1 Before you start

Internet

The network to which the speaker's device is connected must **support secure WebSocket connections** via the WSS protocol. (Most modern networks do, but some corporate or public Wi-Fi systems may block these connections.)

Plan for **adequate bandwidth** based on anticipated attendance. As a general guideline:
- Small events (up to 50 users): minimum download speed of 25 Mbps.
- Medium events (50-200 users): minimum download speed of 100 Mbps.
- Large events (more than 200 users): minimum download speed of 500 Mbps or higher.

Make sure your router and network infrastructure can handle the number of **simultaneous device connections** you expect at your event.

Speaker Setup

DEVICE
- Laptop - Normally gives better results
- Smartphone - Totally fine if it's a decent device

AUDIO INPUT (Best to Worst Quality)

1) Professional event setup
- Line/Aux cable from PA system to device
or
- Y-splitter from microphone - Send mic signal to both PA and your device

3) External microphone (lavalier, headset, etc.) - Good quality, hands-free.

4) Built-in device microphone - Lower audio quality, may give poor results.

Audio Environment Setup

The system is designed with high sensitivity to capture voices from across a room or in noisy environments. This same sensitivity means it will pick up ANY audio - including translated speech from speakers. We don't use a noise gate to guarantee optimal translation quality and voice sensitivity.
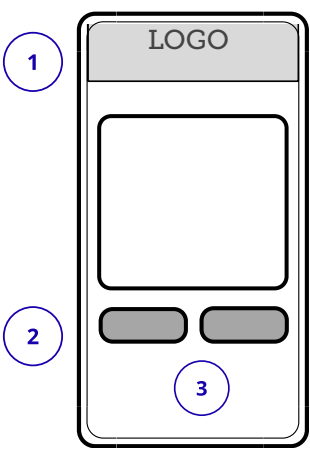
For these reasons, the speaker's microphone and other voice sources - in particular the translated output - must be acoustically isolated.

This requires ONE of the following:

- All listeners use headphones
- Speaker and listeners are in different locations
- Microphone sensitivity and/or speaker volume are reduced sufficiently to achieve acoustic isolation

This is a physical acoustic requirement, not a system limitation.
Professional interpretation booths are soundproofed for the same reason.

Personalization

The logo must be centered in the top bar. Space is limited, so we can't fit more than three logos in a horizontal row.
If there is no logo, we can use that space to put the name and date of the event.
We can also customise the background colour **(3)**, the colour of the top menu bar **(1)** and the colour of the buttons **(2)**.

Please indicate your desired colors in hexadecimal or RGB format. Alternatively, our team can customize the colors independently based on your website or the event website.

Glossary of technical terms

When you order a Nubart TRANSLATE from us, our team will send you a link to a specially tailored spreadsheet so that you can include the glossary of special translations (maximum 50 words) and the list of difficult-to-pronounce proper nouns.

Specialized terminology
Our artificial intelligence is very accurate with technical terms. Please limit yourself to terms that are extremely specific to your industry or terms you'd like to see translated in a very specific way.

Pronunciation of proper names
If you expect difficult names to appear at the event (such as your company name, product name, or speaker name), please provide the original term along with an approximate pronunciation.

Setup to receive questions

Sometimes the device that sends the speaker's signal is not in a place where the speaker can see it (for example, in the sound booth).

In this case, you have to create a second access as "guide and translate" in order to have another device that can be placed in full view of the speaker and whose sole purpose is to see the questions from the audience:

- Go to the "employees" tab in your customer area.
- Click on "invite employee" and assign a name and email address.
- Click on the link you will receive from nub.art and assign a password.
- Log in to the device you will use for questions.
- Place it in full view of the speaker.
- **Important**: Make sure the microphone is muted on this device!

If you have trouble granting access to this additional device, let us know, as you may not have the necessary permissions.
If you would prefer not to have audience questions, let us know and we will disable this feature for your event.

Instructions for the speaker

- Before starting, please restart the smartphone you will use as a speaker to ensure optimal performance and prevent any background processes from interfering with the translation session

- Log in under **www.nub.art/customer/login**

- Click on 'Nubart TRANSLATE'.

- If there are several simultaneous translation channels, select the one corresponding to your role as a speaker.

- Select the language in which you will be speaking during your presentation.

> **Important**: If you decide to change languages during your presentation, always click on 'Change language' **(4)**
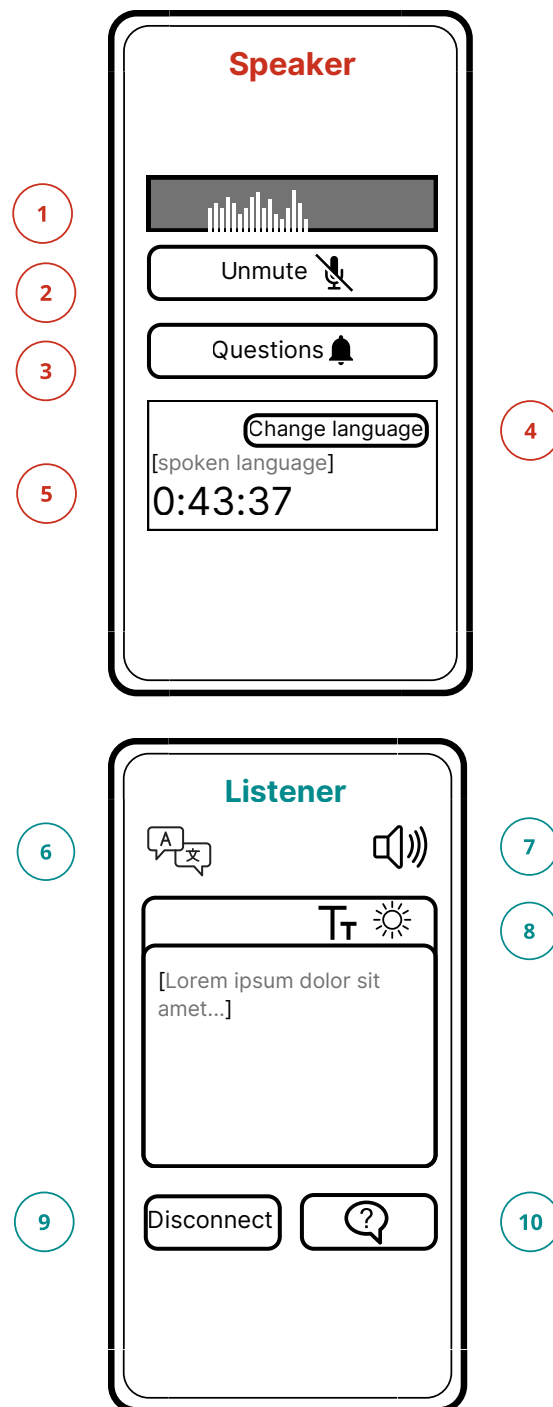
- Click on unmute **(2)** and start talking.

- The spectrum meter **(1)** should show a signal. This indicates that the sound of your voice is being received.

> If **you do not see a signal** on the spectrum meter **(1)** when talking, your microphone is not activated. Ensure that no other app is using the microphone and disable Bluetooth (unless you are using a wireless microphone).

> **Red vertical bars** in the spectrum meter **(1)** indicate that the audio signal is too strong and will become distorted. To avoid this, lower the input volume, reduce the microphone's sensitivity, or increase the distance between the speaker and the microphone.

- Clicking on 'Unmute' **(2)** will also activate the simultaneous translation timer **(5)**, which will appear in red. To pause, click 'Mute' **(2)** to stop the translation timer and reduce costs, as Nubart will only charge you for the actual time used.

- If a member of the audience asks a question **(10)**, a red bell will pop up on your 'Questions' button **(3)**. Clicking on the button will show you the accumulated questions, which you will receive automatically translated into the language you are speaking in. We recommend deleting each question once you have answered it.

🔊 Nubart Translate

Speaker

1

2 — Unmute 🎤

3 — Questions 🔔

Change language — 4

[spoken language]

5 — 0:43:37

Listener

6 — 🔤   🔊 — 7

Tᴛ ☀️ — 8

[Lorem ipsum dolor sit amet...]

9 — Disconnect   ❓ — 10

Instructions for the listener

- Scan the QR code.

- If there are several simultaneous translation channels, select the one you wish to join.

- You will then see a message indicating the language it will be translated into. This is usually your native language, which is the language you have set in your browser by default. However, you can change the language at any time using the icon in the top menu **(6)**.

- The translation will appear in writing in the box in the centre of your screen. If you wish, you can darken the screen to save battery power, or increase or decrease the font size **(8)**.

> By default, the audio will be activated so that you can listen to the translation as well as read it. If you cannot hear anything, turn up the volume on your smartphone.

- If you do not want to hear the translation, you can mute it at any time using the icon **(7)** in the top menu.

- If you would like to ask a question, press button **(10)** at the bottom of the screen. You can type your question in the language you are listening to; the speaker will receive it in their own language. They will receive a notification with your question, but it is up to them to decide when to answer it.

- If you wish to exit the translation, click on 'Disconnect' **(9)**.

2 Tests at the event venue

We strongly recommend spending a few minutes testing the system at the venue before the event begins, under the same conditions in which it will take place.

Test the audio input

Any issues with the transcription of what is being said will severely affect the translation results, so it is essential to ensure that the speaker's voice is captured by our system clearly.

To check the quality of the audio input:

- Log in as a speaker.
- Use another device to scan the QR code.
- Select the same language as the speaker.
- Deactivate the voice output **(7)** to prevent feedback
- Say a few sentences.

This will show you the transcript of what is being said.
If the match between the input and output is less than 95%, the sound is probably not coming through properly.

3 Troubleshooting

There is no translation

- Check that the speaker has clicked "unmute" and that their spectrum meter shows a clearly visible signal. If the spectrum meter shows a signal, but it is barely visible, it means that the sound is reaching our system at too low a volume.
- Make sure that both devices (speaker and listener) are connected to the internet.

The translation appears in writing, but I can't hear it

- Check the volume on your device.
- Make sure you have activated the audio **(7)**.

The translation takes too long

It is normal for the translation to take a few seconds to begin. Human interpreters also need to wait a few seconds before they can begin.

However, the translation should not take more than 2 seconds after the speaker has completed a sentence.
If it takes longer:

- check the internet connection on both devices (the speaker's and the listener's).

Once the speaker starts talking, there is no need to worry, the translation will catch up. The speaker does not need to pause or wait for the translation! In fact, artificial pauses can negatively impact translation quality.

The translation doesn't make sense

Very poor or inaccurate translation is usually due to a problem with the input of the speaker's words.

Scan the QR code and listen in the same language as the speaker. If there is not at least a 90% match, this may be due to one of the following reasons:

- Poor audio reception. Test the audio input as previously explained, OR
- The speaker is not speaking in the language they selected. Select the right language in **(4)**, OR
- The microphone on the speaker's device is picking up sound from a source other than the speaker (e.g. voices of other people, feedback from a mobile phone receiving the translation). Use headphones or reduce your device volume.

The translation repeats sentences

This is normally because **the device of the speaker can hear the results of the translation**.

This is a common scenario during trials, when only one person is testing and their smartphone is too close to that of the listener, allowing the microphone to pick the translation.

- Turn off the audio of the receiver, so that it' can't be captured by the mic of the speaker.
- Use headphones to listen.

Keep sender and receiver at a reasonable distance.

4 Videoconferences

Translation of the speakers in a videoconference

If your speaker is speaking remotely via a videoconferencing system (Zoom, Meet, or similar), we recommend the following:

In order to guarantee optimal results and allow maximum control, without exposing the speaker to any technical complications, we recommend that the conference organizer receive the audio signal and send it to our system.

To do this you need the following:

- A 3.5 mm TRRS audio cable (male-to-male). Important: Do not confuse this with a TRS cable, which looks very similar: the TRRS cables we need have three insulating rings (see image), while TRS cables only have two.
- Two devices (computer or smartphone): on one (a) the videoconference is run, the other (b) sends the speaker's signal to our system.
- A third (optional) device to check the translation result.

Next:

1. Connect the two main devices (a) and (b) with the TRRS cable.
2. Log in as a speaker on the device (b).
3. Establish a video conference call with the speaker.
4. Click on "Unmute", select the speaker's language and proceed as if the speaker were yourself (see instructions).

Through this procedure, the speaker's signal will reach our system through your device.
Make sure that no signal is received from any sound source other than the speaker's voice.

Where possible, avoid using iPhones as devices (a) or (b). If using an iPhone is essential, be sure to use a Lightning to 3.5 mm adapter that is compatible with TRRS cables (standard adapters won't work!).

We strongly recommend that you perform technical tests with this configuration a few days before the event.

Cable TRRS   3 rings ✅   2 rings ❌

5 Events in multiple simultaneous rooms

Events often take place in several rooms at the same time.

- Please inform us of the number of rooms and their names (e.g. "Room 1", "Room 2", "Venus Room", "Apollo Room", etc.) so that we can prepare everything in advance.
- If each room will cover different topics, please send us the thematic context for each room so that we can feed it into the AI separately.

For multi-room events, it is essential that you create a separate speaker account using a different email address for each room. To do this:

- Log in to **www.nub.art/customer/login**
- Go to the '**Employees**' tab.
- Click on '**Invite employee**' and enter the name and email address of the guest.
- **Important**: Click on '**Guide and Translate**'.
- When you click '**Submit**', our system will send an invitation to the provided email address to register as a speaker.

You need to be an 'admin' to access the 'Employees' tab. If you cannot see this tab, please contact us.

On the day of the event:

- When logging in, the speaker will see a list of all the rooms. They must click on the room in which they will be speaking.
- Similarly, after scanning the QR code, attendees will see a list of all the rooms and must select the room they will be attending.

This modular system allows us to provide access to all translation channels for the event via a single QR code, which simplifies event logistics and reduces the possibility of errors (only one QR code needs to be printed and distributed).

It might only be advisable to generate a QR code for each room if the event rooms are very far apart. Please let us know if this is the case and we will advise you.

Please note that translations carried out in multiple rooms, even if they are simultaneous, count as separate hours. In other words, one hour of translation across three rooms counts as three hours.