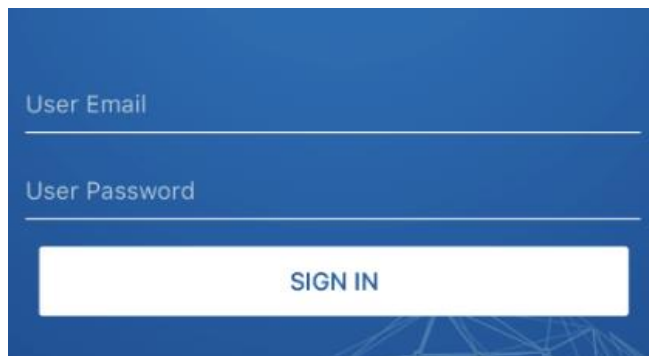
b. Supported OS

- i. This product currently only supports the following iOS Version(s) and should be installed on iPhones and iPads:
 - iOS 11 and Up

3. Signing In

a. Client Path

- i. On the landing screen, enter your non CyraCom or Voiance email address (@any-other-domain).
- ii. Then enter your Password.
- iii. After login, the app will remember your credentials so you do not need to login again after closing.
- iv. If the wrong email address is selected, press the X to clear it.
- v. You will be taken to the Home Page. Users, passwords, Account & PINS permissions are managed through Account Management Portal.

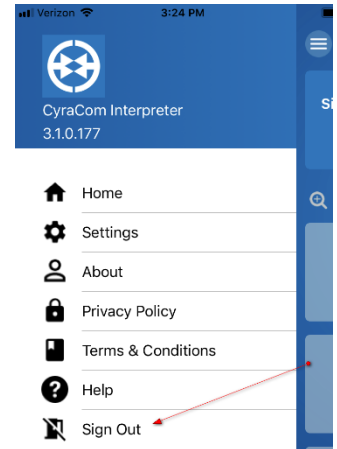
The image shows a login interface with a dark blue background. It features two white input fields: the top one is labeled 'User Email' and the bottom one is labeled 'User Password'. Below these fields is a white rectangular button with the text 'SIGN IN' in blue capital letters.

b. Logging Out

- Click on the "Hamburger" Menu in the Top Left of the Screen.
- Click the "Sign Out" button.
- Based on Internal or External redirects the user, log out removes all tokens and active sessions.

4. Menu Options

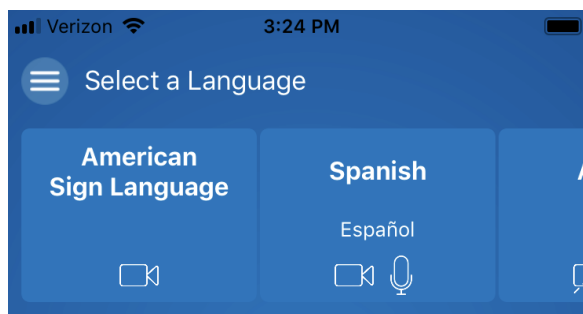
a. Dashboard Overview



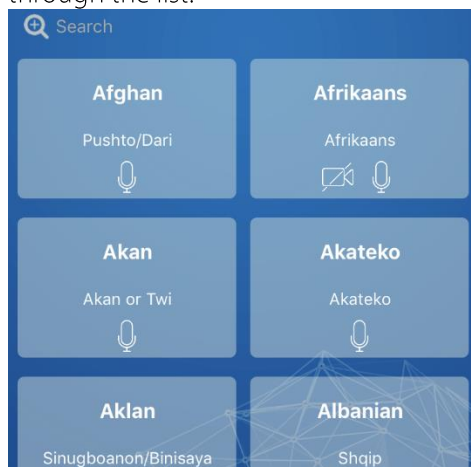
b. Favorites

i. Adding/Removing/Rearranging Favorites

1. At the top of the home screen, you will see your Favorite Language Tiles in the rectangular box at the top of the page. If it is your first time logging in, default favorites will be set.

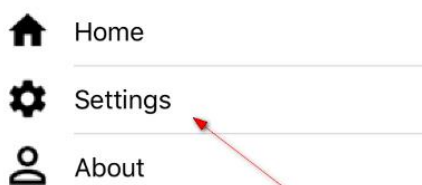
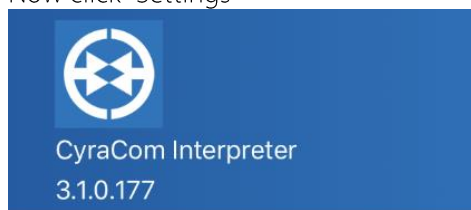


2. Below the Favorites Bar, you will find the Languages Menu, which is a complete list of the language solutions that CyraCom offers. Scroll down and up with your finger to go through the list.

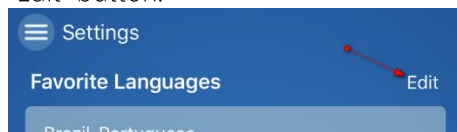


3. To Add or Remove a language from your favorites bar, Click on the "Hamburger" Menu in the Top Left of the Screen.

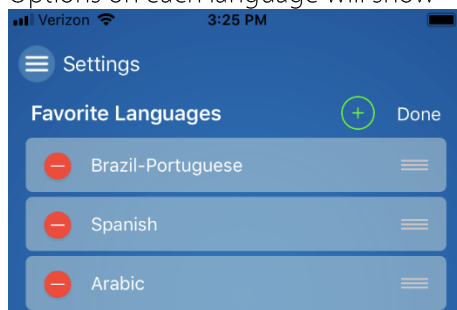
4. Now click "Settings"



5. To Add/Remove/Arrange a language in/to/from your Favorites Bar, start by clicking the "Edit" button.



6. Options on each language will show



7. *Removing Favorite Language*

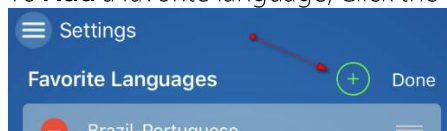
- a. To **Remove** a favorite language, Click the Red Circle, then the Red "DELETE" Call to Action that appears.

8. *Rearranging Favorite Language*

- a. To **Move** a favorite language up or down in order, Click and Hold the "Hamburger" Icon on the chosen language tile and drag up or down.

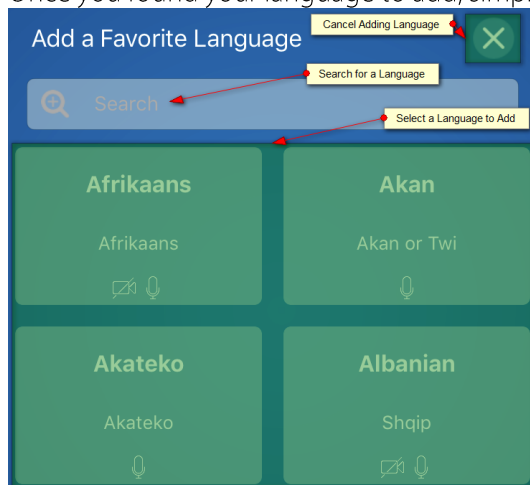
9. *Adding Favorite Language*

- a. To **Add** a language, Click the Green Plus Icon.



- b. You can **Search** for your language from the "Search" box.
- c. You can **Cancel** the process by clicking the "X" icon.

10. Once you found your language to add, simply click on it.



11. When you are **Done** with editing your favorite languages, click the "Done" Call to Action.

c. Languages

i. Finding a Language

1. To search for a language, simply add the name of the language in the "Search" field.



2. This will limit your possible selections in the Language Tile Menu to the search criteria entered.
3. To clear your search, you can either click the "X" icon or the "Dismiss" Call to Action.

ii. Checking a Language's Availability

1. Click on a Language Tile.
2. If a language is currently unavailable for video and/or audio calls, the call-type icon on the bottom of the Language Tile will be grayed out.



3. To see a language's current availability, Click on a Language Tile and scroll to the bottom and click the "Check Schedule" icon.



4. The days and times the language is available will show in the chart. The times are also adjusted to the mobile/tablet device's time zone.

Afrikaans
Afrikaans

Times show in device's Time zone

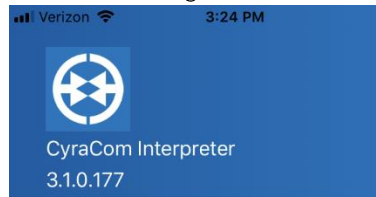
Video Availability (MST)

Day of Week	Schedule
Monday	No Availability
Tuesday	No Availability
Wednesday	No Availability

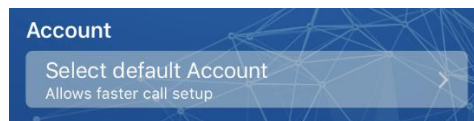
d. Settings

i. Setting a Default Account and PIN

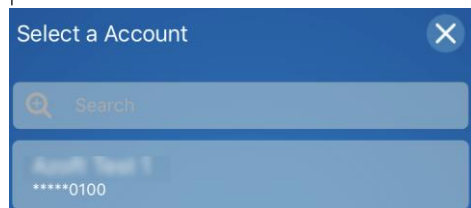
1. Click on the “Hamburger” Menu in the Top Left of the Screen.
2. Click on “Settings” button.



3. Scroll to the bottom and click on the Account Tile



4. Select the account from the list or search for one. You can click the “X” Icon to cancel the process.



5. **Click on the Account Tile you wish to have as your default.**
6. After you select a Default Account, you will be given the option to select a Default PIN. Click on the PIN Tile under the Account tile.



7. Select the account from the list or search for one. You can click the “X” Icon to cancel the process.
8. You can repeat the process if you want to change the default account or PIN in the future.

ii. Global Sync

1. If you would like to sync your settings under your account’s email address, you can click the “Save Globally” toggle.

2. PLEASE NOTE: this override any settings that were Globally Synced.



3. If you make any changes to the items below, then click the "Save Globally" toggle, they will be overridden. You MUST click the "Save Globally" toggle FIRST, then make your Global changes.
 - a. Default Account
 - b. Default PIN
 - c. Favorites
 - d. Favorites Order

iii. Settings Options

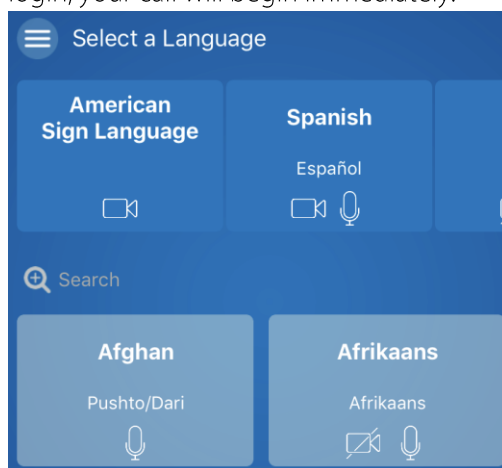
1. Click on the "Hamburger" Menu in the Top Left of the Screen.
2. Click on "Settings" button.
3. Below is a list of the settings that can be adjusted to suit your preferences.

Name	Description	Default
Default Account	Account to be auto-selected upon login - X Removes Default	None (for users with multiple Accounts)
Default PIN	PIN to be auto-selected upon login - X Removes Default (Hidden on No Account Default)	None (for users with multiple Pins)
Save Globally	ON: Saves settings for all WebVI instances OFF: Saves in local browser only	OFF

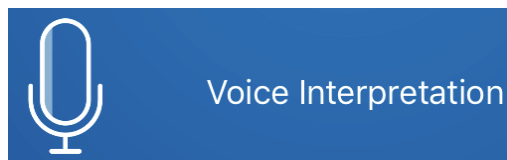
e. Making a Call

i. Voice Call

1. To make an Audio Call, tap the Language or Favorites Tile of choice. If you have set your Default Account and PIN, or have only one available Account and PIN associated with your login, your call will begin immediately.



2. Click on the Voice Icon.



3. After entering any required information (see section iv below) the "Get Interpreter" Call to Action will become active. Tap it to start your call.
 - a. If you don't see the "Get Interpreter", click the "Enter" or "Return" on your onscreen keyboard to have the keyboard hide to show the "Get Interpreter" Call to Action.

ii. Video Call

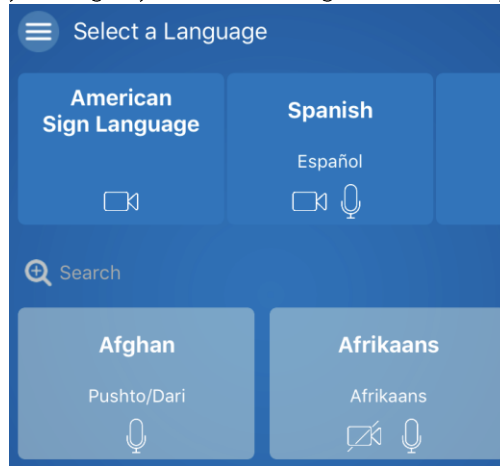
1. To make a Video Call, tap the Language or Favorites Tile of choice. If you have set your Default Account and PIN, or have only one available Account and PIN associated with your login, your call will begin immediately.
2. Click on the Video Icon



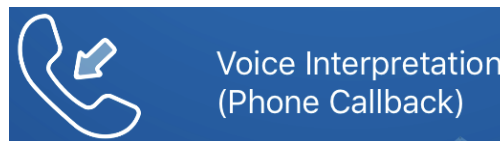
3. After entering any required information (see section iv below) the "Get Interpreter" Call to Action will become active. Tap it to start your call.
 - a. If you don't see the "Get Interpreter", click the "Enter" or "Return" on your onscreen keyboard to have the keyboard hide to show the "Get Interpreter" Call to Action.

iii. Phone Callback

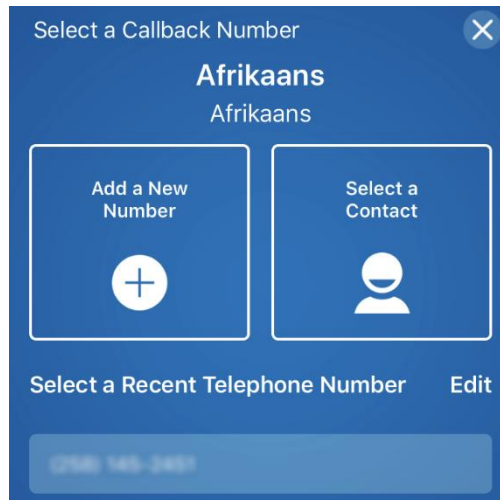
1. To make a Callback Call, tap the Language or Favorites Tile of choice. A Callback Call is where you can define a number to have the interpreter call you back on. If you have set your Default Account and PIN, or have only one available Account and PIN associated with your login, your call will begin immediately.



2. Click on the Phone Callback Icon



3. After entering any required information (see section iv below), you will be taken to the number selection screen.

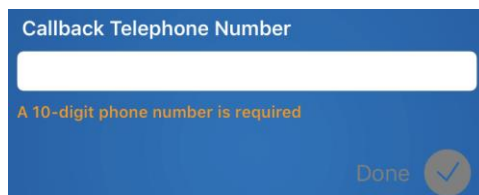


4. *Select Phone Number*

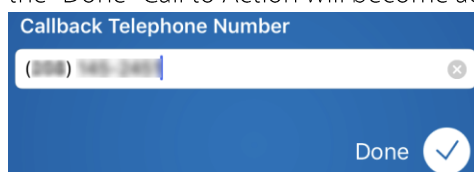
- a. If you have phone numbers currently added, tap on the number you want to use.
- b. You will be taken to a confirmation screen where you can click "Get Interpreter" Call to Action to begin your call.

5. Adding New Number

- a. To add a new number, click the “Add a New Number” box.
- b. Type in the new number you wish to add. You must add a number for callback feature to work.



- c. Once the phone number is entered and complies with the 10 Digit Requirement, the “Done” Call to Action will become active.



- d. Tap the “Done” to be taken to a confirmation screen and an Agent will call you at said number shortly.

6. Select a Contact

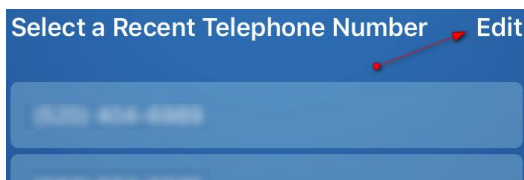
- a. To add a number from your Contacts or iOS Phone Book, click the “Select a Contact” box.
- b. Click on the Contact to find the number you wish to add.
- c. When in the Contact detail view, select the number you wish to add.
 - i. If the number is not 10 digit, the system will not throw the error below unless you attempt a call at that number.



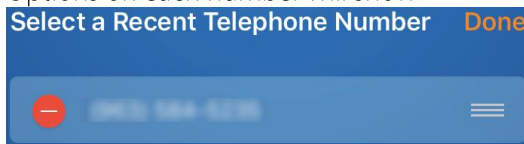
- d. After tapping the phone number you wish to use, you will be taken to a confirmation screen where you can click “Get Interpreter” Call to Action to begin your call.

7. *Rearranging/Removing a Phone Number*

- a. To Remove/Arrange a callback number from your Callback List, start by clicking the "Edit" button.



- b. Options on each number will show



i. *Removing Favorite Language*

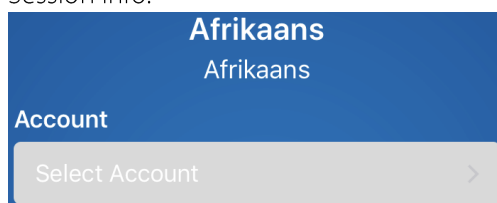
1. To **Remove** a number, Click the Red Circle, then the Red "DELETE" Call to Action that appears.
2. You can also slide your finger from the Right to the Left without clicking edit to remove a number.

ii. *Rearranging Favorite Language*

1. To **Move** a number up or down in order, Click and Hold the "Hamburger" Icon on the chosen language tile and drag up or down.
- c. Click the "Done" Call to Action when you are finished.

iv. *Session Information*

1. If neither a Default Account nor PIN is set when making a call, clicking a Call Button will take you to a screen which will allow you to select your Account, PIN, and any additional Session Info.



2. After you have selected an Account, you will be presented with the PIN selection field.



3. If your account has additional Session Collection Information (e.g. MRN #), those fields will appear below your PIN. These field(s) are required to make a call.

Account

Account Type 1
*****0100

PIN

PIN 1234

Authorization Number

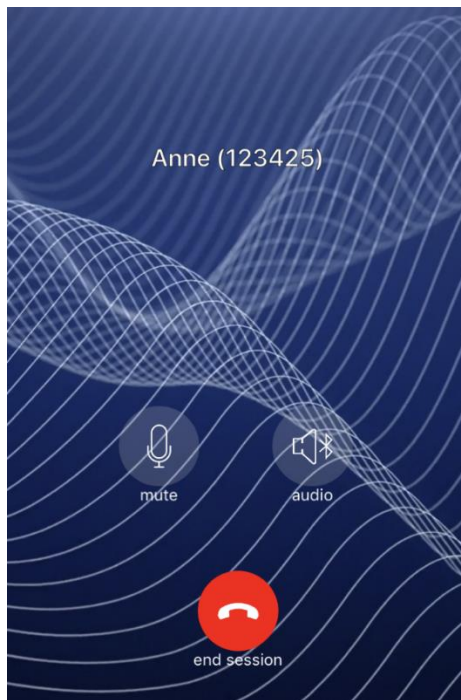
3852695

4. PINs can be configured to collect specific information for a call.

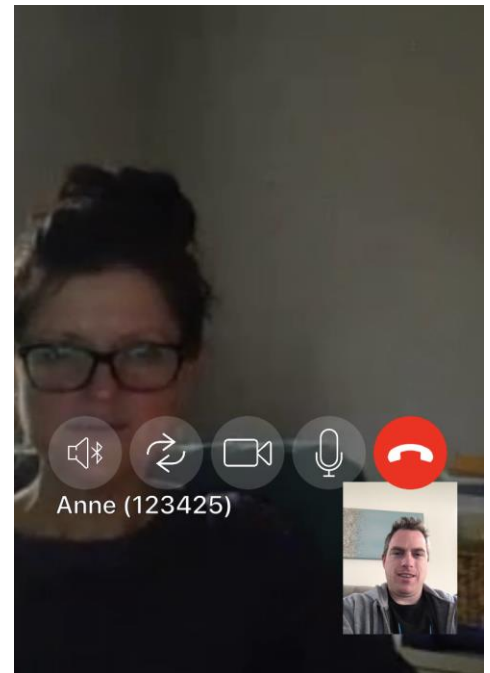
5. In-Call Options

a. Call Screen Overview

i. Voice Call



ii. Video Call



b. Call Buttons

i. Flip Camera

1. This button will change your camera from the front facing camera of the device, to the back camera of the device.



iii. Privacy Shade

1. This button will turn off the client's camera so the interpreter will not see them.



ii. Microphone Mute

1. This button will mute the client's microphone so the interpreter will not hear them.



iv. End Call

1. This button will end the interpretation session.



v. Sound Output Option

1. This allows you to change the output from the device speaker to a Bluetooth 3rd party device. The last sound output method will be remembered so you don't have to change it again.
 - a. If you are not hearing sound from the 3rd party speaker, see if it's connected or turned on.



vi. Hide/Show Buttons/Agent Overlay

1. To make the call experience better, after a certain time the buttons and Agent Overlay will disappear. To make them Reappear, tap anywhere on the screen once.

c. Agent Information

i. Agent Overlay

1. During a call the Agent First Name and ID will show on screen.

