

Organization Name:

## Activating the LanguageLine App on Your Device

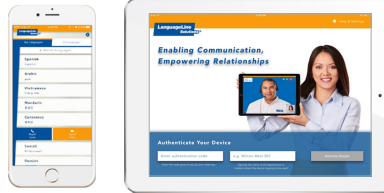
Easily access audio and video interpreting empowering you to provide outstanding service when communicating with the Limited English Proficient and Deaf or Hard-of-Hearing. The LanguageLine app is available for iPads, Smartphones, tablets, and laptops to quickly connect to professional interpreters anytime, anywhere 24/7/365. Follow these instructions to complete a one-time activation of your device.

### Laptop/PC with Google Chrome Browser



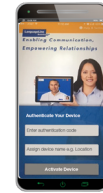
1. Using **Chrome**, enter this url: <https://InSight.LanguageLine.com>
2. Insert your **Authentication Code**
3. Type a **Device Name**
4. Click on **"Activate Device"**
5. Click on **"ALLOW"** for access to your camera and microphone.

### iPhone or iPad



1. On your **iPhone** or **iPad** tap the App Store icon and search for "LanguageLine InSight". Tap "Get" and "Install".
2. After **download** is complete, tap the "Interpreters" icon and follow the screen prompts to complete the one-time authentication of your device.
3. After you tap **"Activate Device"**, tap **"OK"** two times to allow the application to access your microphone and camera.

### Android Device



1. On your **Android** device tap the Google Play store icon and search for "LanguageLine". Tap the "Interpreters" icon. Then tap "Install".
2. After **download** is complete, tap "Open".
3. Tap **"OK"**, then tap **"Allow"** twice to allow the application to access your microphone and camera.
4. Follow the screen prompts to complete the one-time authentication of your device.

### YOUR AUTHENTICATION CODE AND DEVICE NAME

Authentication Code (not case sensitive):

Device Name (15 digit maximum):



### TIPS FOR A SUCCESSFUL INTERPRETATION SESSION

1. Introduce yourself and brief the interpreter.
2. Speak slowly in short sentences.
3. Allow the interpreter time to interpret.
4. Check for understanding.

### QUESTIONS OR NEED ASSISTANCE?

Contact your LanguageLine Account Executive or [CustomerCare@LanguageLine.com](mailto:CustomerCare@LanguageLine.com) / 1-800-752-6096  
For 24/7 Technical Support call 1-844-373-1951