

# Geneva Worldwide

## - Best Practices - VRI

# Remote Interpretation

### 01

## Meeting Sizes and Turn-Taking Recommendations

Video Remote Interpretation (VRI) works best in **small** groups where there are clearly defined roles and turn-taking protocols.

Scheduled remote calls are limited to **4** participants, including the interpreters on the VRI platform. *If your meeting requires more than 4 participants, please contact us to review alternative remote options.*

When meeting participants exceed 4 people, including LEPs and interpreter(s), turn-taking protocols should be established at the start of the meeting to ensure all critical information is interpreted.

### 03

## Meeting Information

Provide all relevant assignment information when scheduling a VRI call:

- Date/Time
- Duration
- Language
- Nature of the Request
- Meeting Host Contact Information

### 02

## Test your tech!



**Before** the meeting begins, allow for at least 10 minutes to log in to your profile and view the scheduled call on the **Scheduled Tab** in the VRI platform:  
<https://genevaworldwide.interpretmanager.com>

If you are using a **new** device or machine to connect to the call, please check if audio and video permissions have been **enabled** before the call begins.

If the interpreter has not joined the call by the scheduled start time, please contact us at [interpretingstaff@genevaworldwide.com](mailto:interpretingstaff@genevaworldwide.com).

### 04

## Additional Tips

Please request interpretation services as far in advance as possible as interpreter availability may be limited when requesting rarer languages or languages in high demand of interpretation.

- The interpreter will interpret everything said during the interaction. All parties should speak in the first person to avoid any confusion about *who* is speaking.
- Please pause after every few sentences so the interpreter can render the message and receive a response if needed.
- Our staff is happy to host a test call to ensure your equipment is working properly. Contact our agency to schedule a test call with a Coordinator.