

# Travel Support FAQ

## Using the Translation Feature

Q: How do I start using the voice translation feature?

A: Simply click the red recording button on the right side of the screen and speak clearly into your microphone. The system will automatically transcribe your speech, translate it, and play back the translation in your chosen language.

Q: Can I see the text version of my translated speech?

A: Yes! After you speak, you'll see both your original message (marked with a 🗣️ icon) and its translation (marked with 🔄) in the chat history above.

Q: How do I change the target language for translation?

A: Use the dropdown menu in the sidebar labeled "Where are you traveling to?" Select your destination country, and the system will automatically set the appropriate language for translation.

Q: Can I type my text instead of using voice?

A: Absolutely! Use the chat input box at the bottom of the screen to type your message. The system will translate your typed text just like it does with voice input.

## Emergency Support

Q: How do I quickly find emergency contact numbers for my destination?

A: Type a question like "What's the emergency contact number for [country]?" or "I need medical help in [city]" and the system will provide you with the relevant emergency contact information from our database.

Q: What should I do if I need immediate medical assistance?

A: Ask the chatbot "I need a hospital in [city]" or "Emergency medical help in [location]" and it will provide you with the nearest assistance center's contact number from International SOS and local emergency contacts.

Q: Can I get both the original and translated version of medical emergency phrases?

A: Yes! Simply type or say something like "How do I say 'I need a doctor' in [language]?" The system will provide both the translation and audio pronunciation.

## **General Usage Tips**

Q: How many previous translations can I see?

A: The system maintains your chat history during the session, showing your recent translations. You can scroll up to view previous translations and their results.

Q: Is my conversation history saved?

A: Your conversation history is maintained during your current session but resets when you close or refresh the page for privacy reasons.

Q: What should I do if the audio isn't playing?

A: Check if your device's sound is on and try clicking the play button on the audio controls. If you're still having issues, try typing your text instead of using voice input.

## **Technical Support**

Q: What should I do if the translation seems incorrect?

A: You can try rephrasing your sentence more simply or typing it instead of using voice input. The system works best with clear, straightforward phrases.

Q: What if the voice recording isn't working?

A: Make sure you've allowed microphone access in your browser settings. If issues persist, you can always use the text input feature instead.

Q: Does the translator work offline?

A: No, you need an active internet connection to use the translation and emergency support features as they rely on real-time processing.

## **Cultural Support**

Q: Can I get information about local customs and etiquette?

A: Yes! Ask questions like "What are the dining customs in [country]?" or "How should I dress in [location]?" The system will provide cultural guidance based on your destination.

Q: How do I ask for specific cultural advice?

A: Type questions like "Is it appropriate to [action] in [country]?" or "What should I avoid doing in [location]?" The system will provide relevant cultural insights.

## **Safety Information**

Q: How can I check if a particular area is safe?

A: Ask specific questions like "Is it safe to visit [area] in [city]?" or "What should I be careful about in [location]?" The system will provide safety information from our travel safety database.

Q: What if I'm in an emergency situation and don't speak the local language?

A: Use the translator to quickly get emergency phrases in the local language. You can also ask for the nearest embassy or police station contact information.