

# 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](http://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.

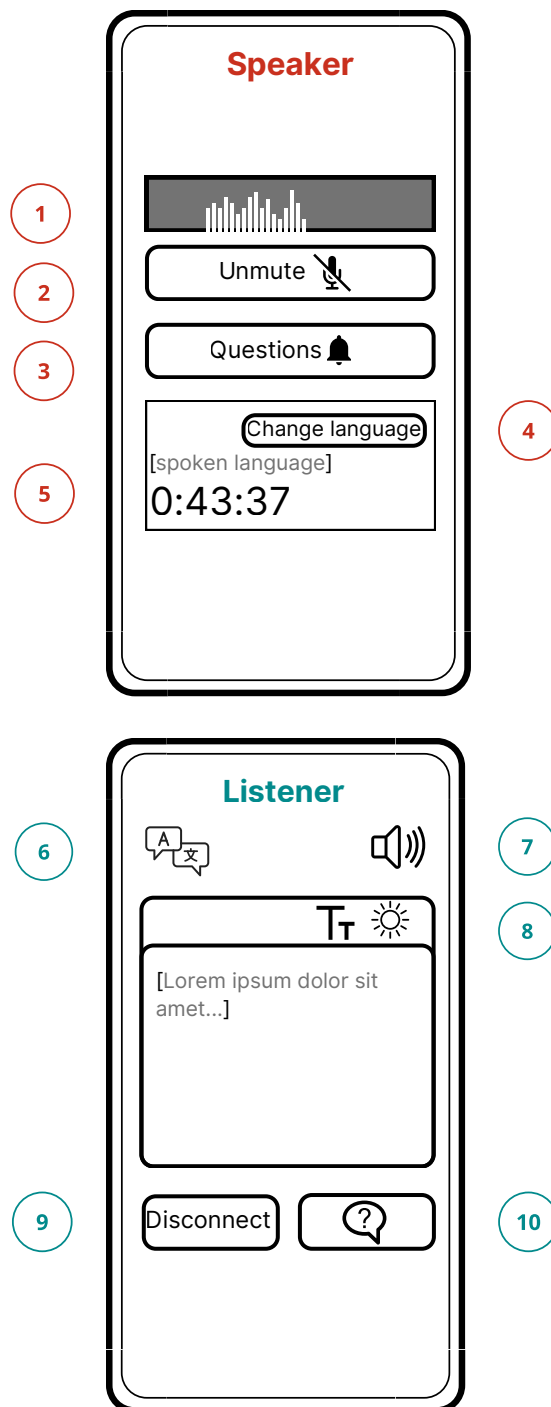
**Important:** If you decide to change languages during your presentation, always click on 'Change language' (4)

- Click on unmute (2) and start talking.
- The spectrometer (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 spectrometer (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).

- 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



# 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).

## 1 Before you start

### Internet

The network 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.

### 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.

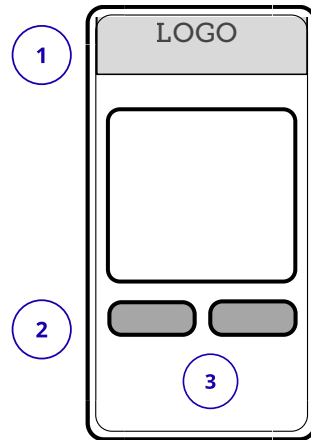
For these reasons, the speaker's microphone and other voice sources - in particular the translated output - must be acoustically isolated.

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.

### Connecting to the microphone

The following options are available:

- Speak directly into the smartphone microphone (**not recommended**, since this may cause feedback due to the high sensitivity of the system), OR
- Use an external microphone, e.g., a lavalier or headset microphone.

If you are already using a PA or audio interface for a microphone, you can:

- Connect the audio signal directly from the PA or audio interface to the smartphone, OR
- Split the microphone signal.

### Setup to receive questions

Sometimes the device that receives 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 interact with 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.

## 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 spectrometer shows a clearly visible signal. If the spectrometer 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.