

InterpreterNow | Use of Technology | Firewall-Network Restrictions

Main web address: <https://interpreternow.co.uk/hscni>

HSC health professional user – Video Relay Service (VRS) & Video Remote Interpreting (VRI)



To receive or make a **VRS** call all you require is a telephone – the sign language user will call you via the online interpreter

To call a Deaf sign language user call: 0333 344 6012 and ask for the Deaf person by name – this connects you to the online interpreter

The Deaf sign language user has to be registered and have the app on their phone to receive calls

The online interpreter will relay your call to the user.



VRI calls are where the service is used as a replacement for a face-to-face interpreter (an appointment for example)

To participate in a VRI call you will require a device connected to the internet (ethernet/wi-fi):

- Desktop PC
- Laptop
- Tablet etc

VRI calls can be either 'on-demand' or 'pre-booked':

VRI '**on-demand**' service can be contacted via:

- web browser-based: <https://interpreternow.co.uk/hscni>
or direct: <https://service.i-now.uk/hscni>
- app installed on your or service user's device

For pre-set appointments it is **recommended** that a pre-booked VRI session is made. This will save any waiting/queuing time.

VRI **pre-booked**: <https://interpreternow.co.uk/hscni>

Or direct: <https://interpreternow.co.uk/hsc-pre-book>

Or pre-book by telephone: 0333 344 7712

It is recommended that pre-bookings are made at **least 24 hours** before the appointment is required.

Pre-bookings can be made for appointments up to **10 days in advance**.

Firewall Network Restrictions

Due to the scale and variance of network restrictions across the regions, we advise that local IT teams are contacted to ensure VRI traffic can access local network/Wi-Fi.

Tech-Spec for network configuration can be found here: <https://interpreternow.co.uk/wp-content/uploads/2020/04/InterpreterNow-Technical-Specification-no-flash.pdf>

IT Support can be accessed via email: support@interpreternow.co.uk

Deaf sign language user - VRS & VRI



Most Deaf users will access services from their own device

InterpreterNow app can be installed on android and apple IOS devices (mobile phones, tablets)

There is no charge for the app or for the use of the service

Registration is required

Internet connection is required

User may incur charges when using own devices when they access the service using Wi-Fi or their mobile carrier

It is recommended that Health and Social Care service providers take steps to enable Deaf Service Users to access Wi-Fi on their premises.



Deaf users can also use desktop and laptop personal computers (Windows, Apple Mac etc)

There is no charge for the using the service

Devices will require an internet connection and camera installed or USB connected.

Service can be accessed directly from a web browser:

<https://interpreternow.co.uk/hscni>

This service does **not** cover 999 emergency calls. For 999 calls: users should continue to use the 999 Emergency SMS Text service as normal.