

Frequently Asked Questions (FAQs)

Team: HeyanAWS

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1. How do I start the interpretation?

Click 'start listening' once you load the application. This will automatically set up the conversation transcript and start translating what it hears.

2. How many languages can it translate?

We try to support as many languages as possible however maximum 2 languages in the same conversation (one is English), as to not impact the quality of the translation.

3. I have trouble reading. Can the translation be played out loud?

Yes, it can! To use the text-to-speech feature simply press the little speaker button next to the translation.

4. Can I increase the font size?

Yes, simply just click + or – in the text size setting.

5. Can I save the transcript to my device?

Yes, you can click the download button after reviewing the transcript to download it straight to your device.

6. I have trouble seeing some colours. Can I change the theme colour?

Yes, there are many themes you can choose from in the themes setting.

7. I do not have access to an internet connection, can I still use it?

Unfortunately, at this time there is no support for offline access.

8. Can I use it for phone calls?

We are looking to add this feature in the future, so be on the lookout for it!