

## Video Remote Interpretation – summary

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Video remote interpretation is a cost-effective solution that allows businesses to communicate with non-English speaking customers and clients in real-time. With our state-of-the-art interpreting platform, Geneva Go, you can connect with professional interpreters in over 200 languages, at any time, from anywhere.

Our platform is easy to use and provides clear audio and video quality, ensuring that communication is seamless and accurate. We understand the importance of building trust and maintaining good relationships with clients and we make sure that our interpreters are highly skilled, trained, and professional to ensure that your message is conveyed accurately and effectively.

Our flexible pricing options can accommodate any budget and we also provide 24/7 customer support to ensure that you have a smooth experience. Don't let language barriers hold you back, let us help you expand your customer base and reach new markets with our video remote interpretation service.

### Video Remote Interpretation – best practices

1. To ensure clear communication between all parties, use high-quality video and audio equipment.
2. Provide interpreters with clear instructions and context for the interpretation, including information about the participants and the purpose of the call.
3. Test the video and audio connection before the call to ensure that it is working properly.
4. An interpreter with professional skills should be used instead of a bilingual speaker.
5. Use a headset or headphones to reduce background noise and improve audio quality.
6. Encourage all participants to speak clearly and at a moderate pace to make it easier for the interpreter to keep up.
7. Allow time for the interpreter to interpret and for the non-English speaker to respond before jumping into the next topic.
8. Prepare an alternative plan in case of technical difficulties. Geneva Worldwide can assist with over-the-phone interpretation services if Video Remote Interpretation services are not available.

## Video Remote Interpretation – ASL best practices

Video Remote Interpretation (VRI) allows for real-time communication between a person who is Deaf or Hard of Hearing and a sign language interpreter via videoconference. To use VRI with American Sign Language (ASL) interpreters, follow these steps:

1. For pre-scheduled appointments, set up a videoconferencing platform such as Zoom, Skype, or Google Meet. We also offer On-Demand services through Geneva Go.
2. At the scheduled time, log into the videoconference platform and make sure that the video and audio are working properly.
3. Introduce yourself and the person who is Deaf or Hard of Hearing to the interpreter and confirm that they are able to see and hear each other clearly.
4. Begin the conversation, and the interpreter will interpret between ASL and spoken language in real-time.
5. It's important to note that all parties should be in a well-lit and quiet room with a neutral background.