INTERPRETERCONNECT FAQ

InterpreterConnect is All Languages' secure, web based platform for on demand and scheduled video and audio interpreting across sectors.-based platform for on-demand and scheduled video and audio interpreting across sectors.

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GETTING STARTED

What is the onboarding process for new hospitals?

Complete the registration form, submit usage data, and have your IT team validate device compatibility. Typical go-live happens within two weeks after these steps.

Is there a minimum monthly spend or contract commitment?

No, under the MMC agreement, InterpreterConnect allows hospitals to use the service with no minimum monthly billing and flexible rollout options.

What information do we need to provide to tailor services?

Please submit at least 90–180 days of detailed usage data by language, date, start and end time/duration, so InterpreterConnect can optimize staffing and language coverage for your site.

Can we access monthly reports of usage?

Yes, live and downloadable reports are available online, including language, date, start and end time, call duration, and up to four customizable fields

How does InterpreterConnect handle quality assurance for interpreters?

All interpreters are vetted, professionally trained, and monitored via ongoing QA processes, including test calls and formal audits to ensure medical, ethical, and technical standards are met.

CONNECTING TO AN INTERPRETER

I requested an interpreting session, but it's not connecting. What does that mean?

If your call does not connect, it usually means that:

- No interpreter is currently logged in for that language, or
- All interpreters in that language are busy on other calls.

You can:

- Wait a bit longer to see if an interpreter becomes available, or
- If your organization allows it, switch to an audio only interpreter instead of video.-only interpreter instead of video.

If this happens frequently, please let your internal administrator know so they can follow up with All Languages if needed.

How do I schedule an interpreter in advance?

To schedule an appointment:

1. Log into InterpreterConnect at InterpreterConnect.AllLanguages.com.
2. Enter the required information (for example, site/billing details and the language you need).
3. Under the "Schedule" option, select Yes and click Schedule.
4. Complete the scheduling form and submit your request.
5. You will receive an email with a reference number once an interpreter is confirmed.

Note: Scheduled sessions must be requested at least **12 hours in advance**.

How do I join a scheduled session?

You can join a scheduled session in either of these ways:

- Click the secure link in your confirmation email at the appointment time, or
- Log in to **InterpreterConnect**, select the option **"Have a prescheduled call reference code?"**, and enter the reference number from your confirmation email.

How do I add a third party to an audio only interpreting call?-only interpreting call?

If you need a three-way audio call (for example, to conference in a client, patient, customer, or family member by phone):

1. When you choose the language on the home screen, select the option that connects you to **"Other audio languages"** or **"Other 300+ Audio Languages"** (even if your language appears in the main list). This ensures you first reach a live customer service agent.
2. Tell the agent which language you need and that you want to add a third party to the call.
3. Provide the phone number of the third party. The agent will enter it into the system and then connect you with an interpreter.
4. Once the interpreter joins, the agent will leave the call and you will hear voice prompts guiding you through the process.
5. Use the **dial pad** icon on the screen. After briefing the interpreter, press **#** on the dial pad to automatically call the third party and add them to the conversation.

If you connect directly to an interpreter without speaking to an agent and later realize you need a third party on the call, you will need to disconnect and reconnect following the steps above.

How does the chat feature work?

The chat feature lets you and the interpreter (and, where appropriate, other parties in the session) exchange written messages during a call.

- Messages appear in real time. When you see your message in the chat window, the other party can see it too.
- When a new chat message arrives, a small blue number appears on the chat icon indicating how many unread messages you have.
- If you are expecting a response and do not see it, remind the other party to check their chat window.
- The chat supports messages in the client's language (in language text), which can help clarify names, addresses, dates, reference numbers, or technical terms.-language text), which can help clarify names, addresses, dates, reference numbers, or technical terms.

I forgot my access code. What should I do?

If you forget your access code, please contact your organization's **InterpreterConnect** / VRI administrator (this is usually a manager, coordinator, or someone in IT or Language Services).

For security reasons, they may ask for your site code, customer number, or other identifying details before resetting or reissuing your access code.

Can I change my access code?

Yes. Your organization's account administrator can change the access code at any time.

If you are not sure who your administrator is, ask your manager. If you still don't know, contact your internal support team (for example, IT, language services, or help desk).

I'm having trouble logging in. What can I try?

- Make sure you are entering the access code exactly as provided (it may be case sensitive).-sensitive).
- Confirm you are using the correct site/location code if your organization uses more than one.
- Check that you are going to the correct URL: **InterpreterConnect.AllLanguages.com**.
- If you still can't log in, contact your organization's InterpreterConnect / VRI administrator for assistance.

What happens if my requested language is not available on video?

InterpreterConnect provides seamless rollover to audio-only interpreting (OPI), supporting 300+ languages 24/7/365 so you never need to leave a session or wait for language access.

How can we expand VRI language coverage and hours?

Share your hospital's recent usage data (language, date, time, duration) with All Languages to receive recommendations and tailored coverage expansions based on actual demand.

What do we do if issues arise after hours?

InterpreterConnect offers 24/7/365 customer support and call center access, including escalation to supervisors for urgent troubleshooting.

VIDEO & AUDIO QUALITY

I'm having connection issues (grey screen, choppy video, frozen image, or sound cutting out). What should I check?

InterpreterConnect needs a stable internet connection of at least **500 kbps (0.5 Mbps)** to work well for a basic video call.

If you see a grey screen, frozen video, or choppy sound:

- Check your internet connection (Wi-Fi or wired).
- If possible, move closer to your router, plug in a network cable, or ask IT to check your network speed.
- Inside InterpreterConnect, you can view your connection quality:
  - Before a call: Click the **gear** icon, select **Customer Support**, then **Connection Test**.
  - During a call: Click the **green bar** icon in the upper-right corner to view your network statistics. For a 1-to-1 session, the **Sent Bandwidth** should be above 500 kbps.

If your speeds are consistently below this, contact your IT department for support.

I can hear the interpreter, but I can't see them. What can I do?

Try the following steps:

1. Check your internet connection and bandwidth (see above). Low bandwidth can affect video more than audio.
2. Make sure you are using a supported web browser (must be an up-to-date version of Safari or a Chrome-based browser).

If the problem continues, contact your IT department or your VRI administrator.

I can't see myself in the preview window. Is something wrong?

Check the following:

- Confirm you started a **video** call, not an audio-only call.
- Make sure your camera is detected and enabled.
- Make sure your device has a built-in camera or an external webcam connected.
- Make sure you are using a supported web browser (must be an up-to-date version of Safari or a Chrome-based browser).

- Check that your browser is allowed to use your camera and microphone, and that the icons in the call window are turned on.
- Confirm you don't have any other video conferencing software open; cameras can only be accessed by one software package at a time.

If you still don't see yourself, your camera or its driver may need attention from your IT department.

I can't hear the interpreter. How can I fix this?

Try these steps:

- Confirm your speakers or headset are plugged in, turned on, and the volume is up.
- If you're using a headset, check that it is selected as the active sound output in your device settings (click the arrow beside the speaker icon).
- Verify your internet connection and bandwidth. InterpreterConnect needs at least 500 kbps (0.5 Mbps) for a stable video call.
- During a call, click the **green bar** icon to view your network statistics. If your **Sent Bandwidth** is below 500 kbps, talk to your IT department.

If the steps above don't help, disconnect and reconnect to the interpreter. If issues persist, contact IT or your VRI administrator.

I hear the interpreter, but the sound is poor (garbled, cutting in and out). What does that mean?

This is usually caused by an unstable or slow internet connection.

- Before calling, you can test your connection by clicking the **gear** icon, selecting **Customer Support**, then **Connection Test**.
- During a call, click the **green bar** icon to view your network statistics. For a 1-to-1 call, your **Sent Bandwidth** should be above 500 kbps.

If your speeds are low or keep dropping, please contact your IT department for help improving your network connection.

IT/TECH SUPPORT

Is InterpreterConnect secure?

Yes. InterpreterConnect uses industry-standard encryption (AES-128/256, TLS) and security controls to protect your sessions. It is designed to meet healthcare-level privacy and security requirements (similar to HIPAA-level safeguards in the United States) and is suitable for use across sectors.

If you need a detailed security overview for your IT, privacy, or risk team, please contact your organization's VRI administrator or your All Languages account representative, who can share the current security documentation.

What are the minimum system requirements?

For a smooth video session, we recommend at least:

- **Memory (RAM):** 4 GB or more
- **Internet speed:** At least **500 kbps (0.5 Mbps)** upload and download for a 1-to-1 video call
- **Firewall access:** Your IT team may need to open specific ports for video calls. If InterpreterConnect will not connect or video won't start, please contact your IT department so they can review the technical requirements.

What kind of device should I use?

InterpreterConnect runs in a web browser and can be used on computers, tablets, and smartphones across different sectors (health, legal, social services, corporate, etc.). For the best experience, we recommend:

- A desktop or laptop computer, or
- A tablet with a larger screen
- Current version of Chromium (Chrome, Edge, etc.) or a Safari-based browser required

If you are unsure whether your device or browser is supported, check with your IT department or your organization's VRI administrator.

Firewall settings

Your firewall ports must allow the following traffic through for InterpreterConnect to function correctly:

- **TCP:** 443, 17990, 17992, 1025-2048, 5060-5061
- **UDP:** 443, 50000-65535

Allowing all of these is important; blocking any of them may prevent a connection and will at least degrade call quality.

Breakdown of ports and port ranges

Port Type	Port Numbers	Description
TCP	443	HTTPS
TCP	17990	Vidyo Signaling
TCP	17992	Vidyo Signaling
TCP	1025-2048	H245, Gatekeeper Discovery and Q.931 Call Setup

TCP	5060-5061	SIP Signaling
UDP	443	DTLS Signaling
UDP	50000-65535	VidyoGateway (SIP/H.323) Media
UDP	50000-53000	VidyoRouter Media

What TLS version is applied?

TLS 1.2/1.3 is applied.

How are these port ranges encrypted?

The port ranges are encrypted using SSL / TLS.

Will our tenant be restricted to our external IP address(es)?

No, these services are partly on a shared platform which other customers need to access.

Can this traffic be proxied by our CASB (NetSkope) or would it need to be excluded?

Customers can set up proxies for our router and portal URLs (which would then be ported via 443).

Can InterpreterConnect integrate with our EHR or telehealth platform?

Yes, InterpreterConnect supports integration via browser, IP whitelisting, and APIs (e.g., SIP, REST) for major EHRs like EPIC. Your IT team can test compatibility using the demo URL and requirements sheet.

NEED MORE HELP?

If you have tried the steps above and still need assistance:

- Contact your internal IT help desk or InterpreterConnect / VRI administrator first (they know your local network and policies).
- Your organization's main contact can also reach out to their All Languages account representative for additional support.