



ILA User Guide

The Power to Communicate with Anyone

Instantly and Effectively
Communicate. No matter the
Language, Disability, Device, or
Location



www.translatelive.com



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Introduction

Instant Language Assistant

1.0

Instant Language Assistant (ILA) by Translate Live allows people to have a natural conversation that is translated in real-time in over 120 languages, dialects and is accessible for people with disabilities. The users will need to speak or type, and the conversation is instantly translated and shown to both people in real-time. All conversations are encrypted and private.

Getting started with ILA is as easy as 1-2-3. Start by selecting your language on the Host device. On the Guest Device, allow the person you will be communicating with to choose their language of choice, dialects included. Once the Guest selects their language, you will be entered in a chat room to begin communicating. The conversation is displayed on both screens in real-time. You can see full translations of the conversation as you go, making it much easier to have a natural conversation. This will prevent confusion and discomfort that can sometimes happen when communicating with someone who does not speak your language. Additionally, this will facilitate the accessibility for people who are deaf, hard-of-hearing, blind, or low vision. This allows for instant, clear communication that works with speech to text, text to speech, and is compatible with braille technology.

The customer will be provided with two different tablets (Host and Guest) with the ILA app pre-installed. The tablets will hinge together allowing ILA to be easily set on various flat surfaces. Both tablets will need to connect to WiFi or hotspot in order to utilize ILA Online features which allows for a more accurate user experience as well as all "Speech to Text" capabilities. ILA Offline mode requires both devices to be connected via Bluetooth and will allow users to communicate when network connection becomes unavailable. For the most accurate experience, be sure to have devices connected to a network.

1.1

Both users, Host and Guest, will have customizable settings such as font size, background color, etc. Allowing users to adjust either devices to their liking. The ILA Host will also have the capability to adjust Guest Settings remotely from the "Host Settings" tab. ILA also provides an external link where it will put the host and guest in a queue to connect to a live interpreter via Video Remote Interpreting (VRI) to provide ample support when needed.

Additionally, there will be a QR code on the Host device to enable users to access ILA from remote devices such as smartphones and tablets. Using the QR code or web-link does not require users to download an app. However, ILA App is available for iOS, Android and Google users.



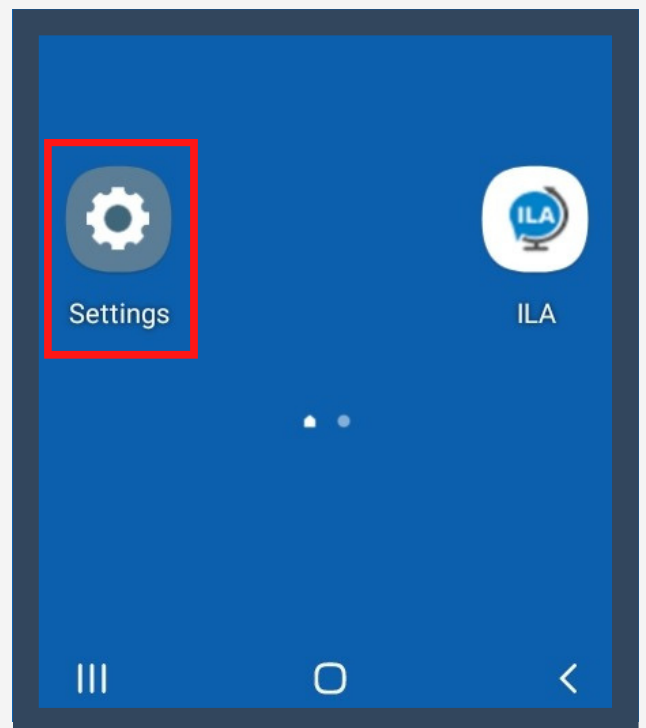
Set Up ILA

2.0

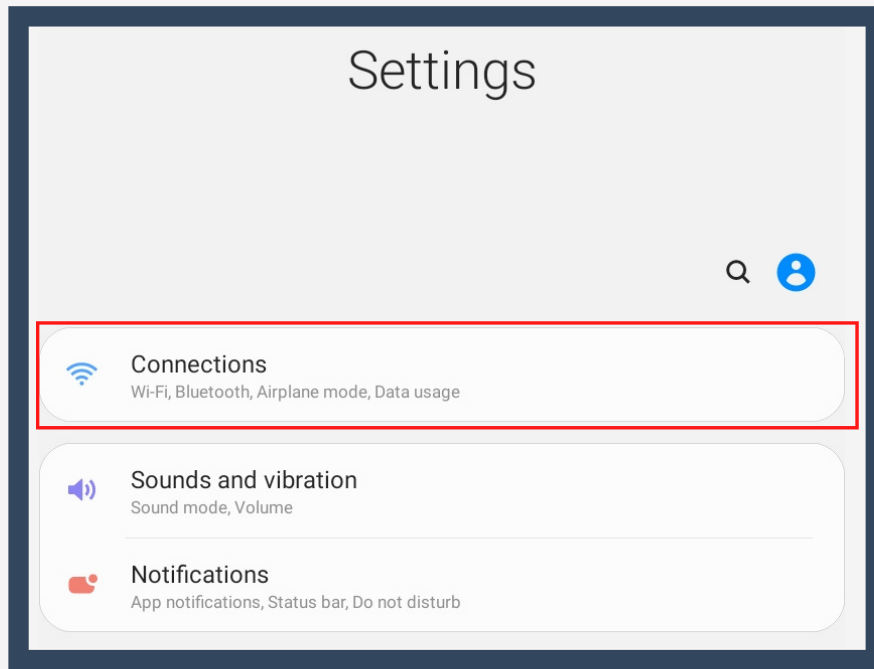
- ILA comes with 2 devices, Host Device and Guest Device



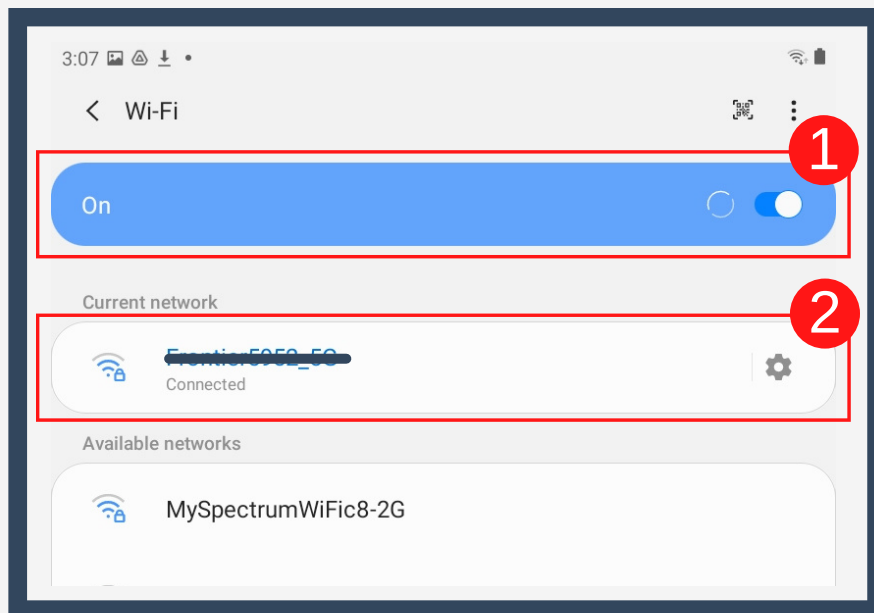
- 1) Connect to Wifi by navigating to Settings on the Device Home Screen



2.1



2) Select Connections

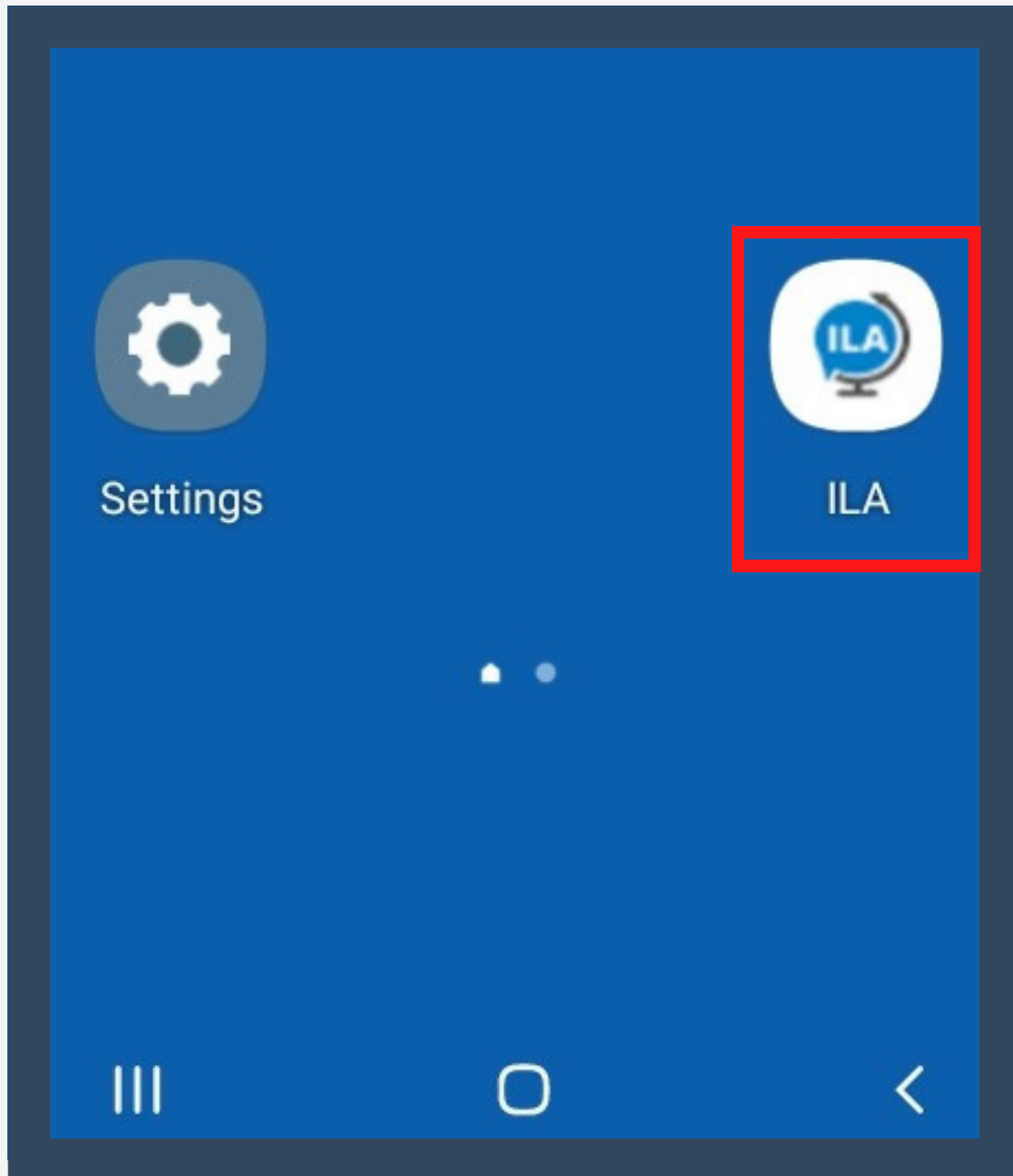


3) Turn on Wifi and Connect to available Network.

***Repeat on Both Devices**

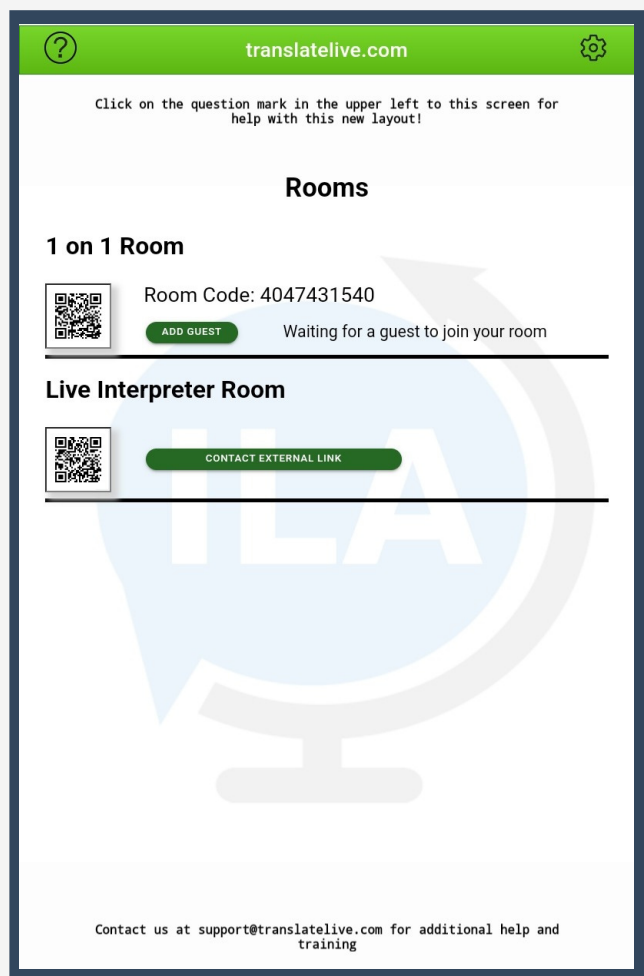
ILA Start Up

3.0



- 4) Open ILA App on both devices

3.1



ILA Host

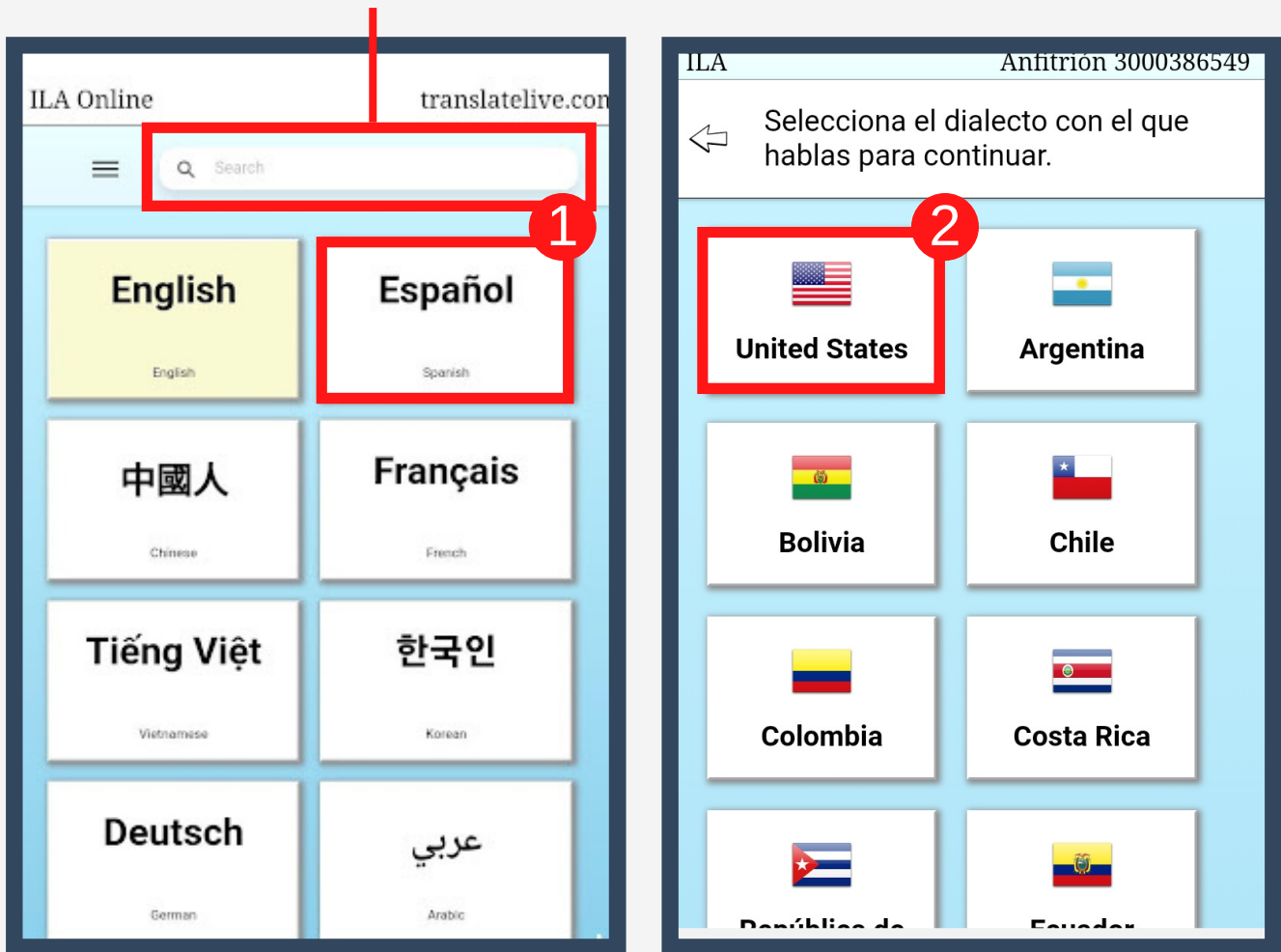


ILA Guest

Locate your ILA Host device and your ILA Guest Device as shown above.

3.2

Utilize search bar to look for specific languages



On the Guest Device, choose your language as well as Dialect. In the Example above we chose Spanish > United States



3.3

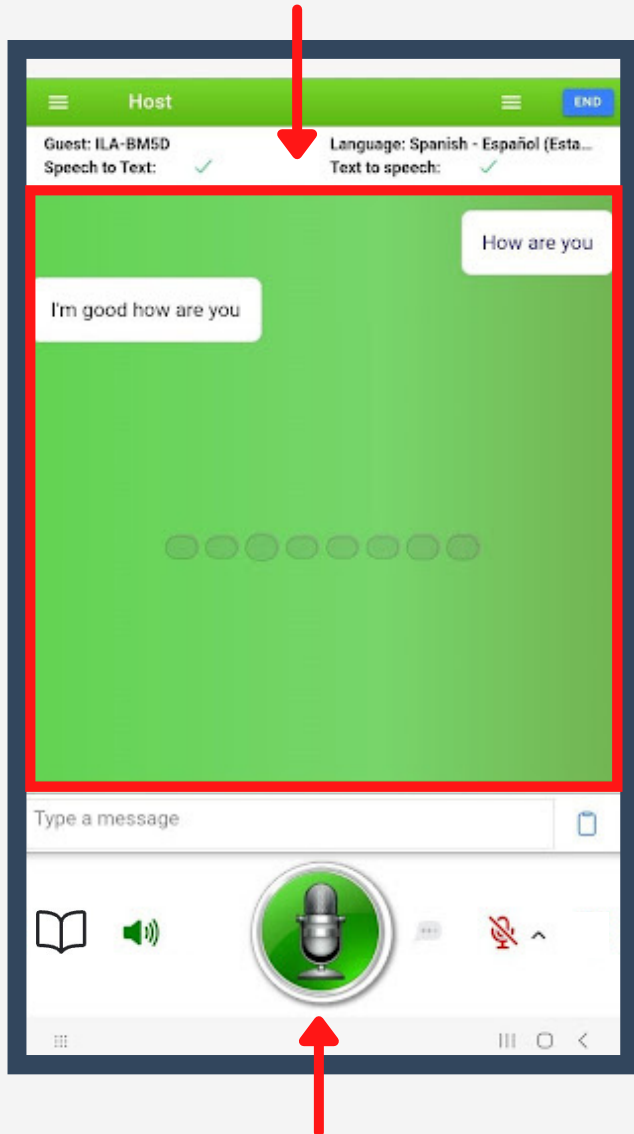


When languages have this icon, Text to Speech is not available.

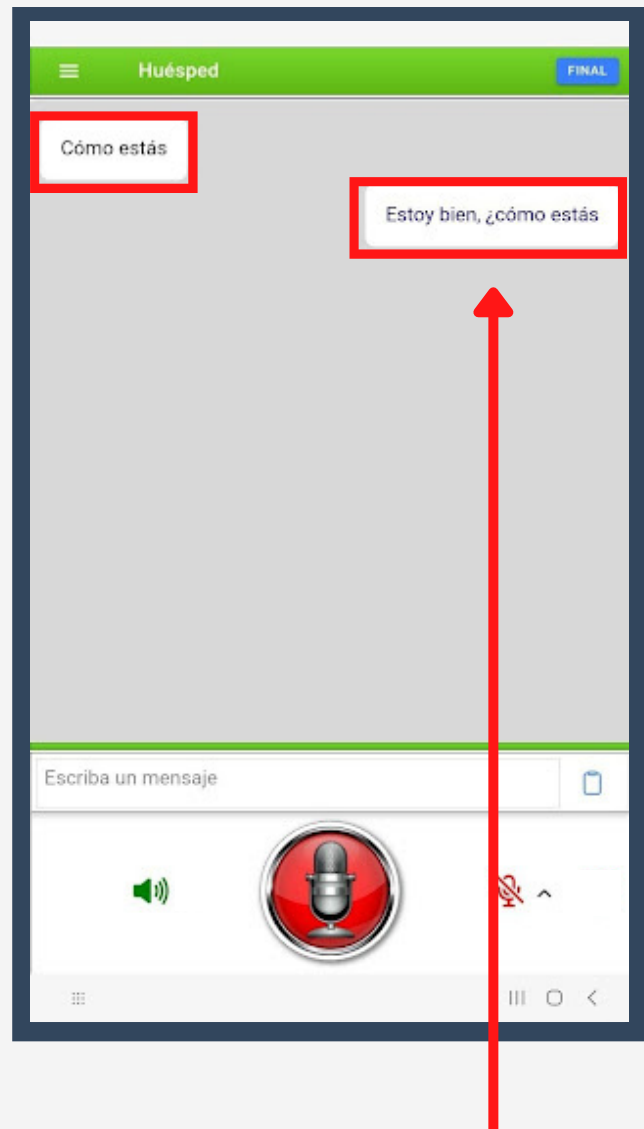
When languages have this icon, speech to text is not available and has to be typed.

3.4

- When your screen turns green, ILA is ready for translation.

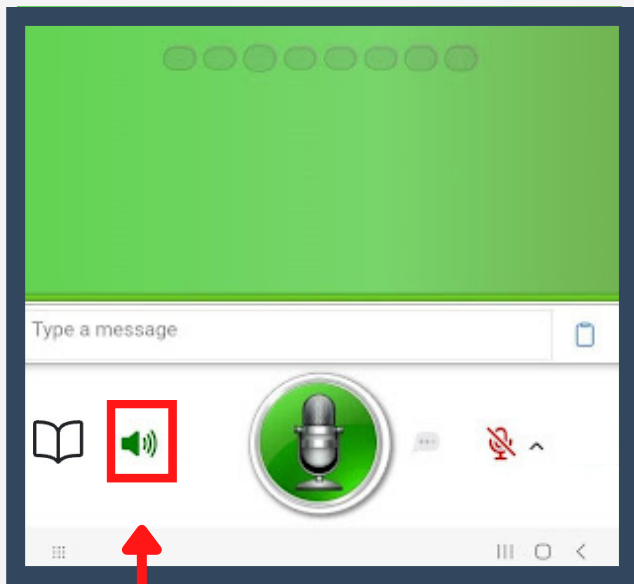


To communicate, simply press and hold the microphone located on the bottom of the screen.

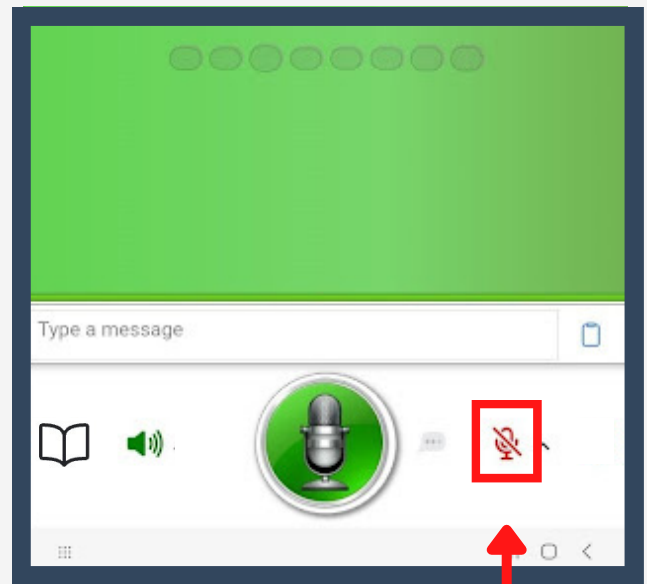


ILA will translate in real time. Both screens will display the translation to minimize confusion.

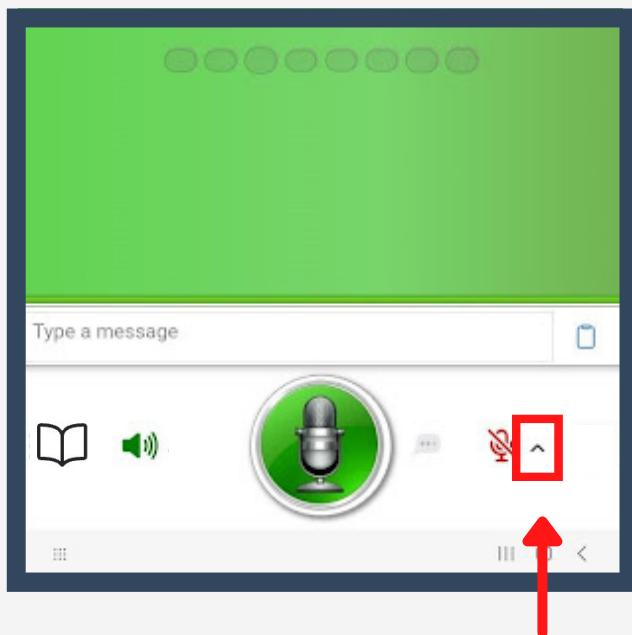
3.4



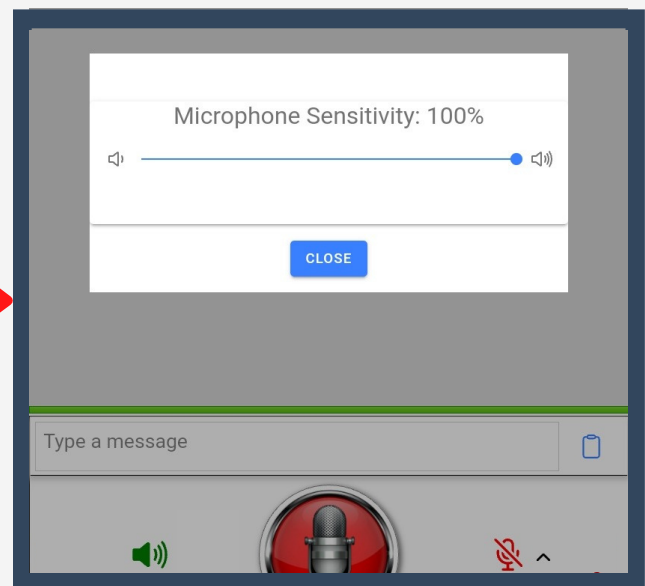
Toggle Text to Speech
On/Off



Turn "Keep Mic On" feature
On/Off



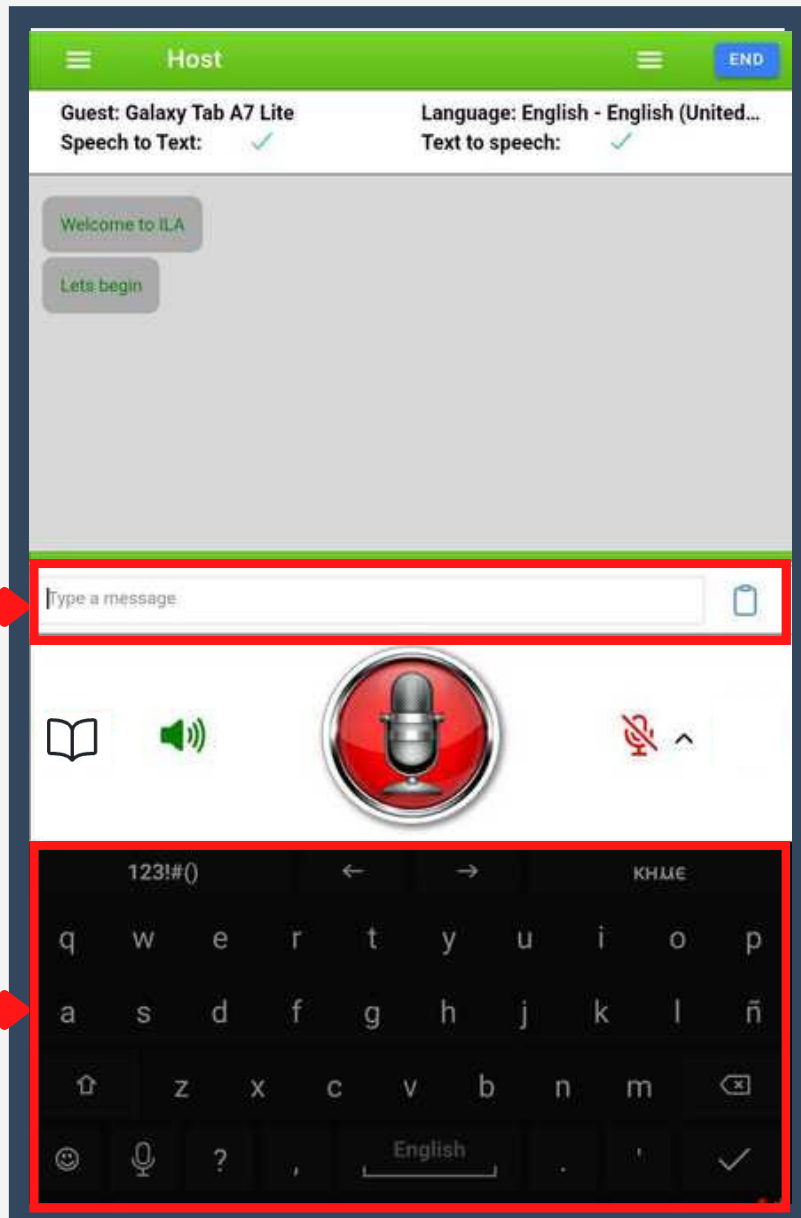
Pressing the small arrow will allow you to change the Microphone
Sensitivity.



3.5

- To communicate via text, click on the message bar.

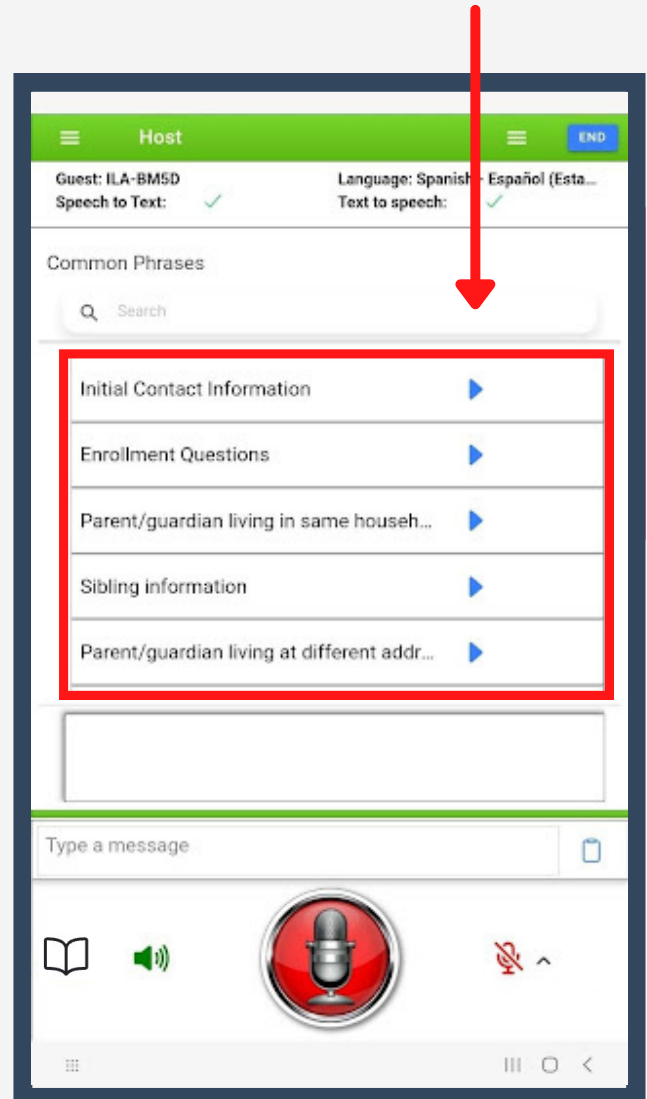
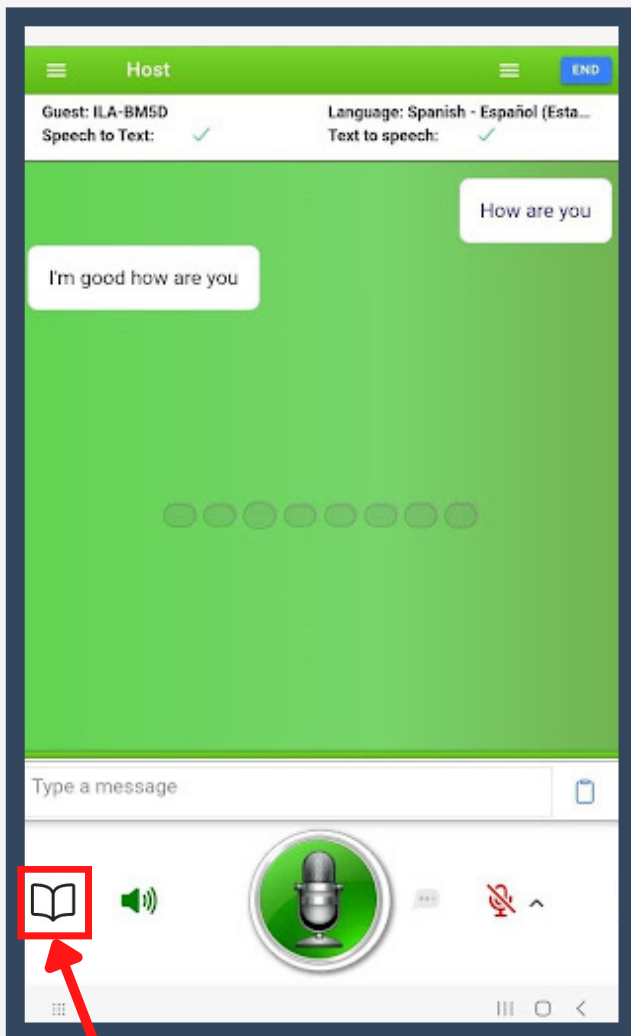
- Keyboard will pop up in the language chosen, if available.



Common Phrases

3.6

- Common Phrases will only be available on Host Device
- Search for Common Phrases or select from the list below.



- For Common Phrases, select the "Common Phrases" Icon

ILA Host Home Screen 3.7

FAQ/Help



translatelive.com



Section 4.0

Click on the question mark in the upper left to this screen for help with this new layout!

Rooms

Section 5.0

1 on 1 Room



Room Code: 4047431540

ADD GUEST

Waiting for a guest to join your room

Section 7.0

Live Interpreter Room

Section 6.0



CONTACT EXTERNAL LINK

Contact us at support@translatelive.com for additional help and training

ILA Support Menu

4.0

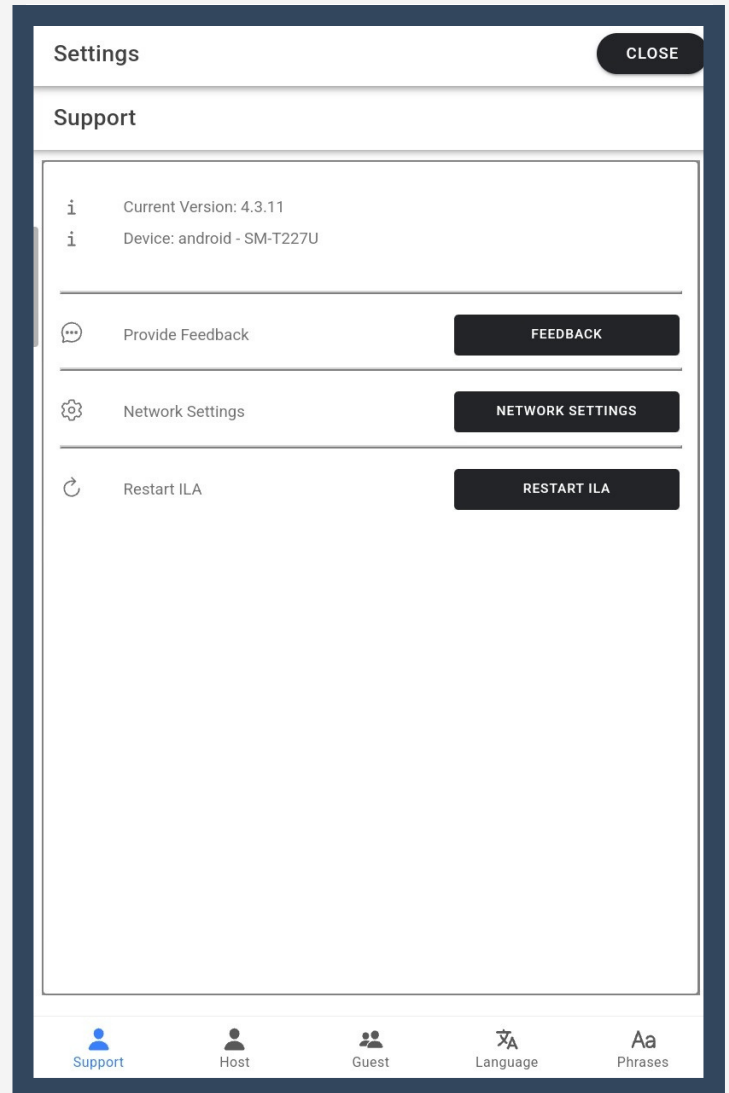
Current Version: ILA Software Version

Device: Device Type

Provide Feedback: Allows you to provide feedback to help improve ILA.

Network Settings: Selecting this button will take you to the device Network Settings.

Restart ILA: Restart ILA Software.



System Settings - Host 4.2

Text to speech: ILA will translate text and speak out loud in users chosen language.

Language: Change language for host device.

Font Size: Adjust font size.

Host Background Color: Adjust background color.

Host Text Color: Change host text color.

Guest Background Color: Change background color for guest speech box.

Guest Text Color: Change text color for guest translation.

Ask to save conversation: When your interaction ends, ILA will give you the ability to save the conversation.

1 on 1 Room: Your room number

Broadcast: Your broadcast room number

The screenshot shows the 'Settings' menu with a 'CLOSE' button in the top right. The 'Host Settings' section is active and contains the following options:

- Text to speech:** A checked checkbox.
- Language:** A dropdown menu showing the US flag, with a 'CHANGE' button to its right.
- Font Size:** A dropdown menu set to '20 pt'.
- Host background Color:** A dropdown menu set to 'Dark Green'.
- Host Text Color:** A dropdown menu set to 'Red'.
- Guest background Color:** A dropdown menu set to 'Light Blue'.
- Guest Text Color:** A dropdown menu set to 'Black'.
- Ask to save conversation:** An unchecked checkbox.
- Room Numbers:** A table with two rows: '1 on 1 Room' with the value '246810' and 'broadcast' with the value '1357911'.

At the bottom of the screen is a navigation bar with five icons and labels: 'Support' (person icon), 'Host' (blue person icon), 'Guest' (two people icon), 'Language' (globe icon), and 'Phrases' (Aa icon).

System Settings - Guest 4.2

Text to speech: ILA will translate text and speak out loud in users chosen language.

Font Size: Adjust font size

Host Background Color: Adjust background color.

Host Text Color: Change host text color.

Guest Background Color: Change background color for guest speech box.

Guest Text Color: Change text color for guest translation.

Settings CLOSE

Guest Settings

☒ Text to speech

	Font Size	20 pt
	Host background Color	Green
	Host Text Color	Black
	Guest background Color	Light Blue
	Guest Text Color	White

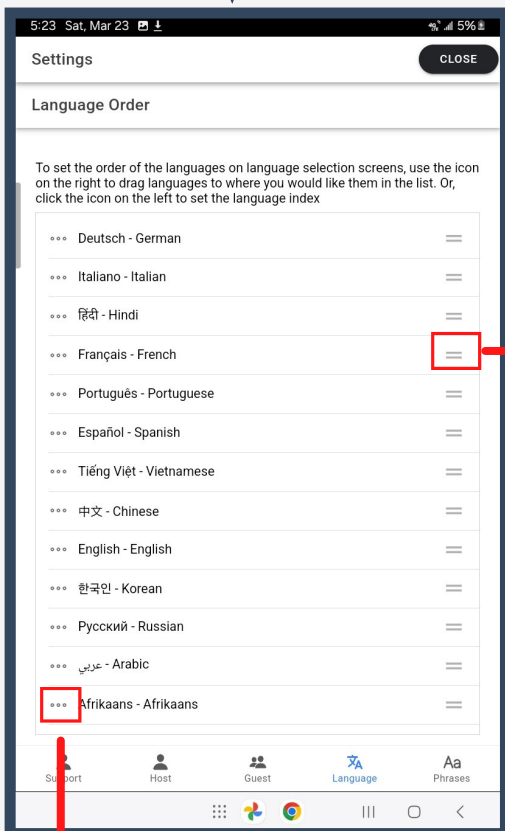
Support Host Guest Language Phrases

App drawer Google Chrome Navigation

Language Order 4.3

Under "Language" tab, set the order of the languages displayed on language selection screen.

Rearrange Language List

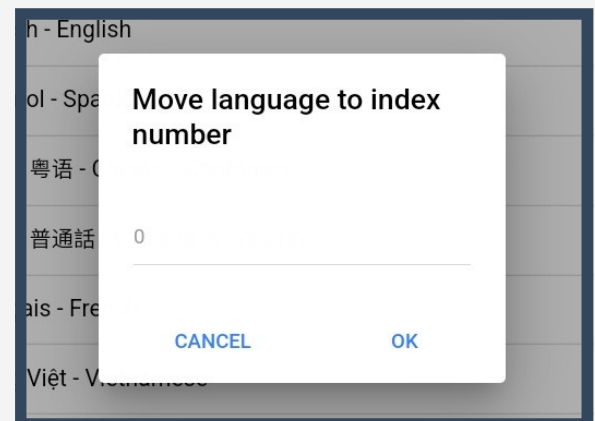


Drag and drop the language throughout the list.

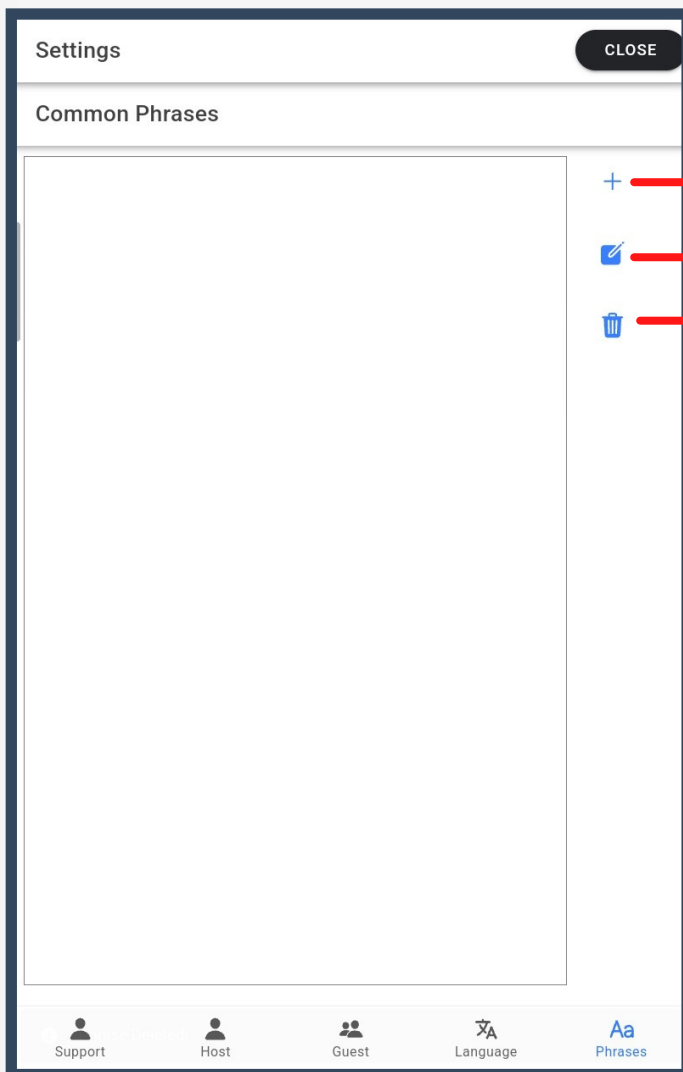
Language List



By selecting a language, you can type the position you would like to move it to. ie. Inputting the number 2 will move that language to the 2nd slot.



Add Common Phrases 4.4



Phrases: Create all your phrases in the "Phrases" tab.



Create new phrase



Edit Phrases



Delete Phrases

Add Common Phrases 4.4

String Type: Allows you to choose Phrase Type ie. Common Phrase, Question and Answer, etc.

Add your phrase here.

Create desired Category

ILA - Online

SettingsCLOSE

Create Phrasex

String type

Common Phrasedown arrow

Enter Phrase

Enter Category

Auto Send Order

0down arrow

OKCANCEL

Host

Guest

Language

Phrases

Add Welcome Messages 4.5

Add your Welcome Phrase

Create desired Category

Order in which your welcome messages are released

ILA - Online

SettingsCLOSE

Create Phrase×

String type

Common Phrasex

Enter Phrase

Enter Category

Auto Send Order

0

OKCANCEL

Host

Guest

Language

Phrases

Question and Answer 4.6

Select **Host Question**

Add your Host question here.

Create desired Category

ILA - Online

Settings

CLOSE

Create Phrase

X

String type

Host Question

Enter Phrase

Enter Category

Auto Send Order

0

OK

CANCEL

Host

Guest

Language

Phrases

Question and Answer 4.6

Select **Guest Answer**

Add your Guest Answer here

Create desired Category

Select "Host Question" in
which guest is answering

The screenshot shows the 'ILA - Online' app interface. A 'Settings' dialog is open, titled 'Create Phrase' with a close button (X). The dialog contains the following fields:

- String type:** A dropdown menu with 'Guest Answer' selected.
- Enter Phrase:** A large text input field.
- Enter Category:** A text input field.
- Questions:** A dropdown menu.

At the bottom of the dialog are two buttons: 'OK' and 'CANCEL'. Below the dialog, the app's bottom navigation bar is visible, showing icons for 'Host', 'Guest', 'Language', and 'Phrases' (which is highlighted).

In Session Host Settings 4.7

Language: Change host language

Show Guest Language Selection:

Show guest device language tiles allowing guest to change language in session.

Text to speech: ILA will translate text and speak out loud in users chosen language.

Font Size: Adjust font size

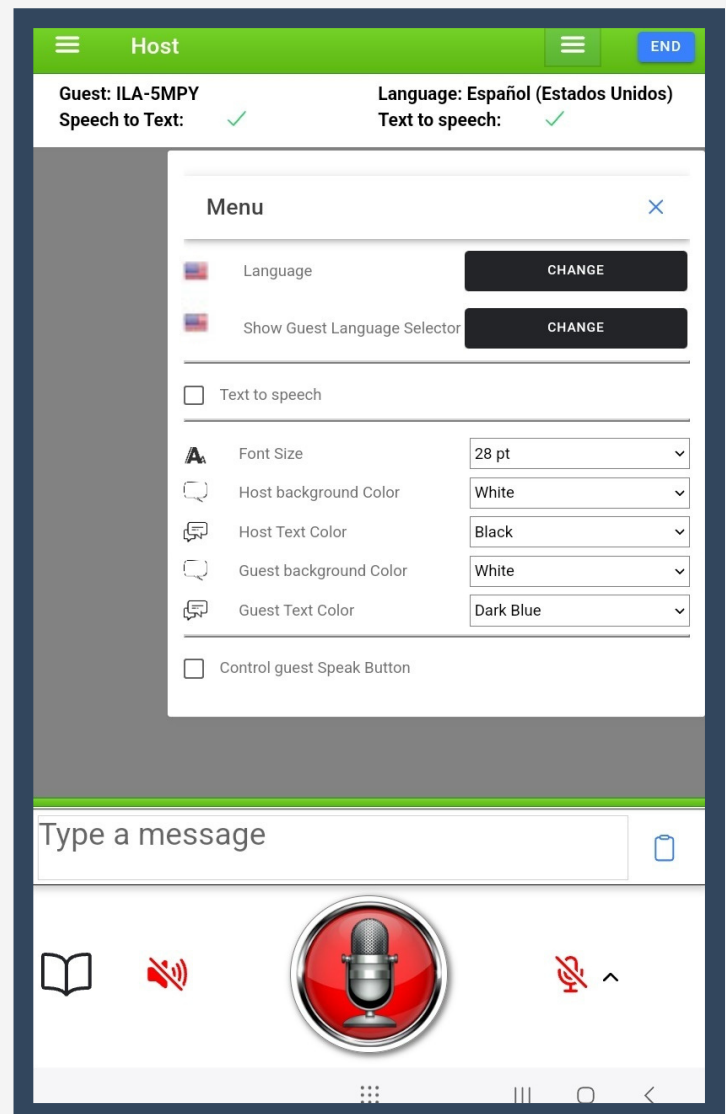
Host Background Color: Adjust background color.

Host Text Color: Change host text color.

Guest Background Color: Change background color for guest speech box.

Guest Text Color: Change text color for guest translation.

Control Guest Speak Button: Control guest speak button on the host device.



In Session Guest Settings

Contact External Link: Contact Live Interpreter.

Clear Conversation: Clear all text and reset the conversation.

Text to speech: ILA will translate text and speak out loud in users chosen language.

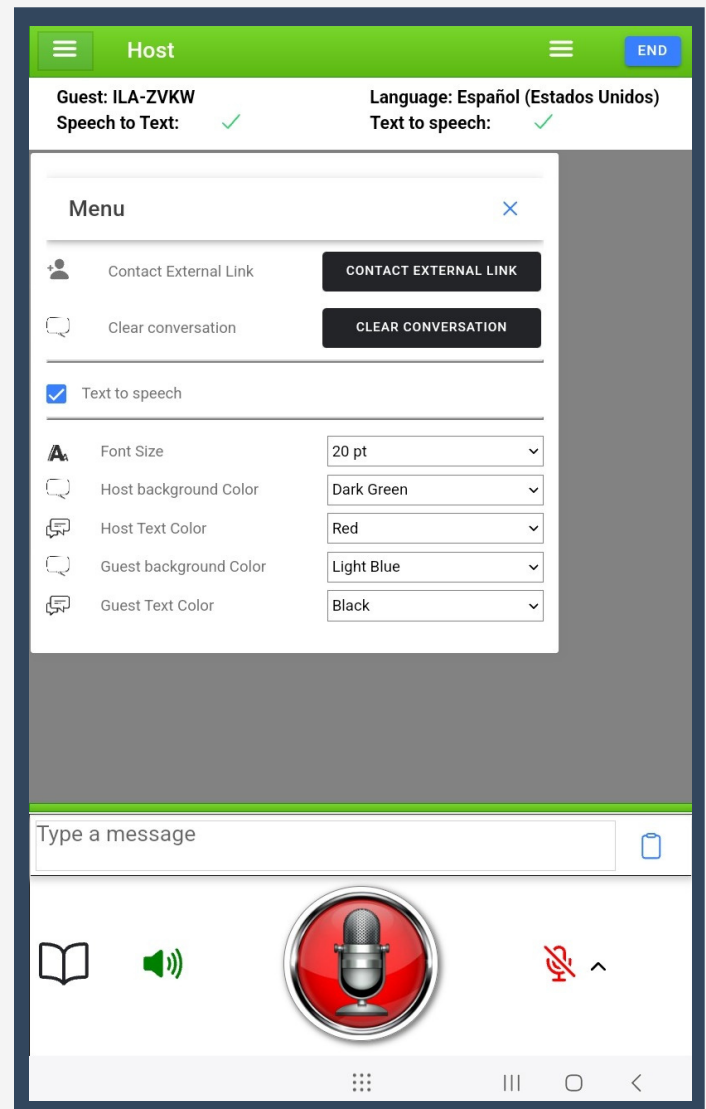
Font Size: Adjust font size

Host Background Color: Adjust background color.

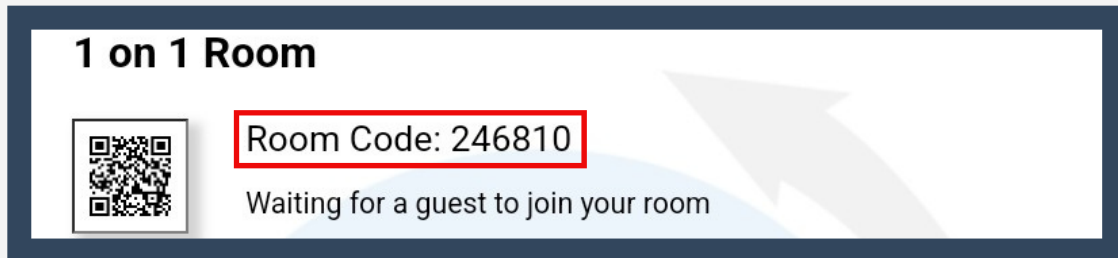
Host Text Color: Change host text color.

Guest Background Color: Change background color for guest speech box.

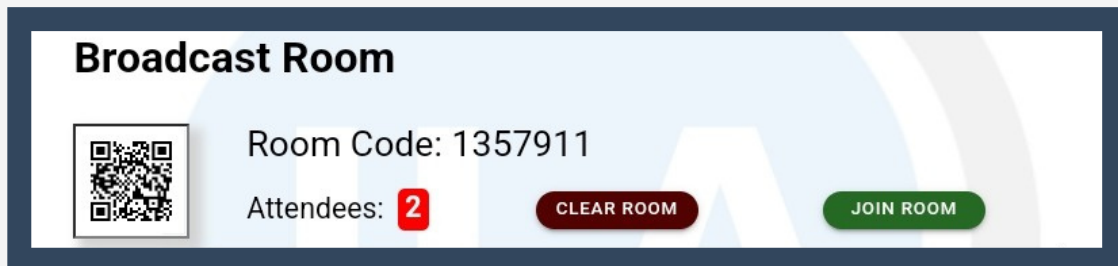
Guest Text Color: Change text color for guest translation.



Room Code's & Broadcast Mode 5.0



Room Code: Each ILA User has their own unique Room Code. This allows other users to connect to specific ILA Hosts.



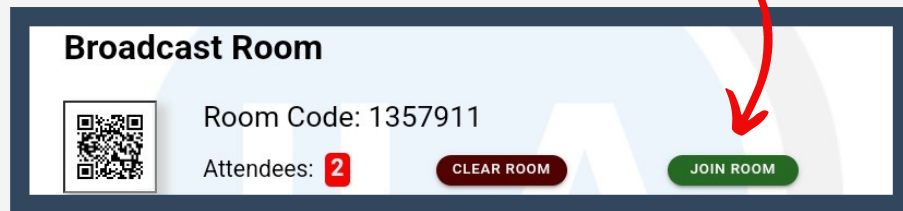
Broadcast Code: Specific to the Broadcast Host and allows ILA Guests to connect to the Broadcast Room.

Broadcast Mode: Broadcast allows multiple users to connect, allowing multiple ILA Users into a single room.

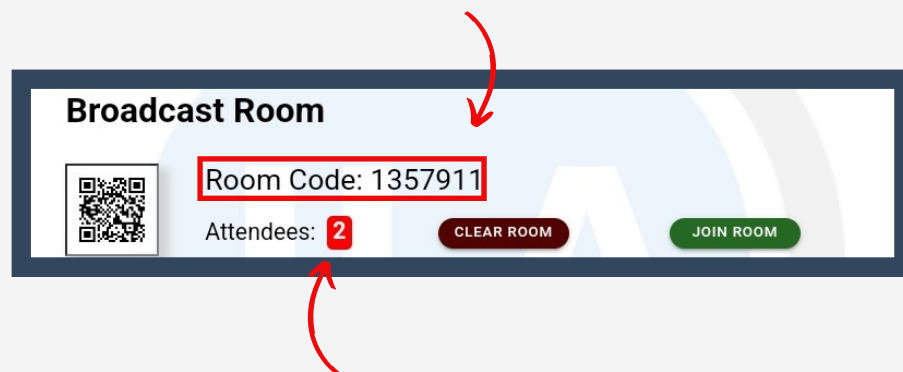
Broadcast Mode

5.1

Host an ILA Broadcast room by selecting this button.



Broadcast code is the code guests will use to join your Broadcast room



This icon shows you how many people have joined your Broadcast Room

***Broadcast mode is an add on and has an additional cost. Contact your sales person or email sales@translatelive.com for more information.**

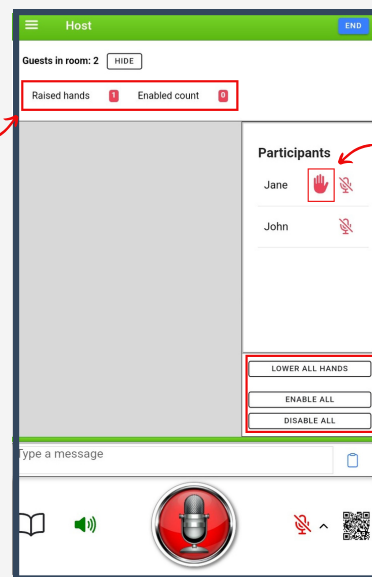
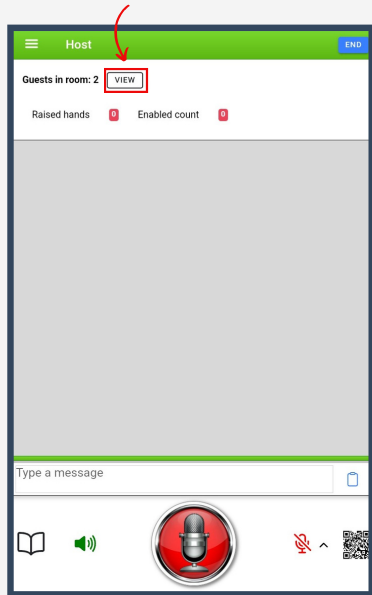
Broadcast Mode

5.1

Host

Guest

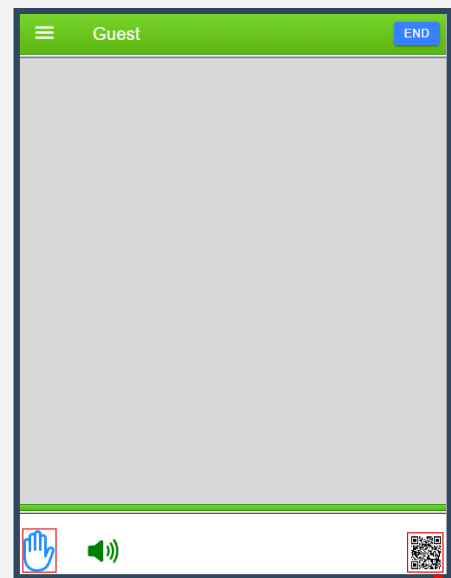
Select this button to view room participant list.



This section shows the number of guests who have requested to speak as well as the number of guests that currently have permission to speak

Approve requests to speak by selecting the raise hand button

"Lower all hands" will disapprove all requests to speak. You may also enable or disable all guest mics.



Raise your hand to request permission to speak.

Expand QR Code to share broadcast room.

***Broadcast mode is an add on and has an additional cost. Contact your sales person or email sales@translatelive.com for more information.**

5.2

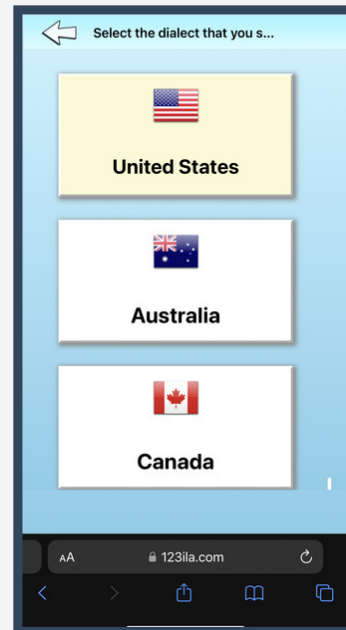
You can join a Broadcast room as a guest 3 different ways.

1

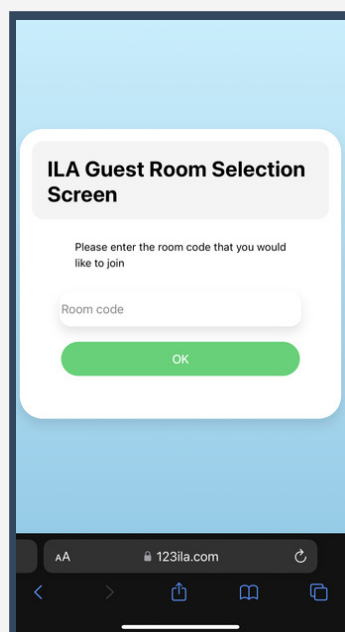
1) Navigate to www.123ila.com.
Select a Language.



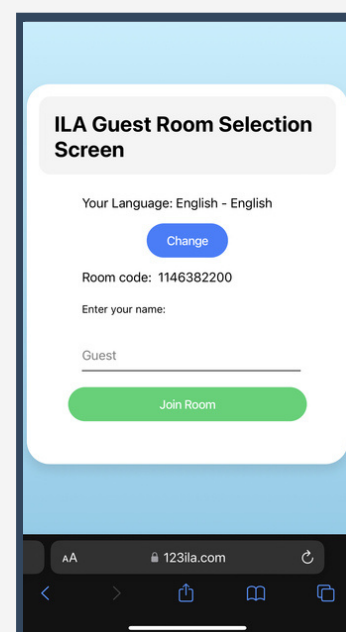
2) Select Accent or Dialect



3) Enter Broadcast Room Code



4) Enter your name and join room



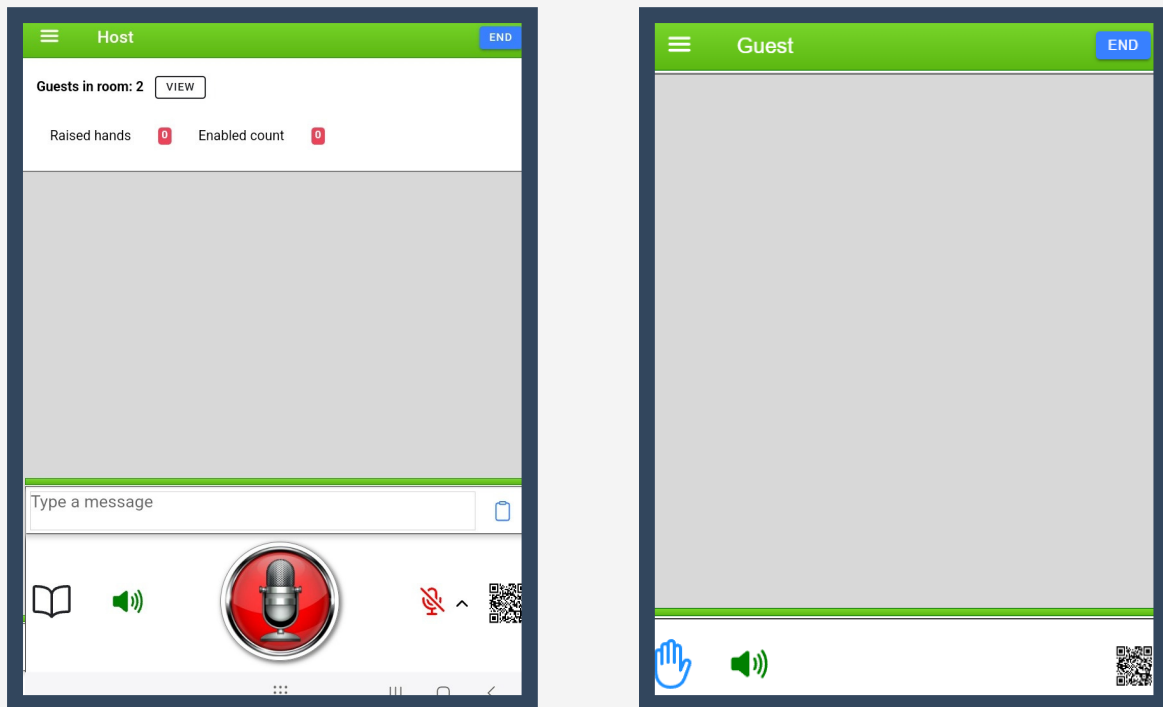
2

Navigate to
www.123ila.com/app/room/yourbroadcastcode
Example:
www.123ila.com/app/room/41928exmp



5.4

**Broadcast Hosts will have speech to text capabilities at all times.
Guests must request permission to speak.**



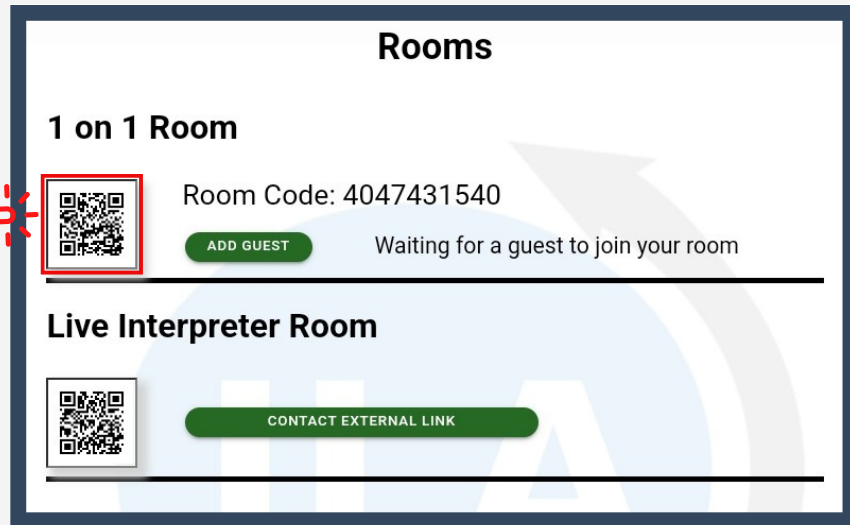
Touch and hold the Mic button while you speak. The button will turn green, letting you know it is actively listening.

- You may watch the translation in real time to confirm accuracy. Be sure to speak clearly, slowly, and use full sentences.
- When the meeting is over, simply select the "End" button located on the top right of the screen.

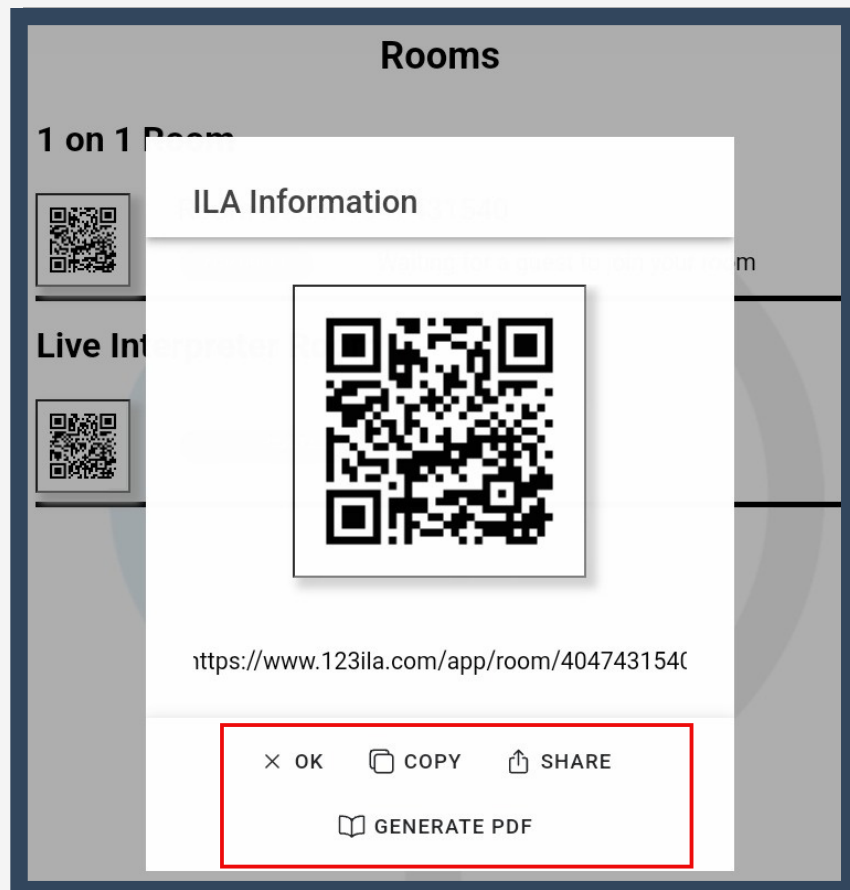
QR Code

6.0

Enlarge the QR code
by pressing it

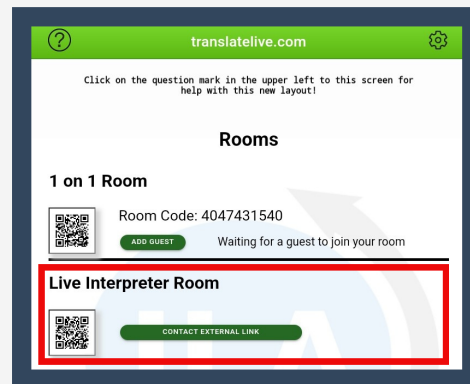


Once enlarged, you
will have the ability to
copy your QR Code
link or Generate a
PDF



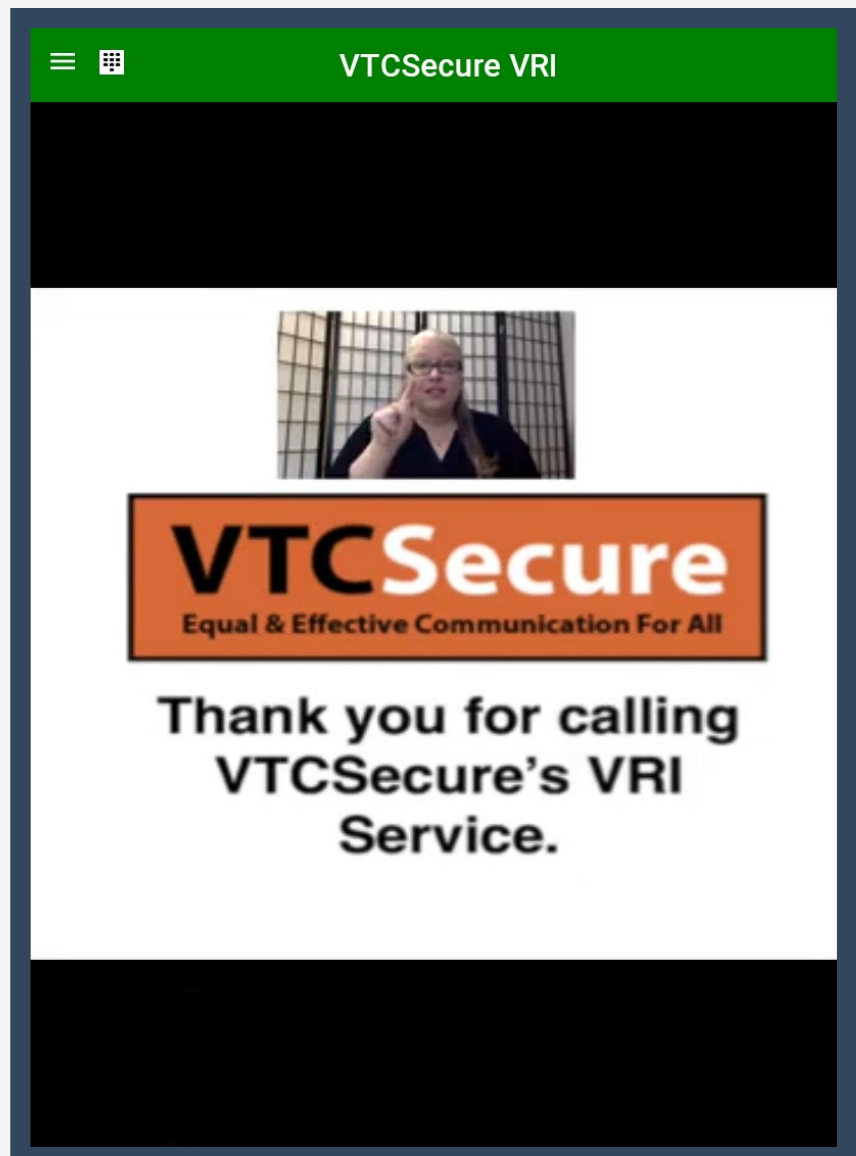
Live Interpreter

When necessary, calling for a live interpreter is one click away!



Simply click our live assistance button located on the bottom of the hosts menu screen. You will be directed to the following page where you will be connected to a Live Interpreter.

*You will be directed to our Demo link. For more information about these services, contact us at support@translatelive.com



Remote Guest 8.0

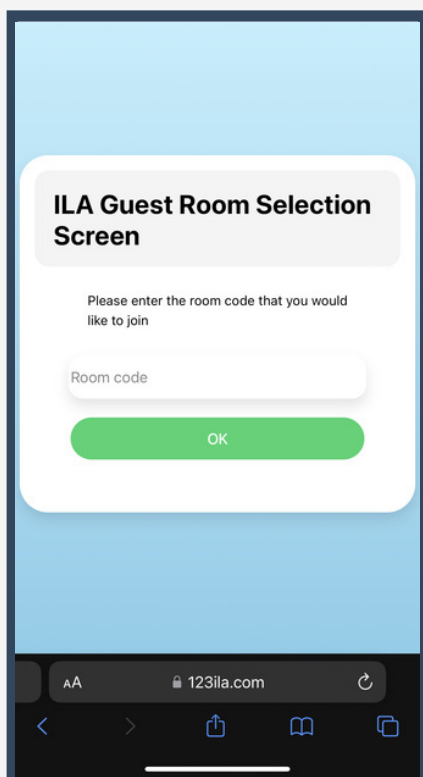
1) Navigate to www.123ila.com.
Select a Language.



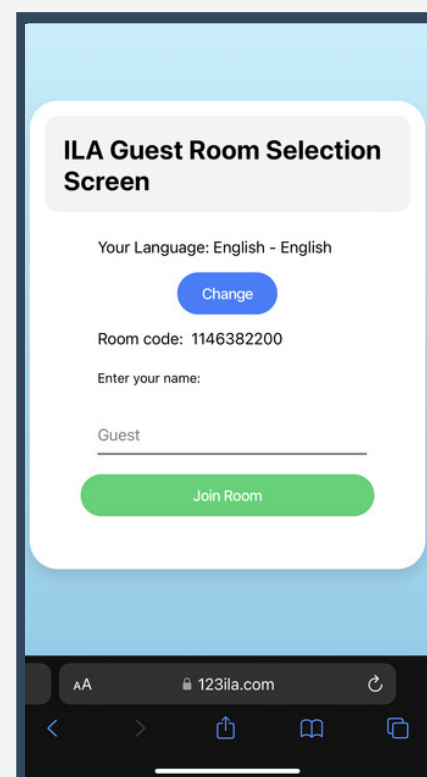
2) Select Accent or Dialect



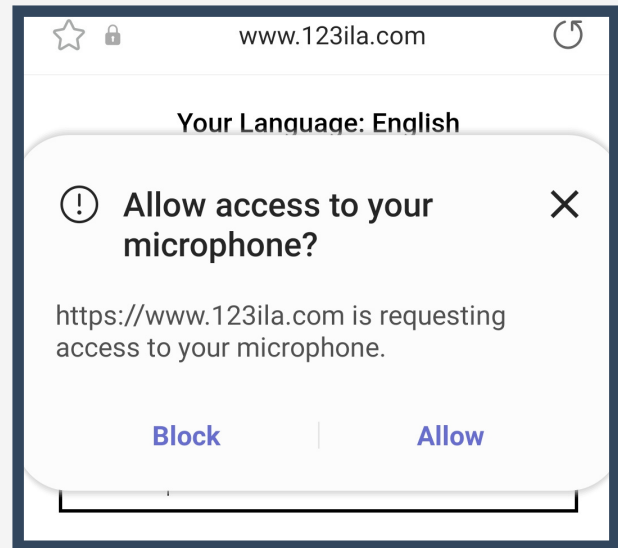
3) Enter Host Room Code



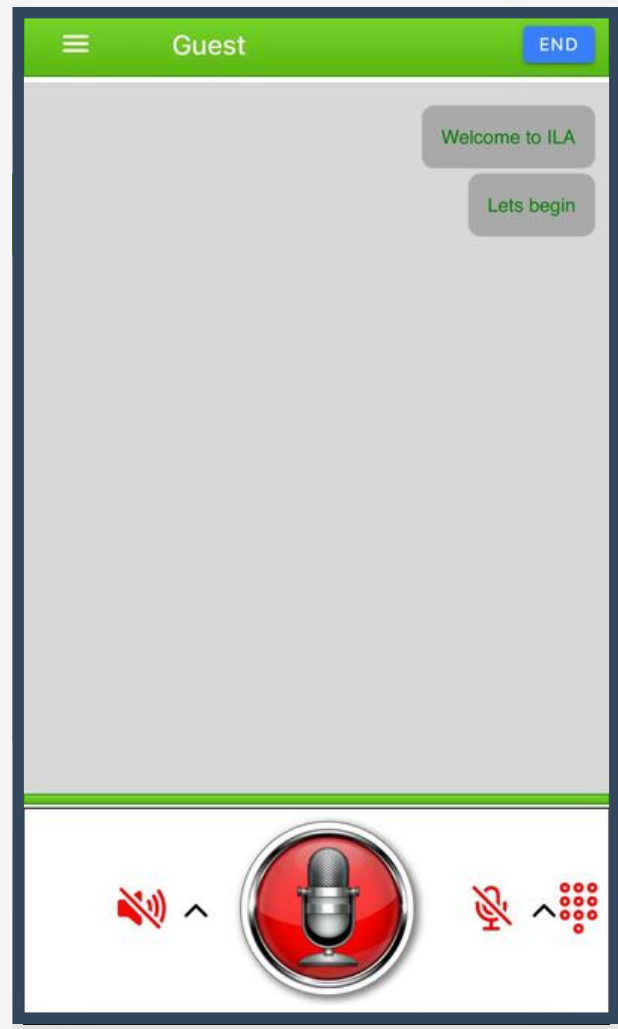
4) Enter your name and join room



Allow access to your
microphone.



ILA Web is now ready
for interaction.

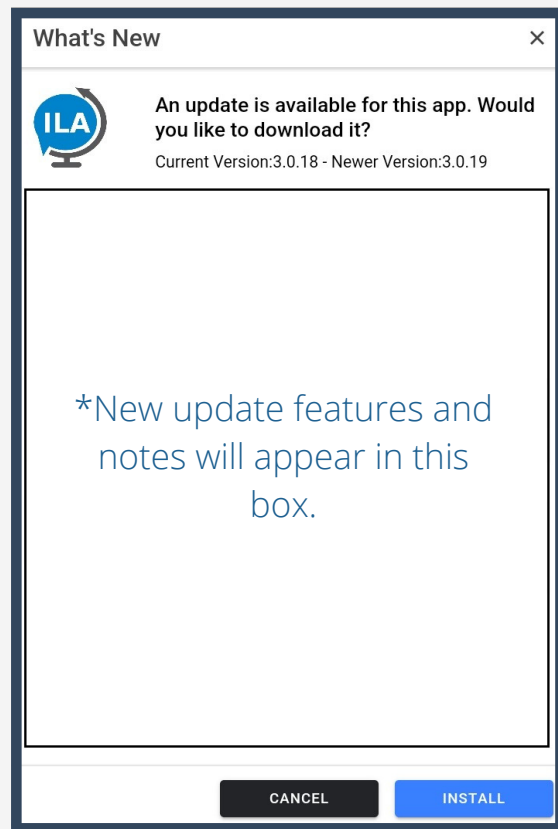


ILA Updates

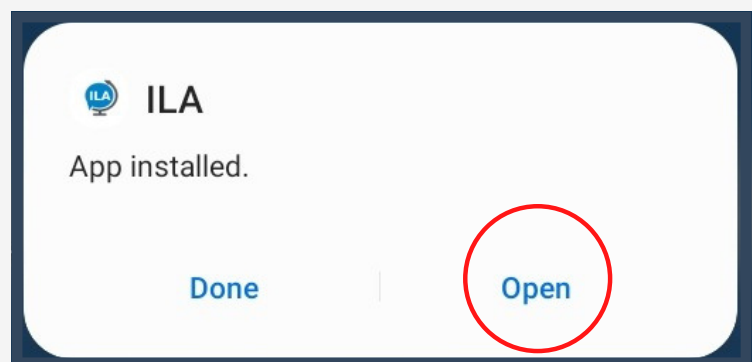
9

When updates are available, ILA will automatically prompt you with an update pop-up when opening the app.

1) Select **Install**



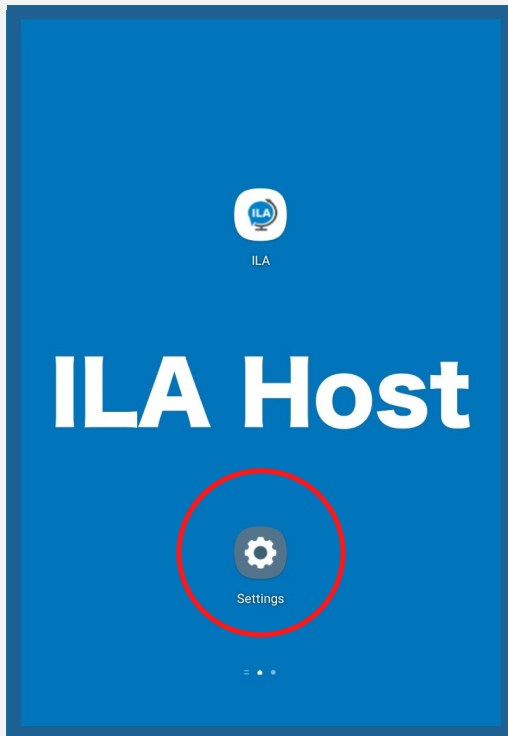
2) Select **Open**



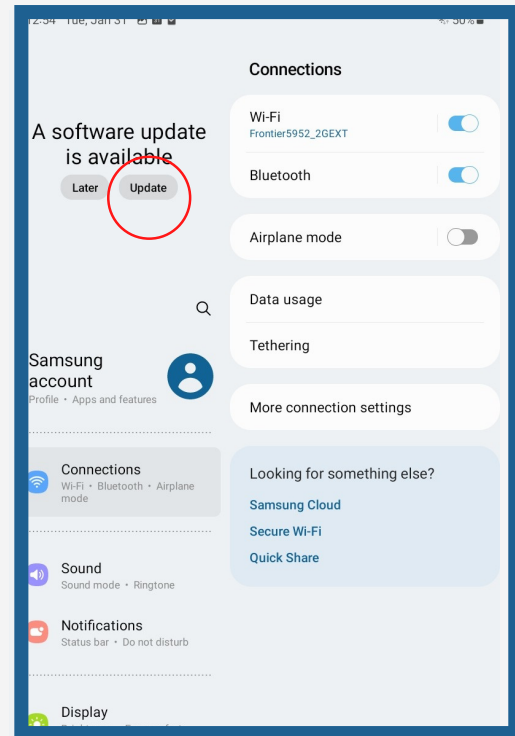
Repeat on both devices.

Android Updates

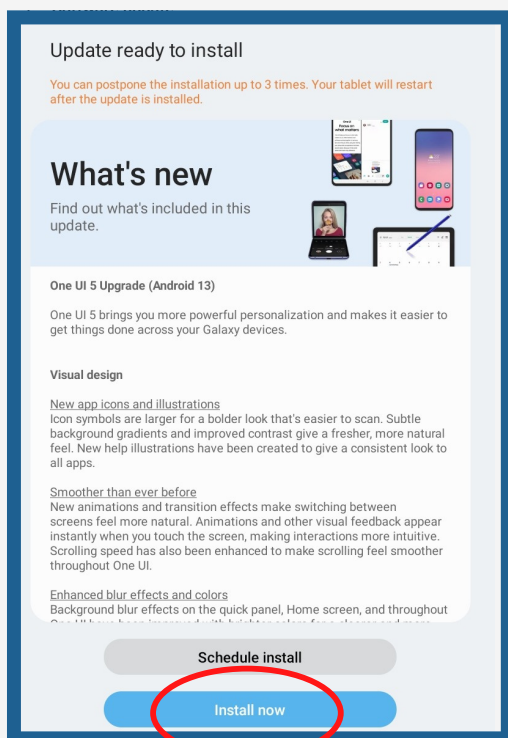
9.1



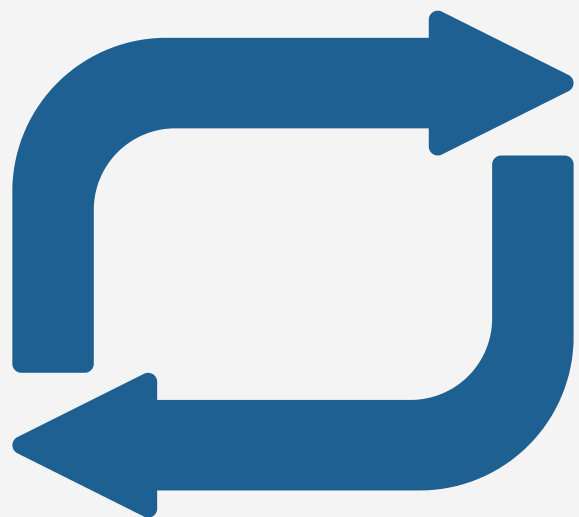
When updates are available, navigate to settings.



Select "Update".



Select "Install now".

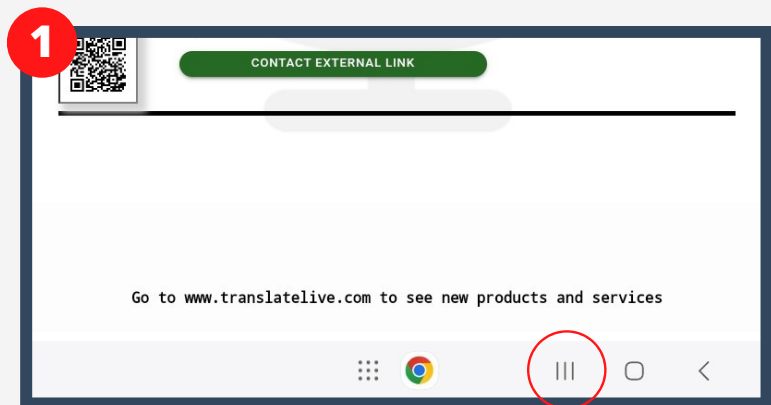


Repeat on both devices.

Troubleshooting 10

When you run into technical difficulties start with closing out the ILA App and restarting it.

1) Close out the app by selecting the 3 lines located on the bottom of your screen.

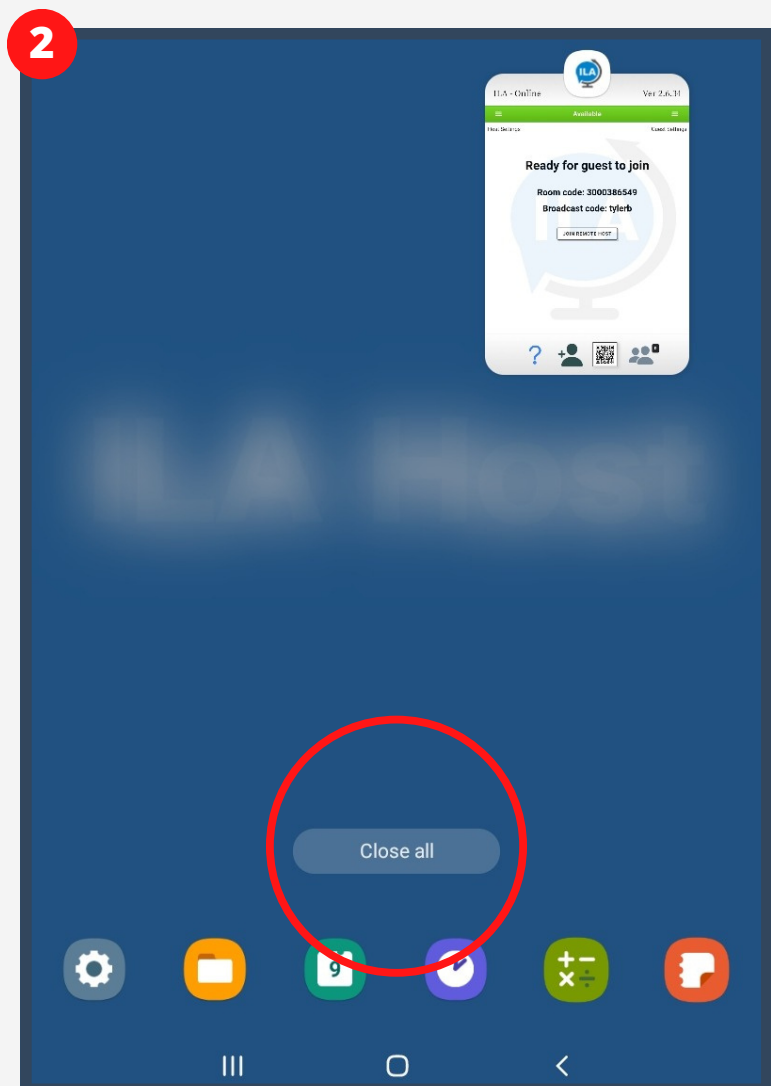


2) Select **Close all** as shown in figure 2.

3) Verify your device is connected to a Wi-fi Network.

4) Repeat steps on both devices.

5) Open ILA App



1) The best cases for effective communication using ILA is for direct back and forth communication between two languages or transcriptions for two people using the same language.

2) Speak clearly and enunciate your words.

3) Speak in one continuous sentence without long pauses.

4) Speak in full sentences with as much context as possible.

5) Don't use slang, metaphors or colloquialism as often, sometimes those are translated literally.

6) Minimize background noise.

7) Verify speech to text is accurately understanding your voice by reading the translation on your screen.

8) If what you are saying is not being translated correctly you can:

- Repeat
- Spell out
- Type it