

Fact Sheet

Video Remote Interpreting

What is Video Remote Interpreting (VRI)

Video Remote Interpreting (VRI) is a visual communication service. It allows Deaf or hard of hearing people to communicate with hearing people, via the internet. You can video conference with a sign language interpreter when an interpreter is not available in person to attend an appointment.

How does it work?

The booking can take place at the chosen time using a **computer, mobile phone** or **tablet device** (e.g. iPad). The interpreter will link in via the internet.

Video conferencing is available via the following applications:

- **Skype** - NICSS will contact you for Skype details prior to the appointment date. A NICSS interpreter will video conference at the scheduled appointment time. You can download Skype at www.skype.com
- **Facetime App** allows Apple devices to connect to other Apple devices (e.g. iPad to iPad). NICSS will contact you for mobile number or Apple ID prior to the appointment date. A NICSS interpreter will video conference at the scheduled appointment time.
- **Other Video Conferencing Programs** - please contact NICSS to discuss whether we can support the platform you use.

What equipment do I need?

- A computer, mobile phone, iPad or other suitable Video Remote device with internet connection
- Video Remote software, such as Skype or Facetime.
- Video camera (e.g. webcam or inbuilt in iPhone etc), working microphone and speakers.

How-to visual tutorials

- Making a Skype video call (Windows Desktop)

<https://support.skype.com/en/faq/FA3681/making-a-video-call-windows-desktop>

- Making a Skype video call (iPhone)

<https://support.skype.com/en/faq/FA10866/making-a-video-call-iphone>

- Making a Skype video call (iPad)

<https://support.skype.com/en/faq/FA11009/making-a-video-call-ipad>

Obligation free quote

Contact us for an obligation free quote.

