



# ACCESS<sup>®</sup>

## Remote Interpreting

**SPECIAL NEEDS  
COMPUTERS**   
**1-877-724-4922**

### Remote Interpreting Software

Instant Access to Interpreters for  
American Sign Language and Over 180  
Spoken Languages



# Benefits of Remote Interpreting .....

with **ACCESS** Remote Interpreting

*Working with Deaf and non-English speaking individuals presents a challenge. On-Site interpreting has been the answer for many years, but advances in technology have presented another option.....Remote Interpreting.*

Remote Interpreting is a simple and less expensive option for providing interpreting services. Remote Interpreting is used as needed and requires no special equipment or dedicated resources. If you do a side-by-side comparison of on-site interpreting and Remote Interpreting, it is easy to see that Remote Interpreting is not only less expensive, but requires virtually no management or oversight. It also eliminates the concerns that are inherent with on-site Interpreting such as interpreters being delayed because of weather, traffic, vehicle breakdowns, accidents or poor navigation. Delays which frustrate patients/customers and invite potential litigation.

## *On-Site versus Remote Interpreting*

	<b>On-Site Interpreting</b>	<b>Remote Interpreting</b>
Arranging Service	Call and determine availability	On-demand via the software
Minimum Fees	2 hour minimum (Ranges from \$100 to \$150)	None
Travel Fees	Charged by some providers	None
Wait time for interpreter	15 - 60 minutes	1 -2 minutes
RID Certified	Yes	Yes
Medical Interpreting Experience	Yes	Yes
Back-up for long sessions (interpreting session is many hours in length)	must prearrange or call for another interpreter	On-demand, (Interpreters can forward a call to another interpreter in real time)
Billing	Minimum fee, then many providers charge per hour or in predetermined blocks of time (i.e. 15 minutes)	Per minute (We only charge for actual time used)
Cancellation fees	Many providers require 48 hour notice or you will pay the minimum charge.	None
*Charge for a 15 minute interpreting session	\$100.00 - \$150.00	\$45.00

\*NexTalk has been providing Remote Interpreting services since 2008, our data shows that the average length of an ASL interpreting session for our clients is 12.47 minutes.

**Where can Remote Interpreting be used?** Any public-facing business should consider using Remote Interpreting. Businesses that commonly use remote interpreting include: Hospitals - Dr. Offices - Dentist - Chiropractors - Optometrists - Insurance Agents - Accountants - Courts - Law Offices - Jails - Schools.

# Remote Interpreting .....

with **ACCESS** Remote Interpreting

The ACCESS Remote Interpreting Edition provides instant access to Interpreters for the Deaf and non-English speaking alike. This easy to use program can be installed on PC's, Laptops, Carts, and select tablets and smart phones.



## How ACCESS Remote Interpreting Connects You to Interpreters

At the beginning of their shifts, Interpreters log into the Interpreter version of ACCESS RI, which connects them to the ACCESS Servers and places them in the pool of available interpreters waiting for incoming calls.



The NexTalk ACCESS Servers monitor the login and availability of interpreters and the on-demand interpreting needs of Clients.



Clients use the ACCESS Remote Interpreting program to connect to the ACCESS servers and select an interpreter based on specified needs. (language, gender, etc.)



# Windows and iOS .....

with **ACCESS** Remote Interpreting

The ACCESS Remote Interpreting Edition works on any windows computer, laptop or tablet. There is also an app version that is available on the iTunes store. The iOS version works on Apple iPads, iPhones and iTouch.

## Windows Version

Can be used on any computer, laptop, cart or tablet running the windows operating system.

Compatible with all Microsoft supported Windows Operating Systems.



## iOS (Apple) Version

Can be used on Apple iPad, iPhone or iTouch using iOS version 8.0 or newer.



# Video Remote Interpreting .....

with **ACCESS** Remote Interpreting



Video Remote Interpreting (VRI)

While primarily used for communicating with the Deaf (connecting to ASL interpreters), VRI also connects to spoken language interpreters for select languages. VRI is a less expensive alternative to on-site interpreting and provides clients with on-demand access to interpreters.

Use the drop down menus to select desired gender and desired language.

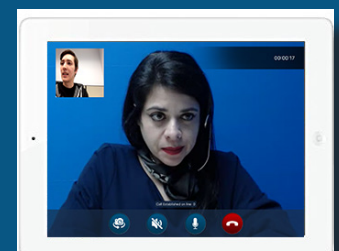
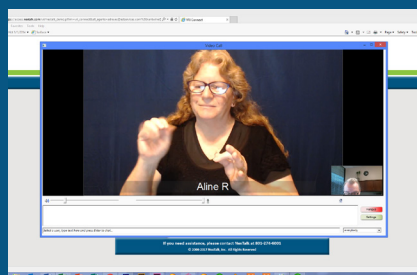
Add additional information such as patient name, employee name, department or location. This information is captured and included in monthly reports.

Use the drop down menus to select a specific interpreter or select first available. This is very valuable if you have worked with a specific interpreter in the past who knows the patient and the patient's circumstances.

Click place call.

Connect with the interpreter.

Video window can be adjusted to desired size. Chat field allows you to chat while in a video call.



# Audio Remote Interpreting .....

with **ACCESS** Remote Interpreting

## Audio Remote Interpreting (ARI)



Audio Remote Interpreting establishes an audio only connection between a non-English speaking person, an interpreter and the person the non-English speaking wishes to communicate with.

Audio Remote Interpreting presents another solution for spoken language interpreting. For the last few decades, we have used a service called OPI (over-the-phone interpreting). OPI is accomplished by using a dual handset telephone to allow an individual to connect to an interpreter for spoken languages. One handset is used by the non-English speaking person and the other handset is used by the English speaking person needing interpreting services.. These dual handset telephones are typically sold or leased to the users. While providing a good service, the OPI phone has always had the limitation of being connect to the telephone line. Even cordless units have to stay within a certain proximity to their base.



Audio Remote Interpreting provides the same functionality as the older, outdated OPI phone, however, because it is a network based solution, instead of a telephony based solution, it removes the barrier of being “anchored” to the telephone cord.

The ARI feature connects to spoken language interpreters for over 180 spoken languages (we can even connect to your existing OPI provider) and can be used any where you have a network connect. This includes public networks.... like cell phone providers. So the flexibility of ARI is tremendous.

It is not uncommon for users to add the ARI function as a companion to their existing OPI phones, providing greater flexibility and more options when an interpreting need arrives. Then there is the added benefit of using a single communication tool for both the Deaf/Hard of Hearing community as well as the non-English speaking community. This greatly simplifies training, education and support because you only have to work with one company and one communication tool.

# Over-the-Phone Interpreting .....

with **ACCESS** Remote Interpreting

**In addition to providing Instant access to spoken language interpreters via the Software program, NexTalk offers traditional Over-the-Phone (OPI) interpreting as well.**

One of the most common ways to connect with interpreters for spoken languages is Over-the-Phone (OPI) Interpreting. NexTalk offers traditional OPI solutions that do not require special handsets or special telephones. Clients can use their existing telephones to connect real time to spoken language interpreters for over 200 spoken languages.

NexTalk has partnered with some of the industries best Language Service Providers (LSP) to ensure that your interpreting experience is accurate, concise and timely. Further, NexTalk offers some of the lowest per-minute interpreting rates in the industry.

**No special phones  
or handsets  
required, can be  
used with existing  
phones.**



Interpreter



# System Requirements .....

and other “technical stuff”

## Minimum System Requirements:

Operating System: all Microsoft supported OS,  
iOS 8, iOS 9, iOS 10, iOS 11  
Computer Processor: Core 2 Duo or better  
Computer Memory (RAM): 2GB or more  
Video Card: 256 MB or better  
Hard Drive Space: 120 MB

## Firewall Requirements:

Port 2591 TCP to 13.68.214.150 (access.  
nextalk.com)[logins and authentications  
account creations]  
Port 443 TCP to 13.68.214.150  
(access.nextalk.com)[Remote Interpreting  
website]  
Port 5060 TCP to 209.90.125.10  
(Audio Remote Interpreting Service)  
Ports 1852-1855 TCP & UDP to 209.90.125.10  
(audio ports)

## Trusted Sites:

You will need to add <https://access.nextalk.com> to the “Trusted Sites” (for all windows profiles) under Internet Options on Internet Explorer. This can be done via Group Policy as well.

You may also need outbound UDP ports 50,000-65535 opened if you see a black video screen with no sound our picture. Below is the complete list with ports.

IP	TCP Port	Application	UDP Ports	Application
64.94.182.80	80/443/17992	TLS	N/A	N/A
75.98.89.68	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
75.98.89.69	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.83	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.84	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
209.90.125.10	5060/1852-1855	SIP	1852-1855	SIP Reg./Audio

## Bandwidth:

256kbs/video connection or better.

## Software Requirements:

.Net framework 3.5  
Active X plugin enabled  
DirectX 9c or better

## Webcam:

All name brand webcams will work with NexTalk ACCESS. NexTalk Recommends a 2.0 Mega Pixel or better camera. (this applies to built in web cams)

## Speaker/microphone:

Using on board mic and Speaker will suffice.

## Screen savers:

NexTalk recommends that you turn off all screen savers on the VRI stations. If that is not possible, extend the timeout to 90 minutes or more.



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