

## Smartphone Activation Instructions

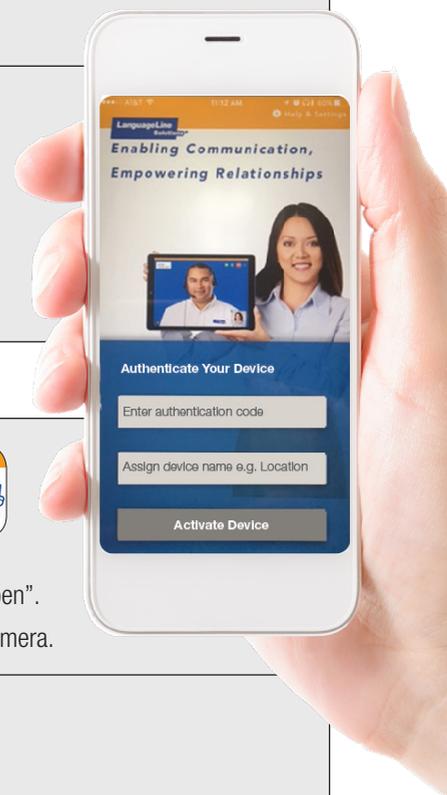
Accessing LanguageLine Solutions® professional interpreters through our application is quick and easy. Simply download the iPhone® application from the App Store® or download our Android™\* application from the Google Play™ store, then complete a one-time device authentication.

### iPhone Instructions

1. DOWNLOAD THE APP
  - **On your iPhone** tap the App Store icon and search for “LanguageLine” or “LanguageLine InSight”, then tap “Get” and “Install” to download.
  - **After download** is complete, tap the “Interpreters” icon and follow the screen prompts to complete the one-time authentication of your device.



2. AUTHENTICATE DEVICE TO ACTIVATE
  - **Enter** Authorization Code: \_\_\_\_\_ (not case sensitive).
  - **Enter** Device Name: \_\_\_\_\_ (15 digit maximum).
  - **Tap “Activate Device”** and then **tap “OK” two times** to allow the application to access your microphone and camera.



### Android Instructions

1. DOWNLOAD THE APP
  - **On your Android device** tap the Google Play store icon and search for “LanguageLine” or “LanguageLine InSight”, tap the “Interpreters” icon, tap “Install”, then tap “Open”.
  - **Tap “OK”, then tap “Allow” twice** to allow the application to access your microphone and camera.



2. AUTHENTICATE DEVICE TO ACTIVATE
  - **Enter** Authorization Code: \_\_\_\_\_ (not case sensitive).
  - **Enter** Device Name: \_\_\_\_\_ (15 digit maximum).
  - **Tap “Activate Device”** to complete one-time activation.

**TRAINING VIDEO** - Watch this short training video to learn how to use InSight Video Interpreting:

[https://www.languageLine.com/hubfs/Video/UK\\_InSight\\_Training.mp4](https://www.languageLine.com/hubfs/Video/UK_InSight_Training.mp4)

### TIPS

- Introduce yourself and explain the situation to the interpreter.
- Speak slowly in short sentences.
- Allow the interpreter time to interpret.
- Check for understanding.

### SUPPORT

- For all technical support or account queries call 0800 169 2879 (option 3) or email your request to [CustomerSupport@LanguageLine.co.uk](mailto:CustomerSupport@LanguageLine.co.uk)