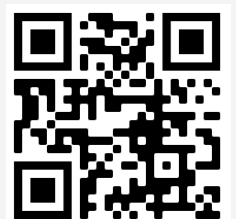




# ILA User Guide

## The Power to Communicate with Anyone

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



[www.translatelive.com](http://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.

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.



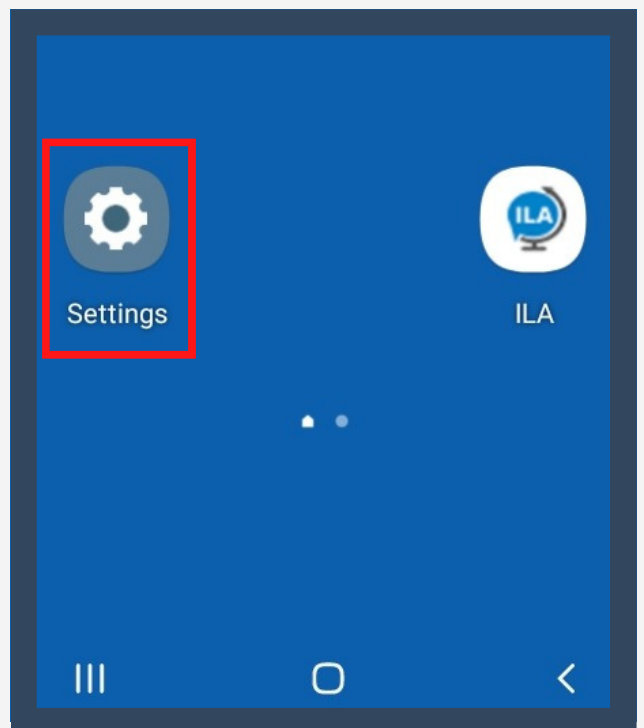
# Set Up ILA

# 2.0

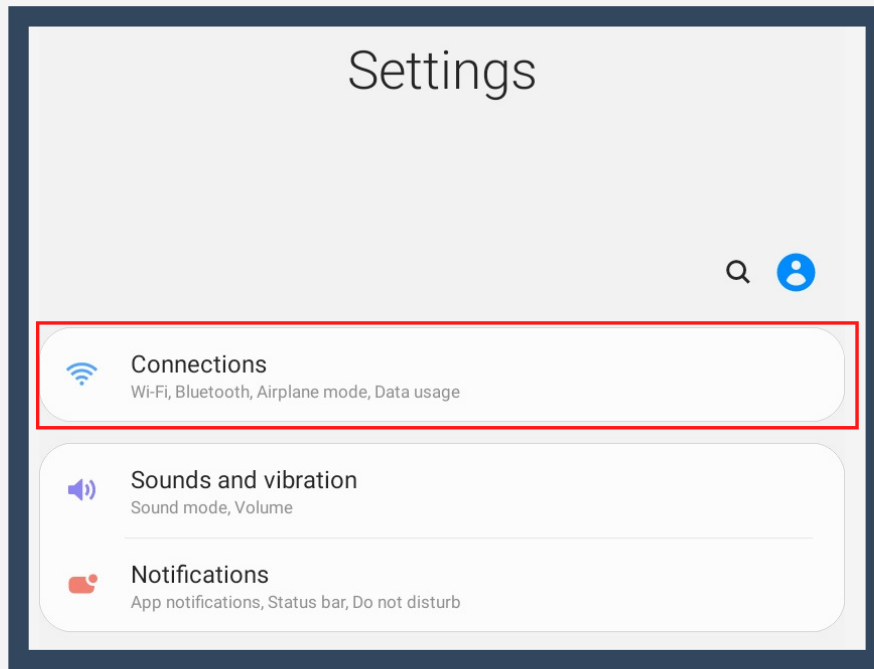
- ILA comes with 2 devices, Host Device and Guest Device



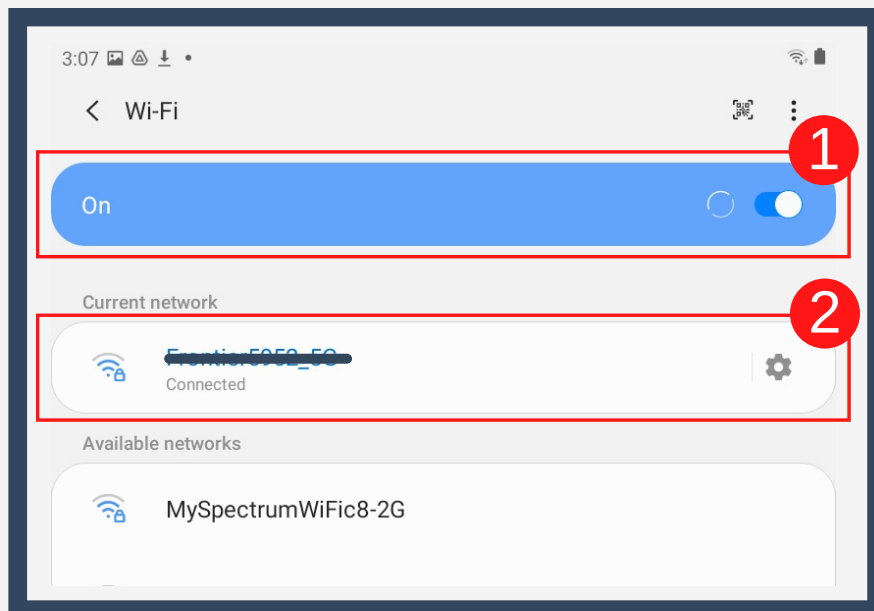
- 1) Connect to Wifi by navigating to Settings on the Device Home Screen



# 2.1



2) Select Connections

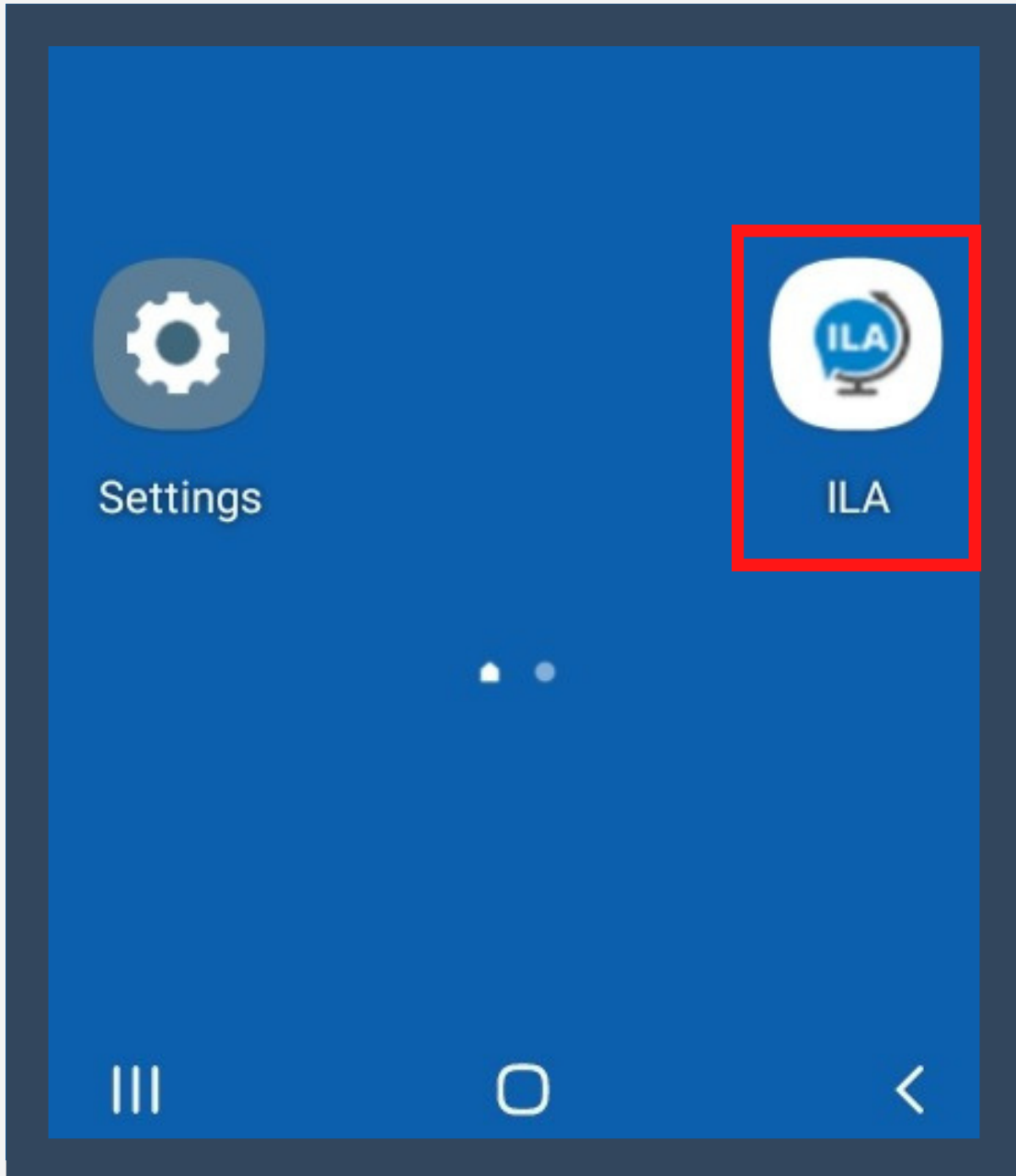


3) Turn on Wifi and Connect to available Network.

**\*Repeat on Both Devices**

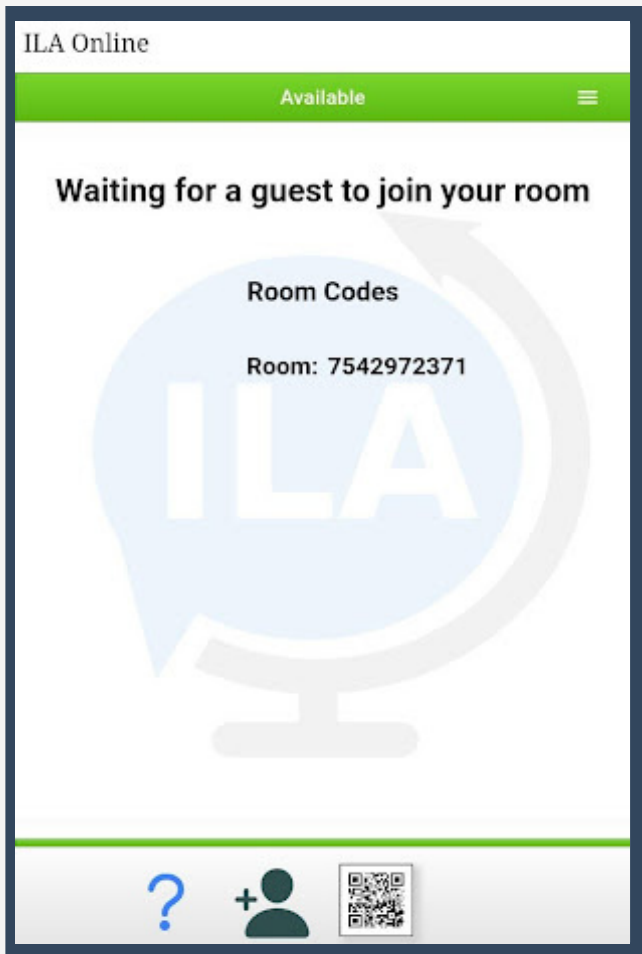
# ILA Start Up

3.0



- 4) Open ILA App on both devices

# 3.1



ILA Host



ILA Guest

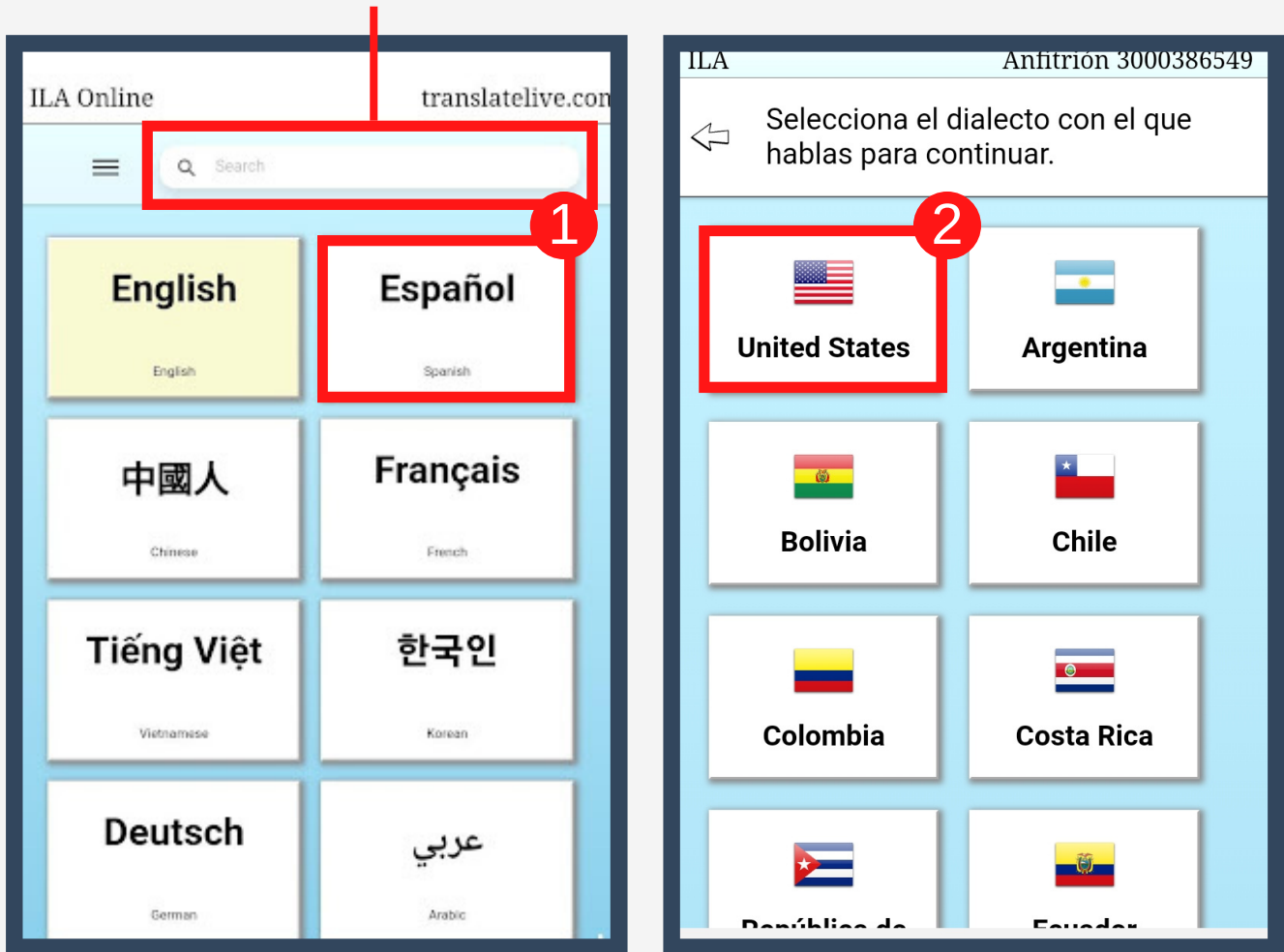


Locate your ILA Host device and your ILA Guest Device as shown above.



# 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

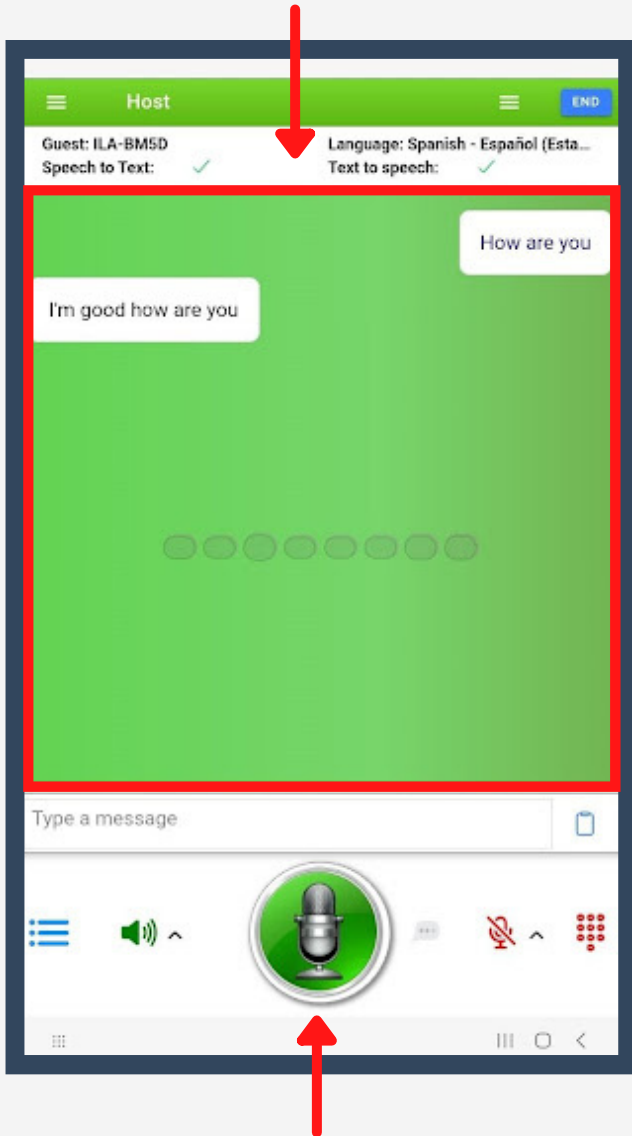


When languages have this icon, Text to Speech is not available.

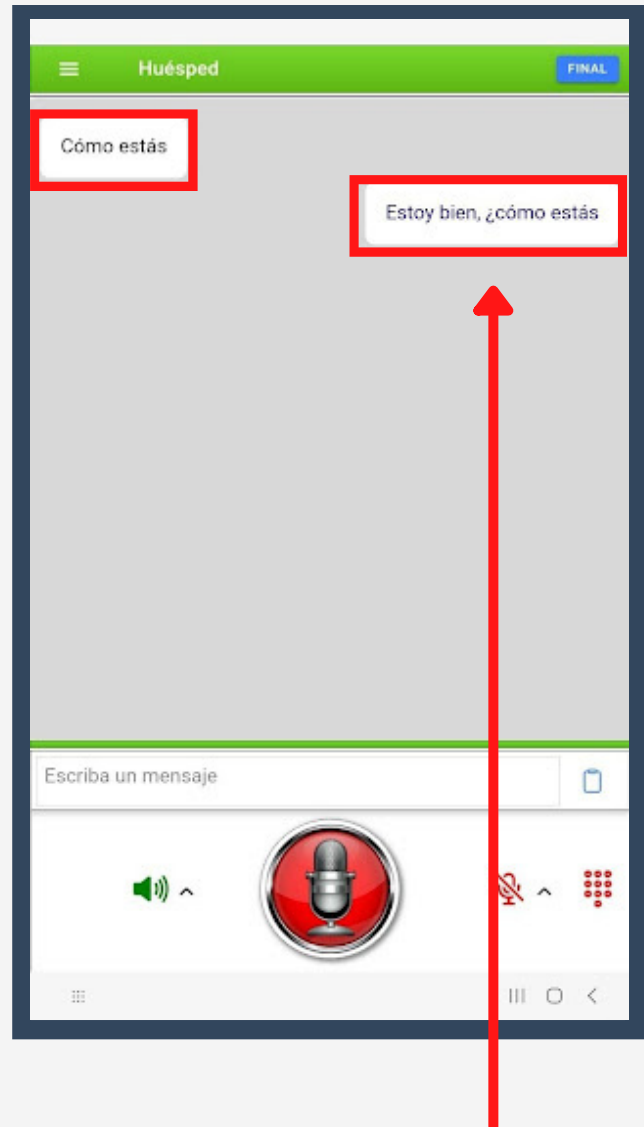
When languages have this icon, speech to text is not available and has to be typed.

# 3.4

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

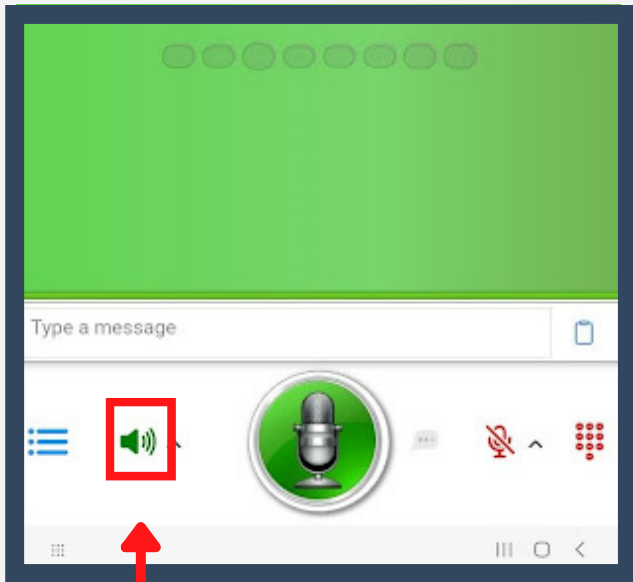


To communicate, simply press and hold the microphone located on the bottom of the screen.

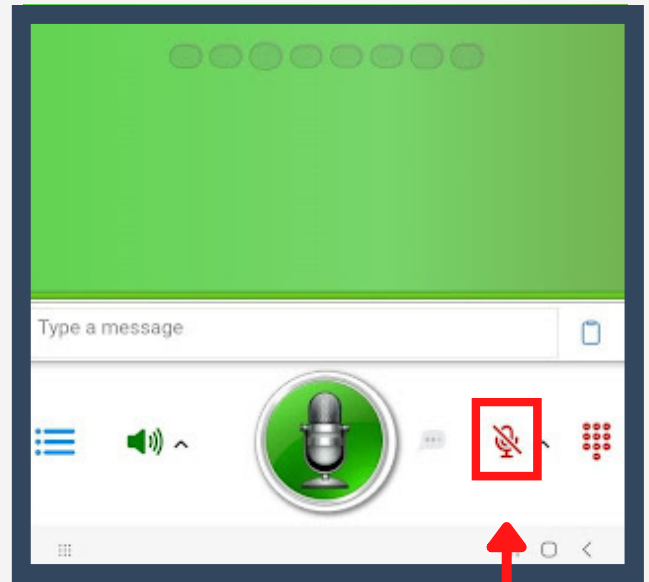


ILA will translate in real time. Both screens will display the translation to minimize confusion.

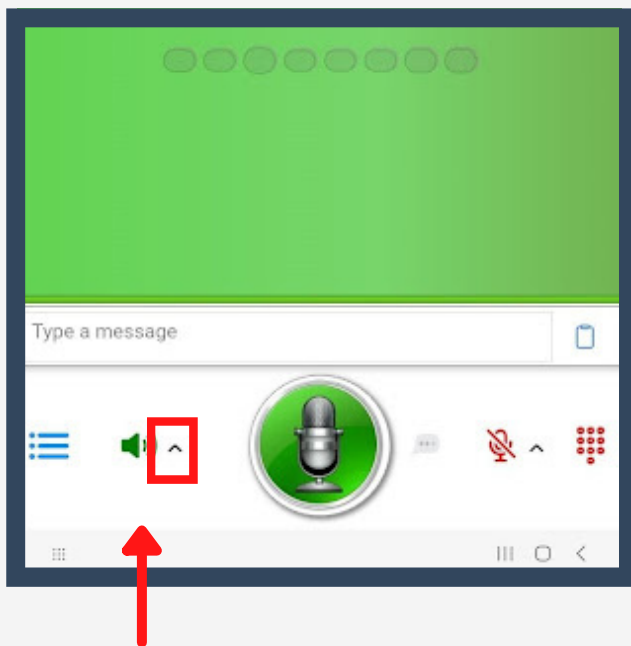
# 3.4



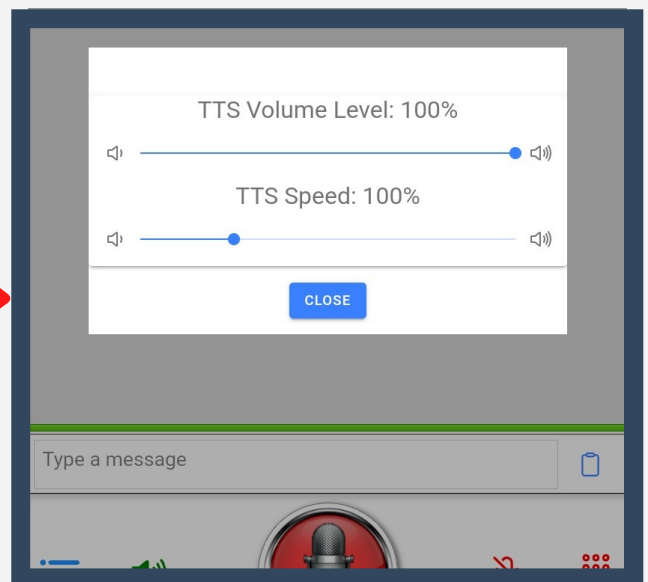
Toggle Text to Speech On/Off



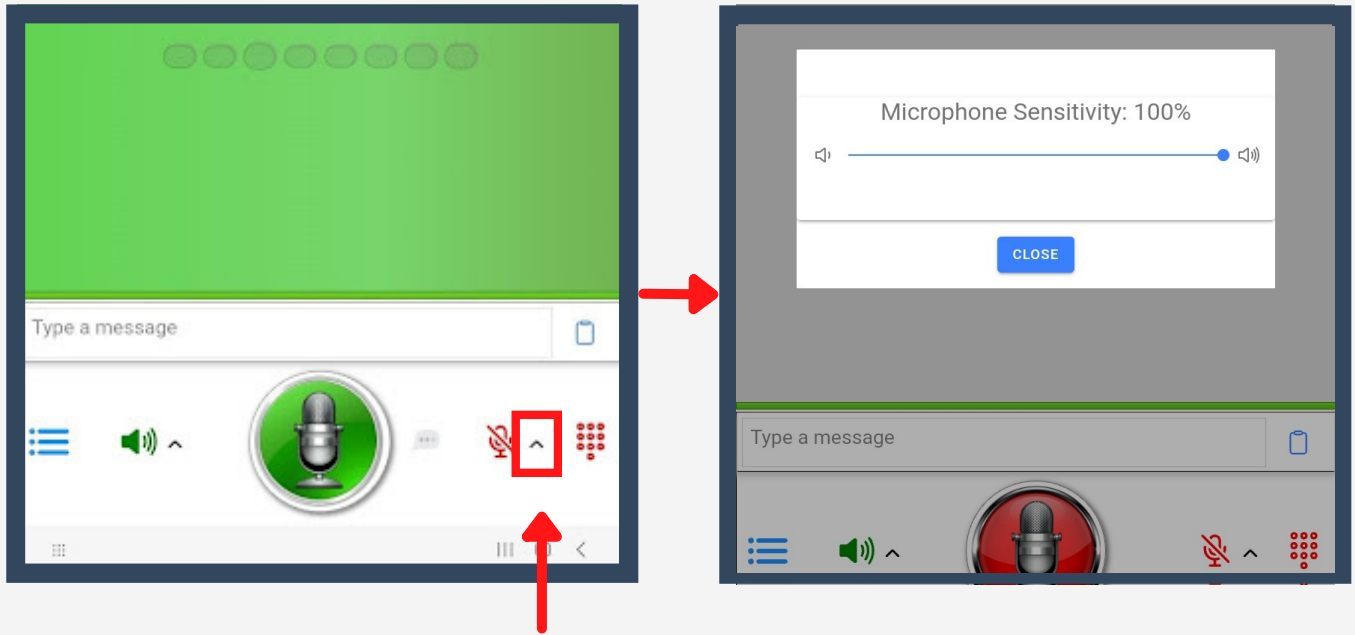
Turn "Keep Mic On" feature On/Off



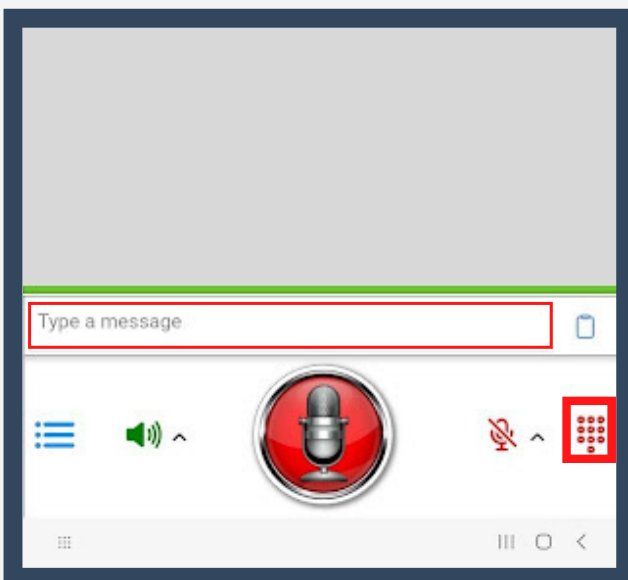
Pressing the small arrow will allow you to change the Text to Speech Volume and Speed.



# 3.4



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

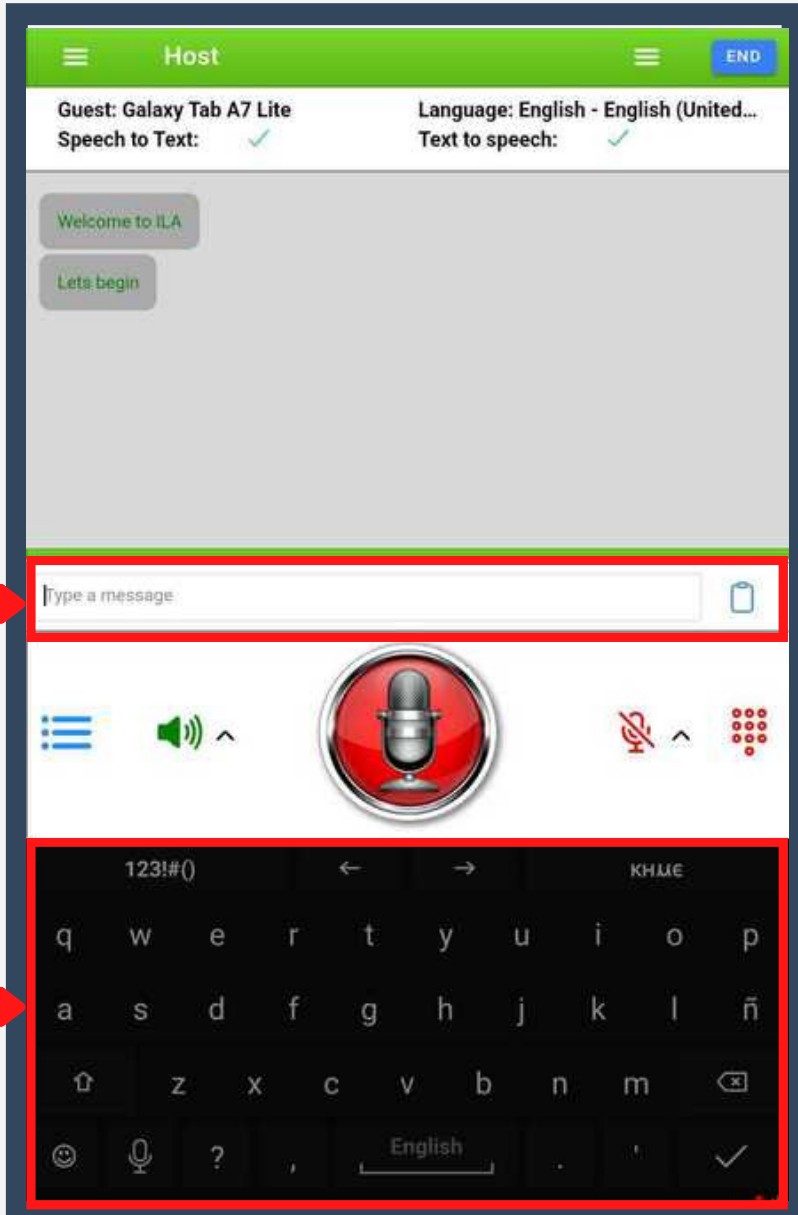


Pressing this icon will show/hide the "type a message" section.

# 3.5

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

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

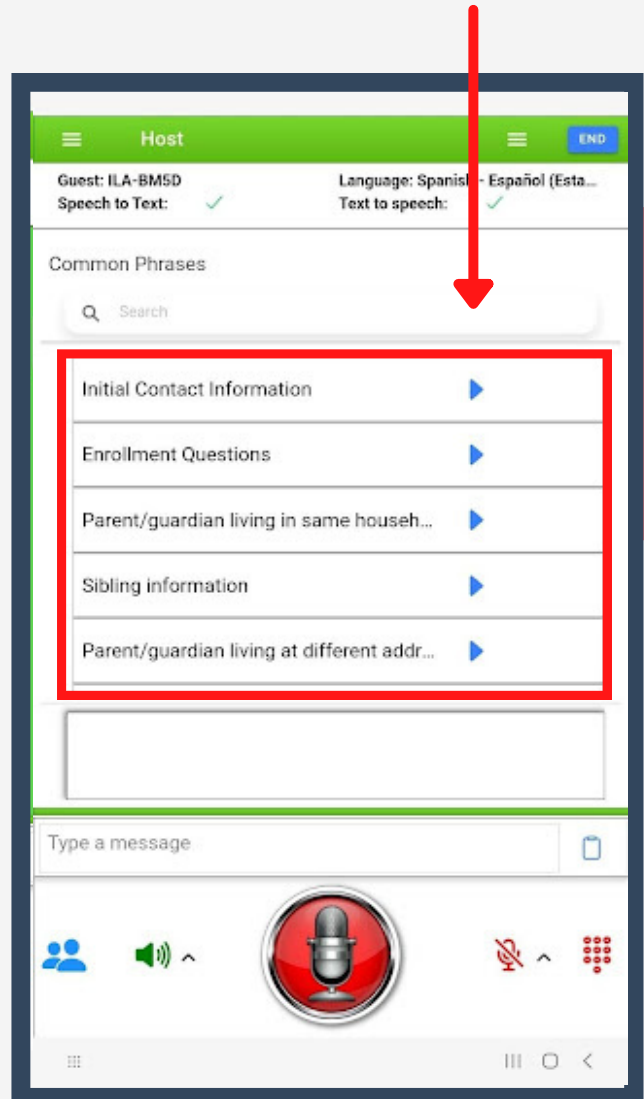
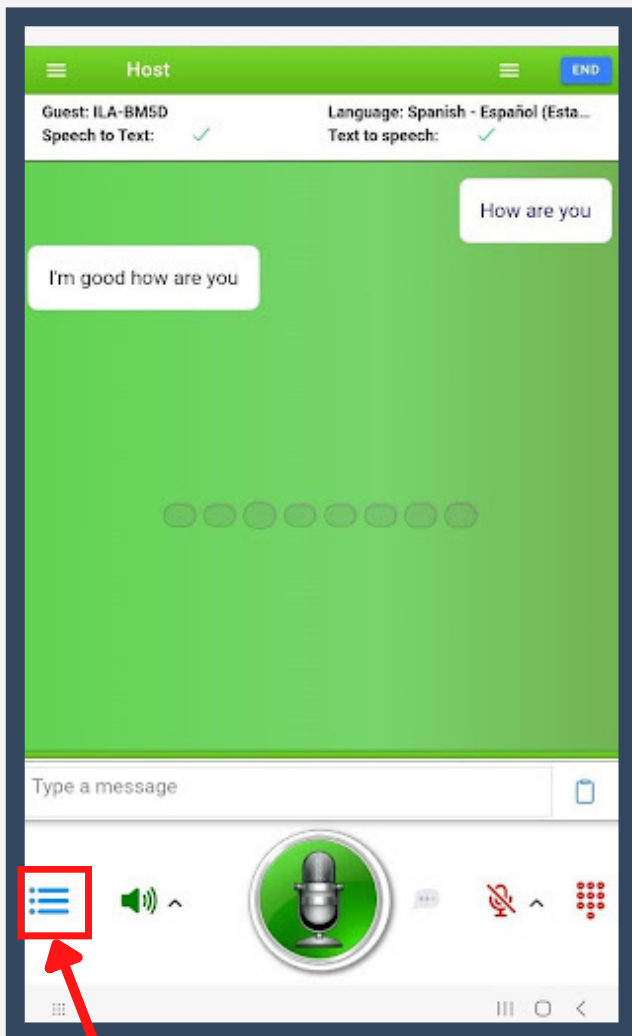


# Common Phrases

# 3.6

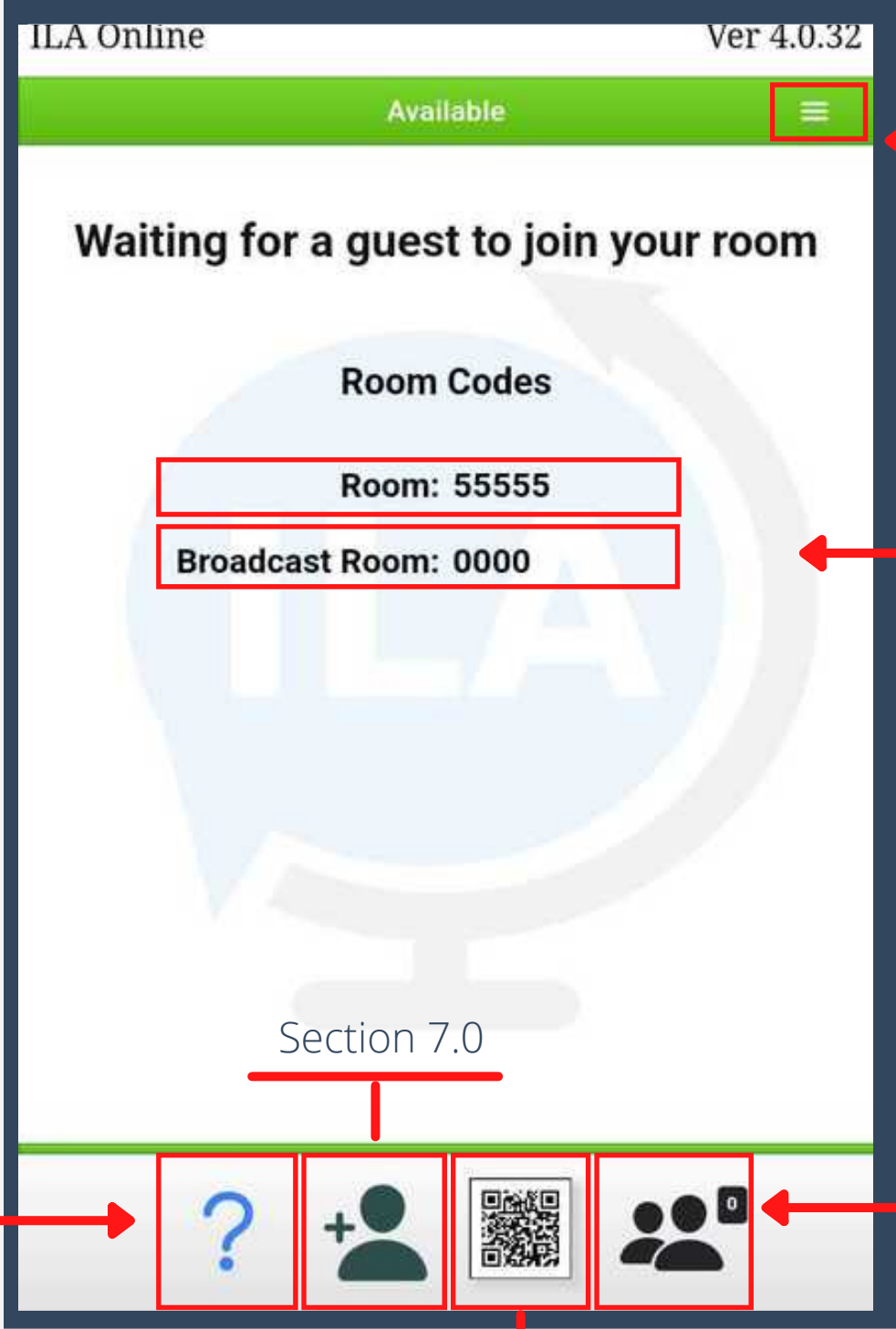
- Common Phrases will only be available on Host Device

- Search for Common Phrases or select from the list below.



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

# ILA Host Home Screen 3.7



Section 4.1

Section 5.0

Section 7.0

FAQ/Help

Section 5.0

Section 6.0



# ILA Host Home Screen Menu 4.1

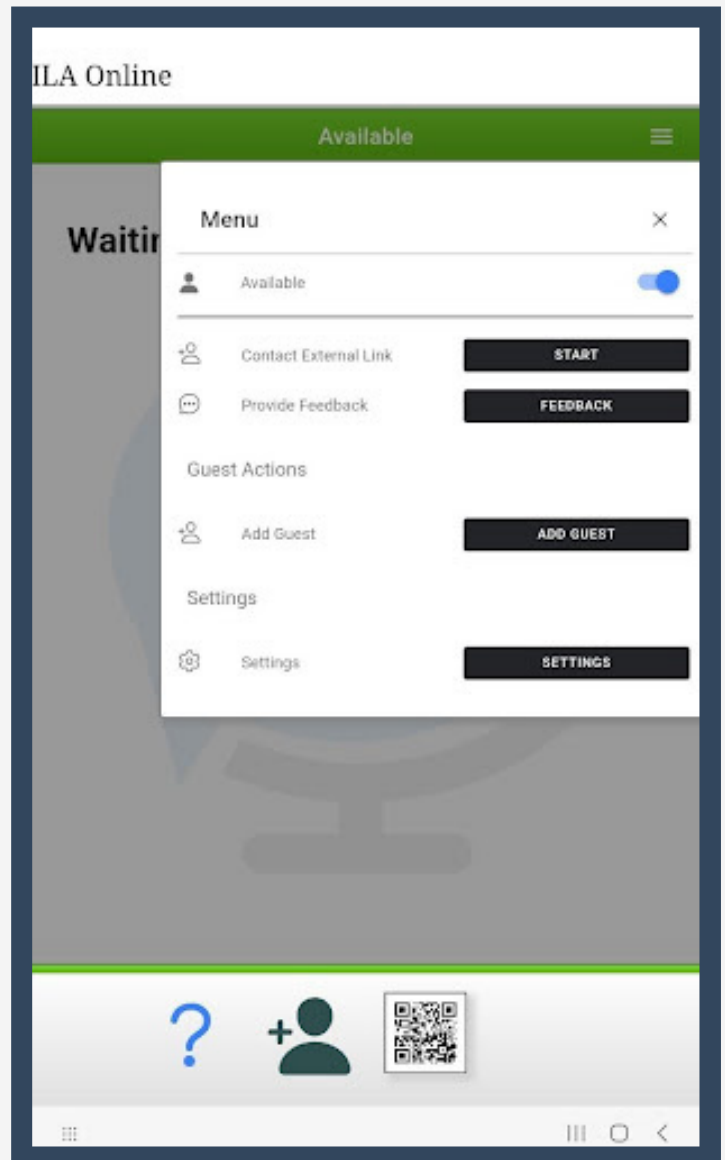
**Available:** Toggle on/off to be available to receive calls.

**Contact External Link:** Allows you to contact a live interpreter.

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

**Add guest:** Allows host to start a session in the hosts default language. Useful for guests who are hard of hearing.

**Settings:** System settings \*Section 4.2



# 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.

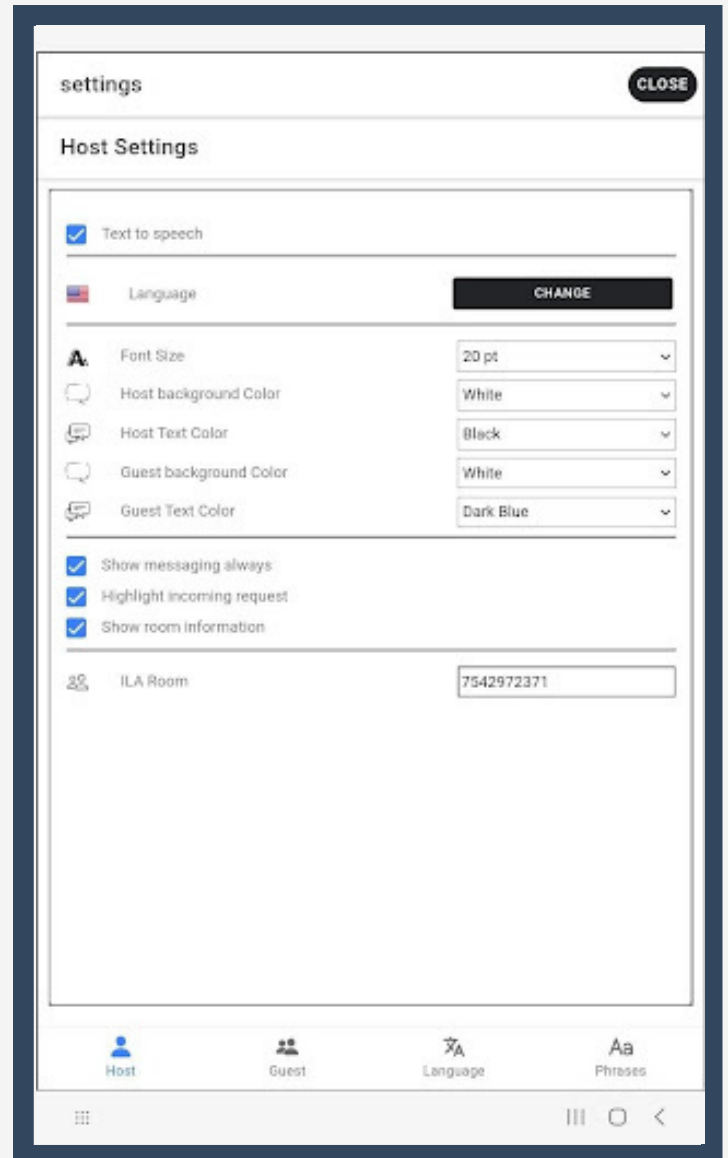
**Guest Text Color:** Change text color for guest translation.

**Show Messaging always:** Displays the text bar which allows you to type with a keyboard.

**Highlight incoming request:** When enabled, the screen flashes red and green when receiving a call.

**Show room information:** Room info will be displayed while in a chat room.

**ILA Room:** Your room number



# System Settings - Guest 4.2

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

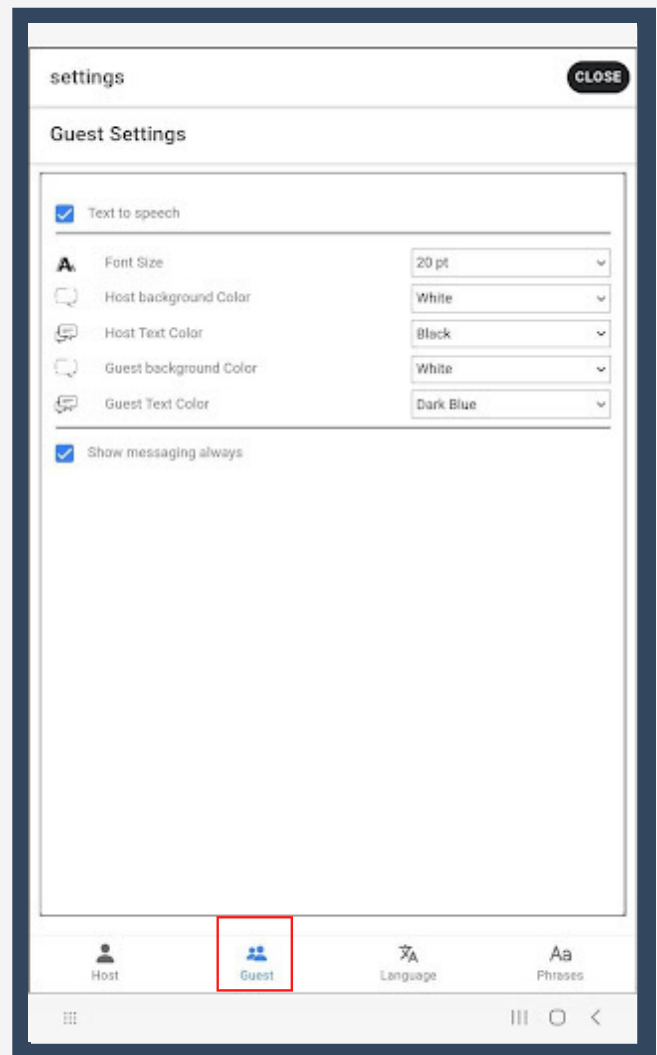
**Font Size:** Adjust font size

**Host Background Color:** Adjust background color.

**Host Text Color:** Change host text color.

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

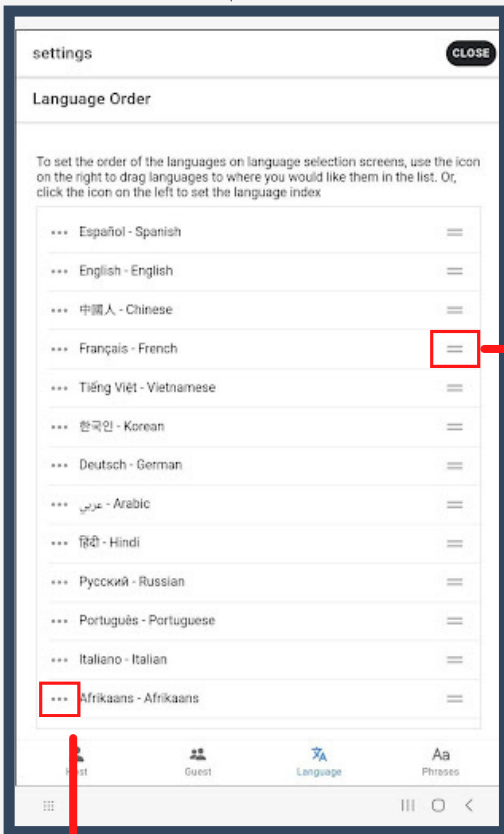
**Guest Text Color:** Change text color for guest translation.



# Language Order 4.3

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

Rearrange Language List

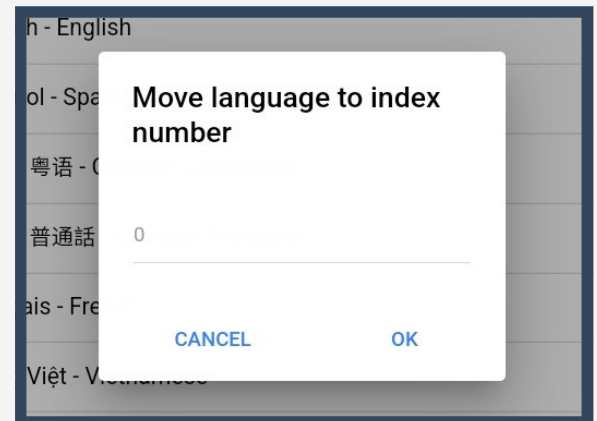


Drag and drop the language throughout the list.

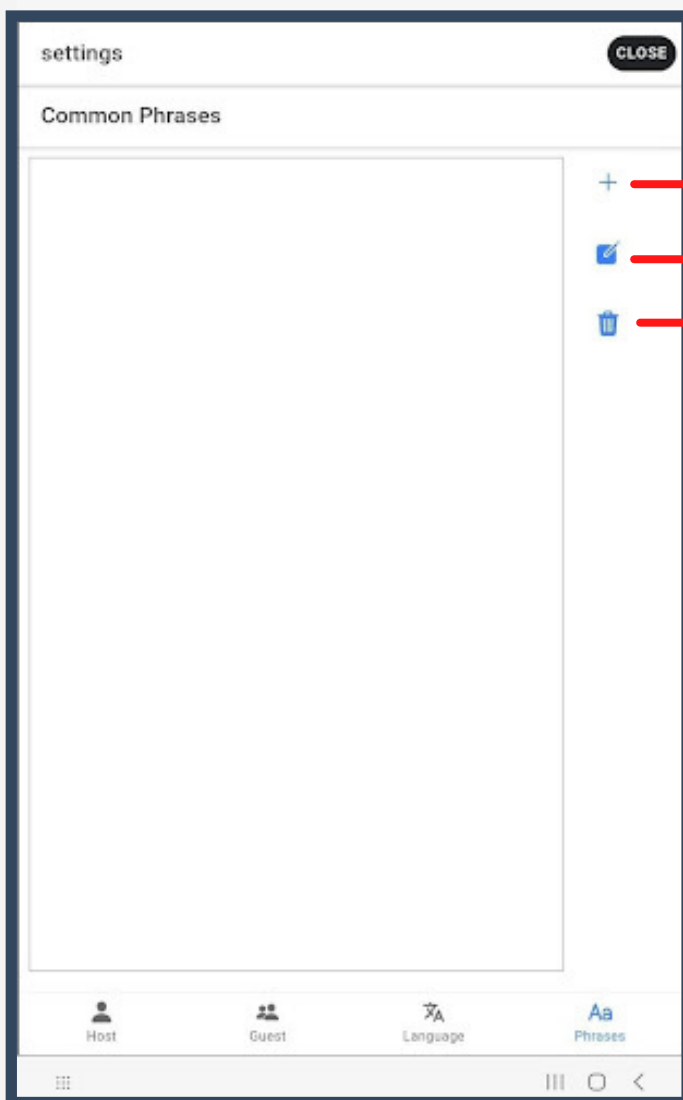
Language List



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

---

The screenshot shows the 'Create Phrase' settings screen in the ILA - Online app. The screen is titled 'Settings' and has a 'CLOSE' button in the top right corner. The main content area is titled 'Create Phrase' and has a close button (X) in the top right corner. The settings are as follows:

- String type:** A dropdown menu with 'Common Phrase' selected.
- Enter Phrase:** A large text input field.
- Enter Category:** A text input field.
- Auto Send Order:** A dropdown menu with '0' selected.

At the bottom of the screen, there are two blue buttons: 'OK' and 'CANCEL'. Below these buttons is a navigation bar with four icons: 'Host', 'Guest', 'Language', and 'Phrases'.

# Add Welcome Messages 4.5

Add your Welcome Phrase

---

Create desired Category

---

Order in which your welcome messages are released

---

ILA - Online Ver 3.0.18

Settings CLOSE

Create Phrase ×

String type

Common Phrase ▼

Enter Phrase

Enter Category

Auto Send Order

0 ▼

OK CANCEL

Host Guest Language Phrases

# Question and Answer 4.6

Select **Host Question**

Add your Host question here.

Create desired Category

The screenshot shows the 'Settings' screen of the 'ILA - Online' app, version 3.0.18. The screen is titled 'Settings' with a 'CLOSE' button in the top right corner. Below the title bar, there is a 'Create Phrase' section with a close button (X) in the top right. The section contains four input fields: 'String type' with a dropdown menu currently showing 'Host Question'; 'Enter Phrase' with a large empty text area; 'Enter Category' with an empty text field; and 'Auto Send Order' with a dropdown menu currently showing '0'. At the bottom of the settings section are two blue buttons: 'OK' and 'CANCEL'. The bottom of the screen features a navigation bar with four icons and labels: 'Host' (person icon), 'Guest' (two people icon), 'Language' (Aa icon), and 'Phrases' (Aa icon).



# 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 'Settings' screen of the 'ILA - Online' app, version 3.0.18. The screen is titled 'Settings' with a 'CLOSE' button in the top right corner. Below the title bar, there is a 'Create Phrase' section with a close icon (X) in the top right. The 'String type' is set to 'Guest Answer' in a dropdown menu. Below this is a text input field labeled 'Enter Phrase'. Underneath is another text input field labeled 'Enter Category'. At the bottom of the settings area is a dropdown menu labeled 'Questions'. At the very bottom of the screen are two blue buttons: 'OK' and 'CANCEL'. The bottom navigation bar shows icons for 'Host', 'Guest', 'Language', and 'Phrases', with 'Phrases' being the active tab.

# 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.

**Show Messaging Always:** Displays the text bar which allows you to type with a keyboard.

**Font Size:** Adjust font size

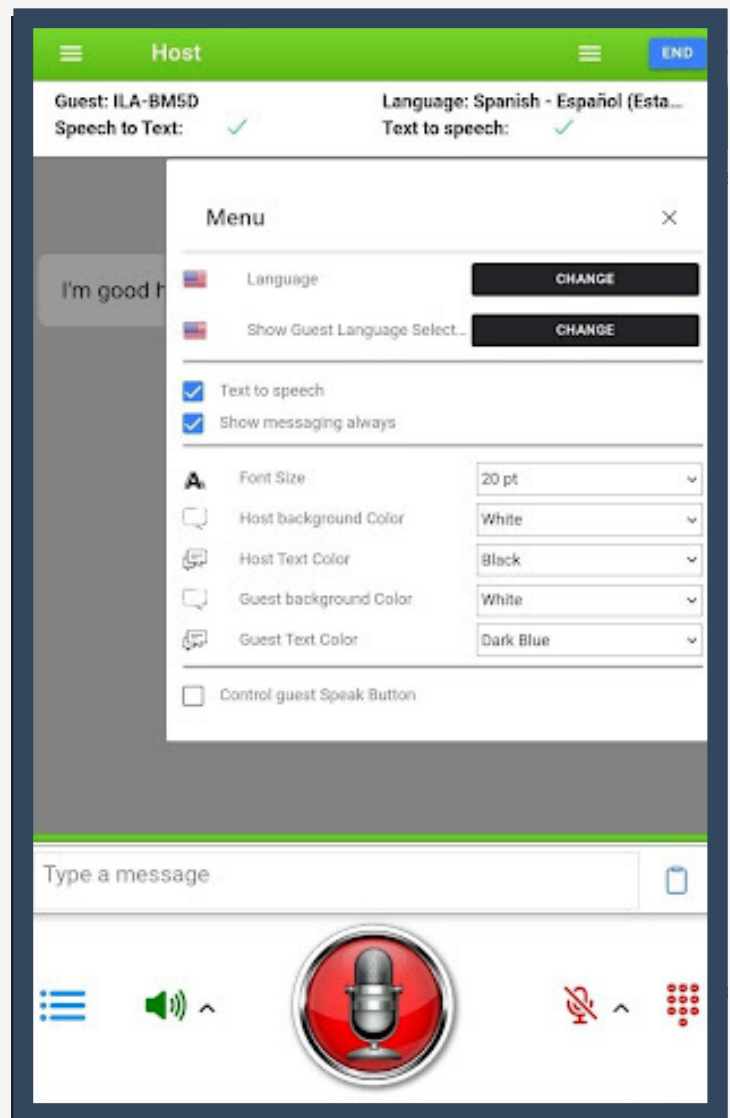
**Host Background Color:** Adjust background color.

**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

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

**Show Messaging Always:** Displays the text bar which allows you to type with a keyboard.

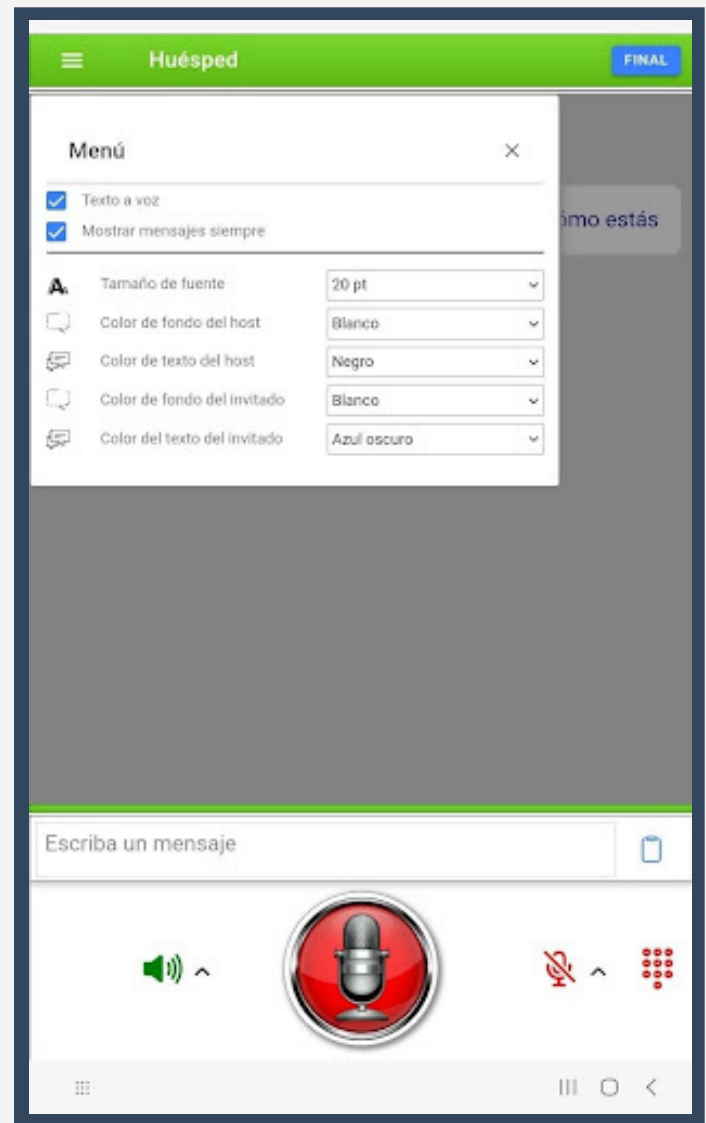
**Font Size:** Adjust font size

**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

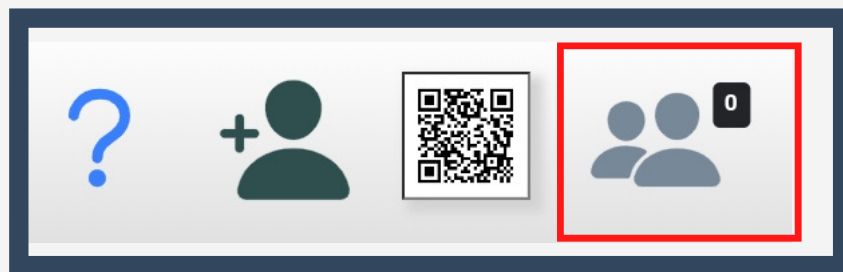
**Room Code:** Each ILA User has their own unique Room Code. This allows other users to connect to specific ILA Hosts.

**Room code:** Example: 1234567

**Broadcast code:** E.G 123B

**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.

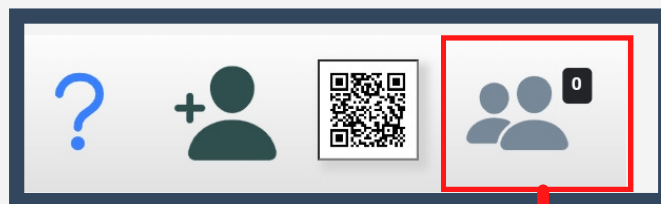


Broadcast Mode

# Broadcast Mode

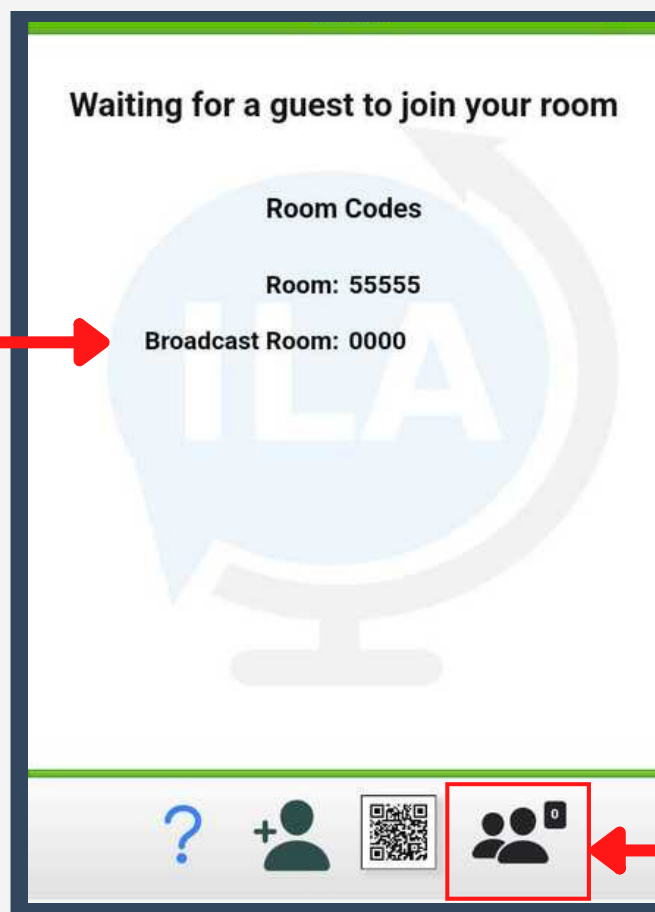
# 5.1

Host an ILA Broadcast room by selecting this button.



Broadcast Mode

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



To start your Broadcast Room, simply select this button.

**\*Broadcast mode is an add on and has an additional cost. Contact your sales person or email [sales@translatelive.com](mailto:sales@translatelive.com) for more information.**

# 5.2

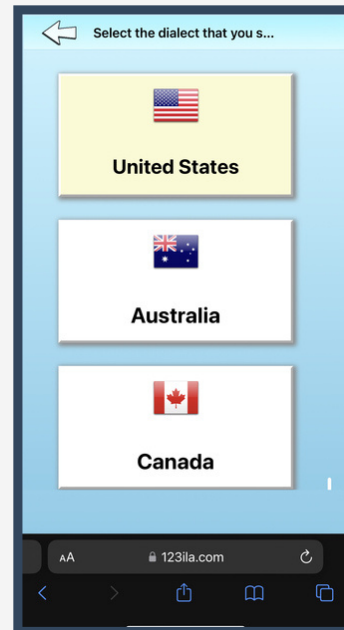
You can join a Broadcast room as a guest 3 different ways.

1

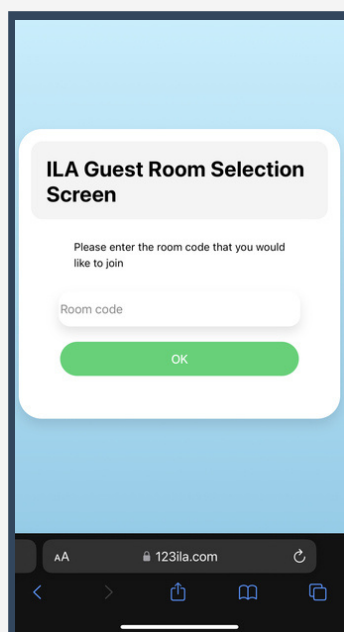
1) Navigate to [www.123ila.com](http://www.123ila.com).  
Select a Language.



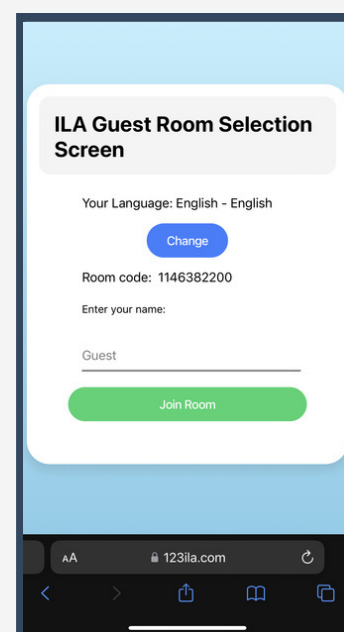
2) Select Accent or Dialect



3) Enter Broadcast Room Code



4) Enter your name and join room

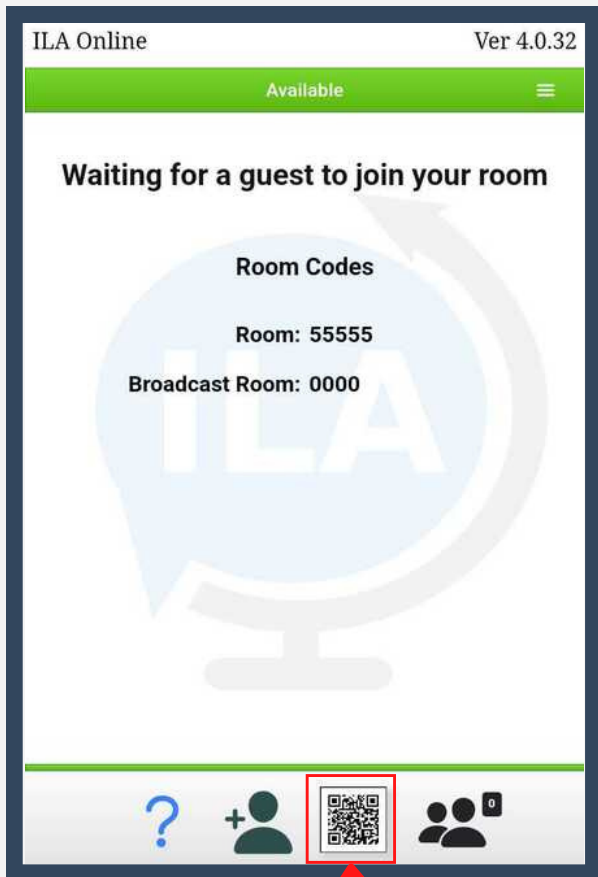


2

Navigate to  
[www.123ila.com/app/room/yourbroadcastcode](http://www.123ila.com/app/room/yourbroadcastcode)  
Example:  
[www.123ila.com/app/room/41928exmp](http://www.123ila.com/app/room/41928exmp)



## 3 Broadcast room Host QR Code



Select QR code on Host Home Screen

Select drop down tab and select "Broadcast Room"



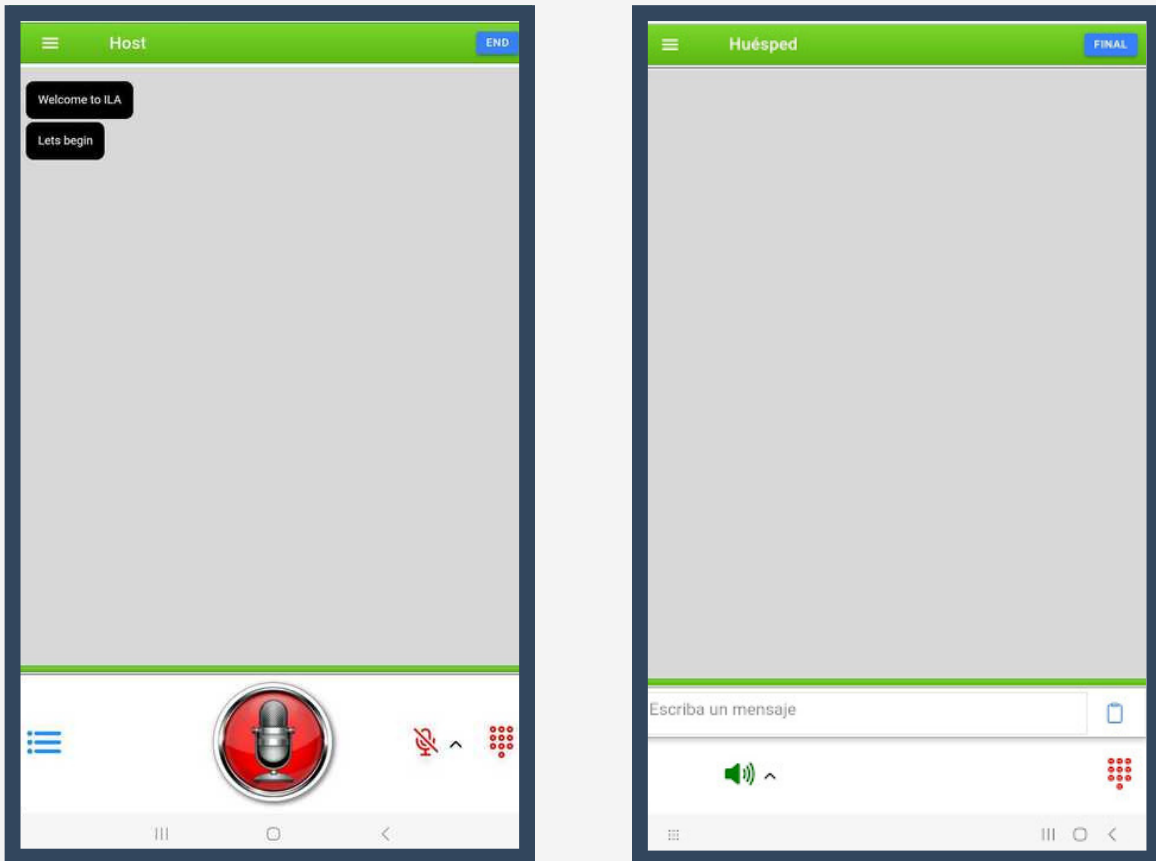
Copy QR code link

Share QR code link



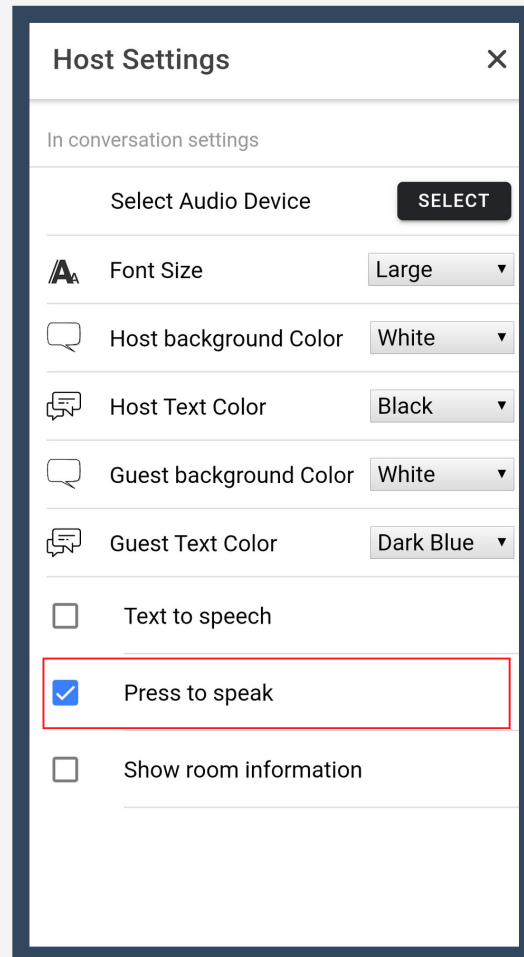
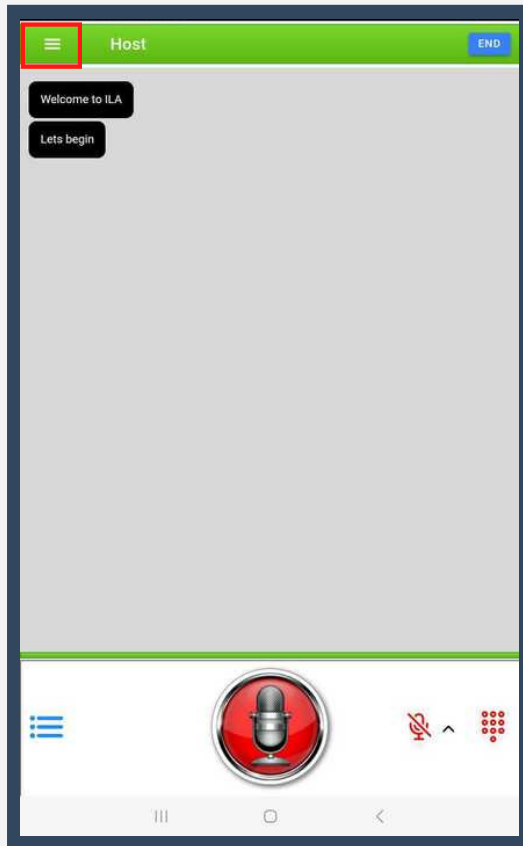
# 5.4

Broadcast Room Host will have speech to text capabilities for the host.



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

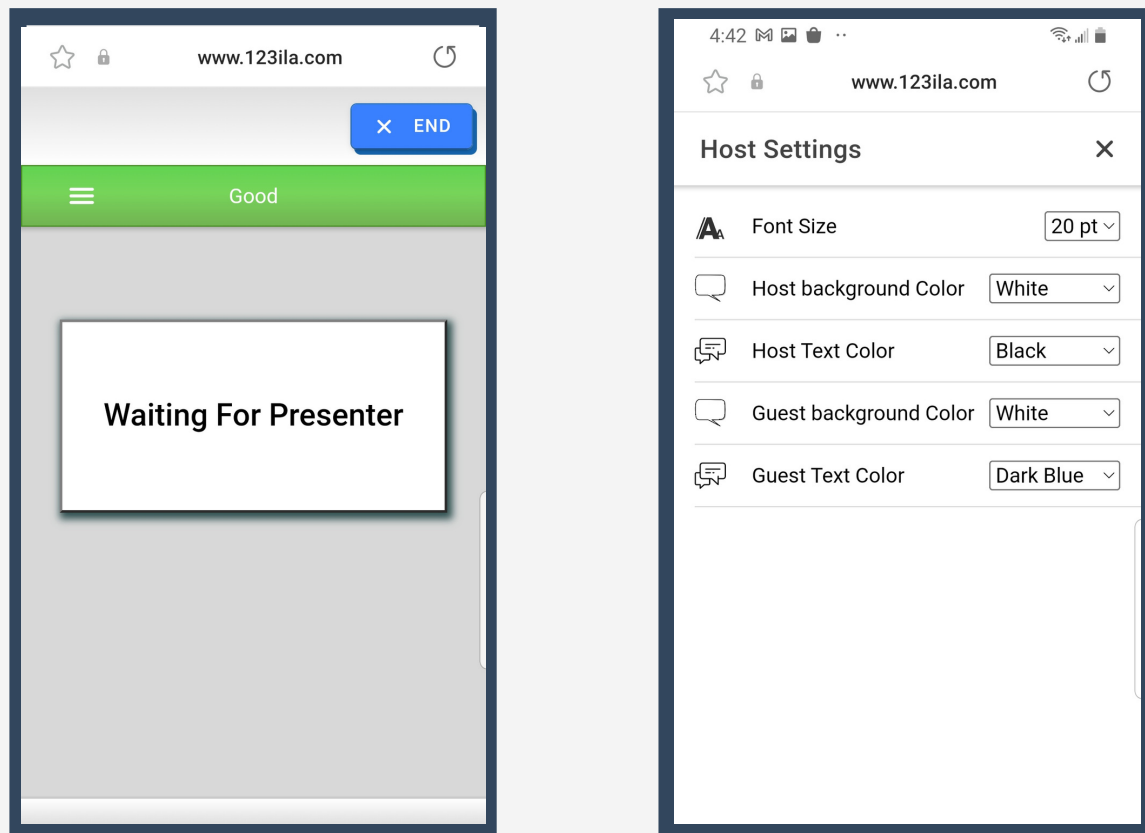
- You may watch the translation in real time to confirm accuracy. Be sure to speak clearly, slowly, and use full sentences.
- The Host has the ability to type a message by selecting the message bar, as shown above.
- When the meeting is over, simply select the "End" button located on the top right of the screen.



Under Host Settings located on the top left, you can turn the "Press to speak" option off. This will allow you to touch the mic button to activate, keeping the mic on, instead of pressing and holding the button for the duration of your sentence. To stop, simply touch the mic button a second time.



## Broadcast room Guests



- Guest will see the translation in real time in the language they have selected.
- By navigating to the guest settings, you will have the ability to customize font settings to your liking.
- Broadcast Room Guests do not have speech to text or keyboard capabilities.

Guests may enter and leave Broadcast Rooms freely without interrupting the Broadcast meeting.

There is no password for Broadcast room meetings. Be sure to supply your Broadcast Room Code to authorized personnel only.

Translate Live provides a service to translate your speech or presentation previous to your presentation for 100% accuracy.

# QR Code

# 6.0

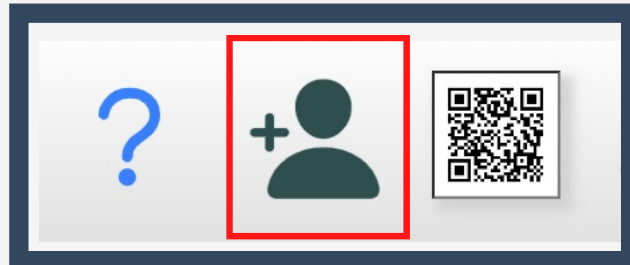
Choose Between Broadcast and Private Room QR Codes



You can copy your QR Code link or share it.

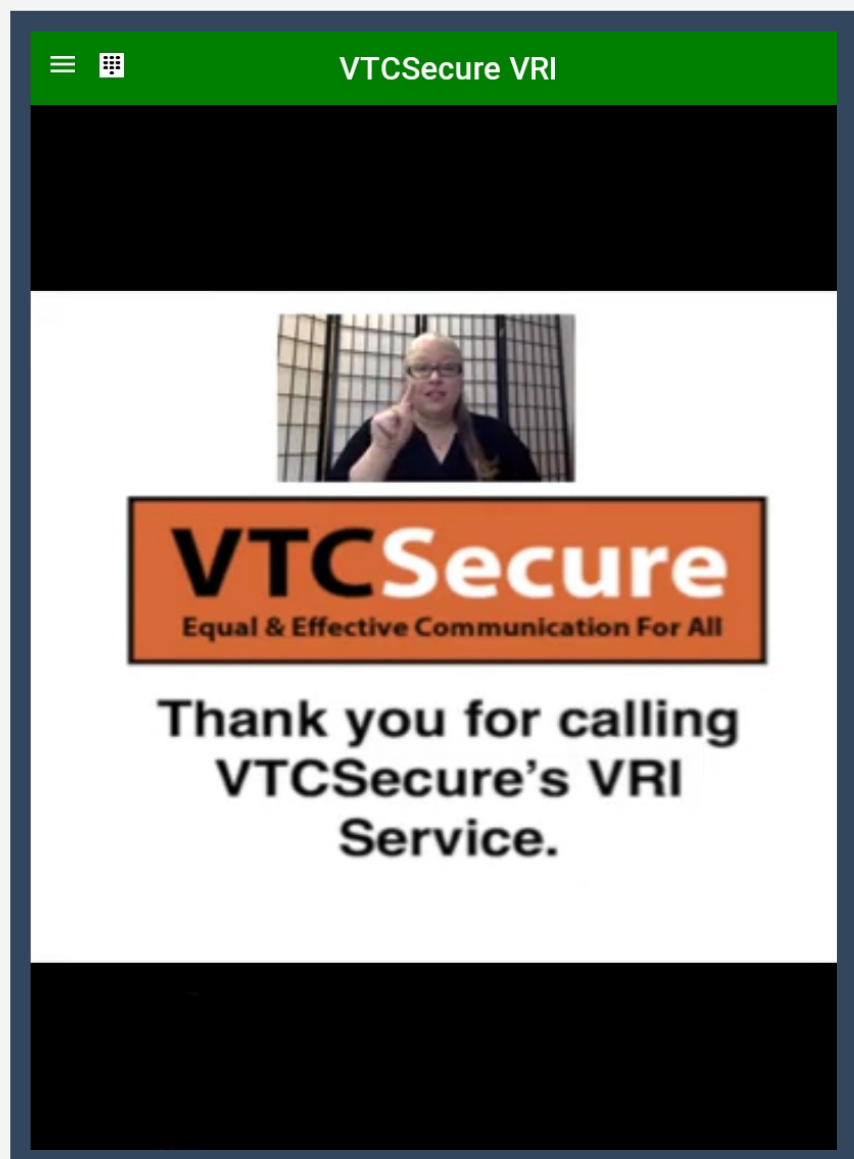
# Live Interpreter

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](mailto:support@translatelive.com)



# Remote Guest

# 8.0

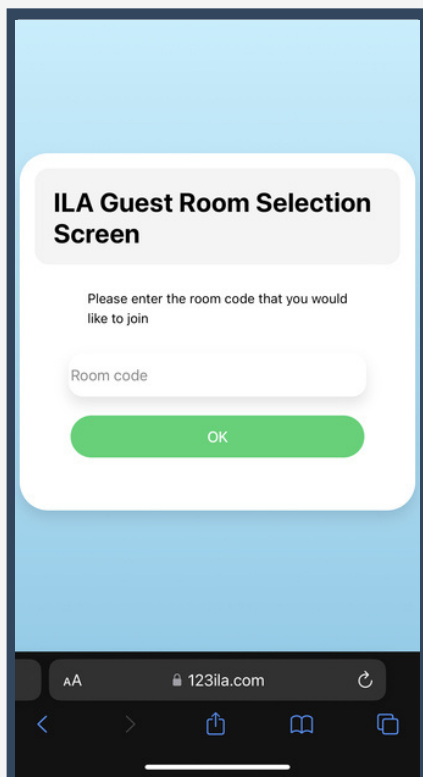
1) Navigate to [www.123ila.com](http://www.123ila.com).  
Select a Language.



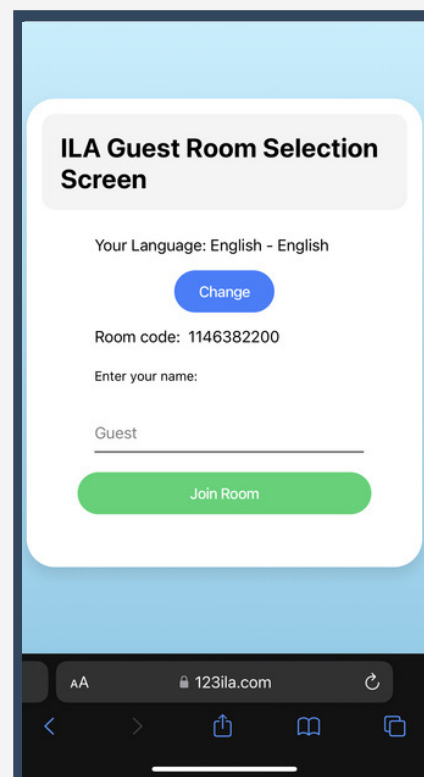
2) Select Accent or Dialect



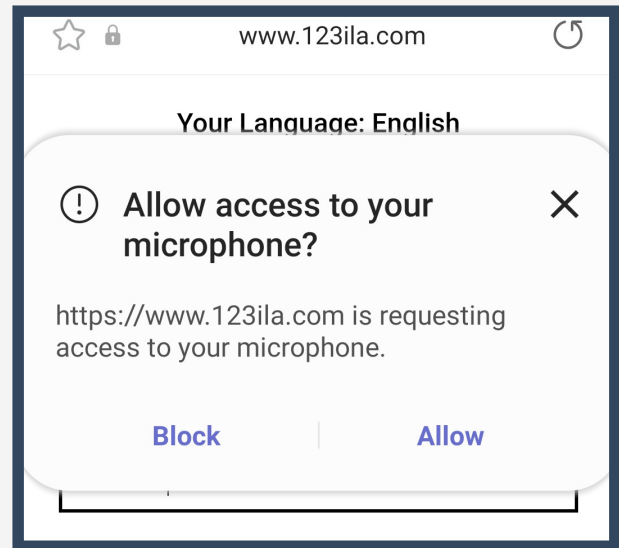
3) Enter Host Room Code



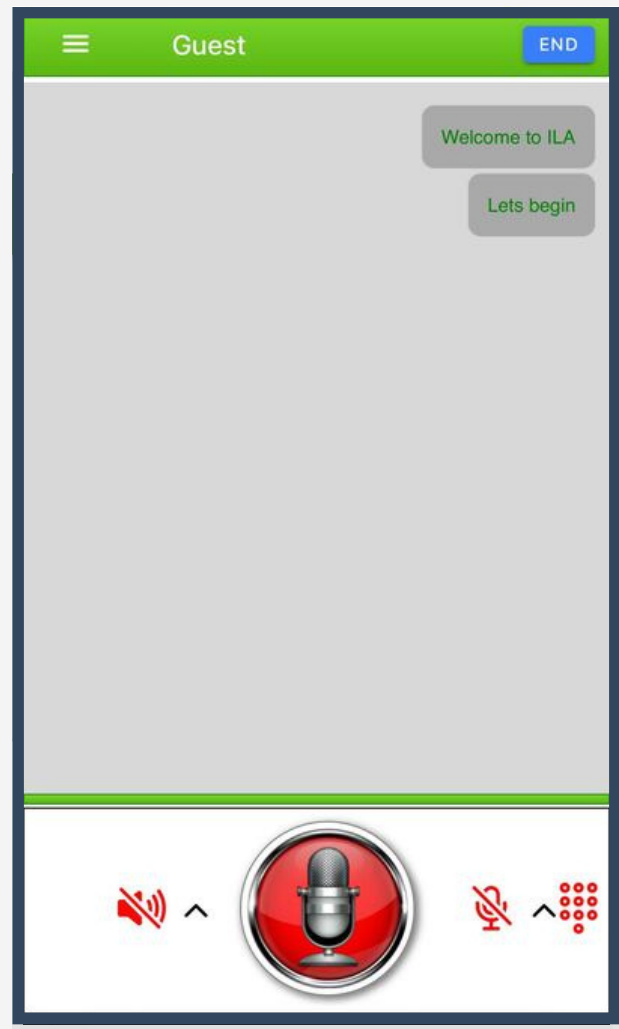
4) Enter your name and join room



Allow access to your microphone.



ILA Web is now ready for interaction.



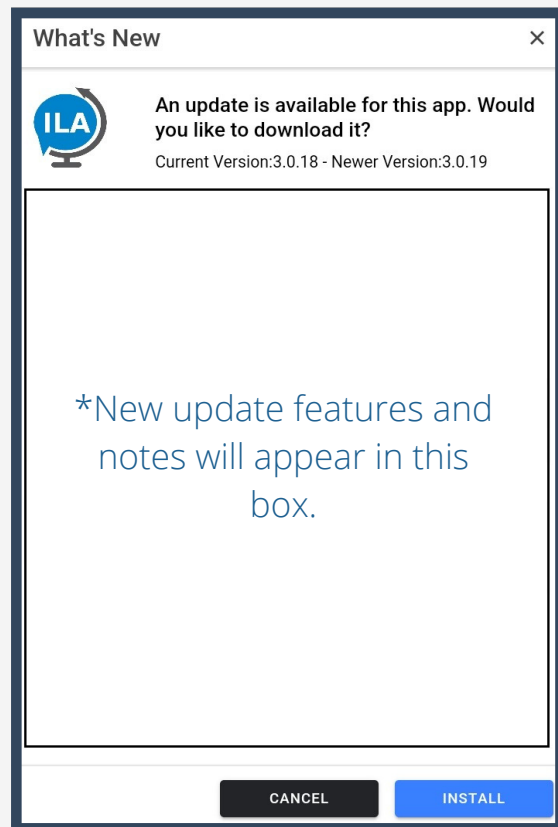


# ILA Updates

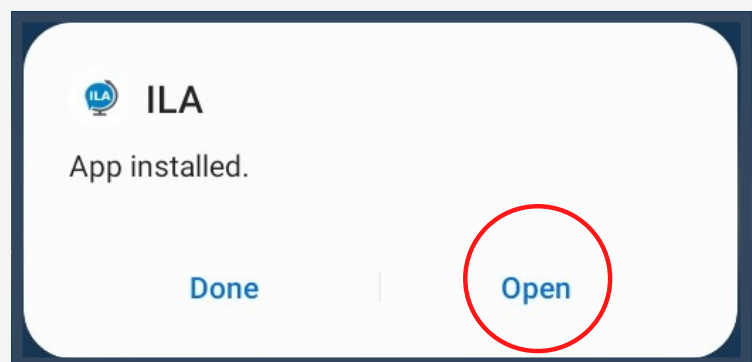
9

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

1) Select **Install**



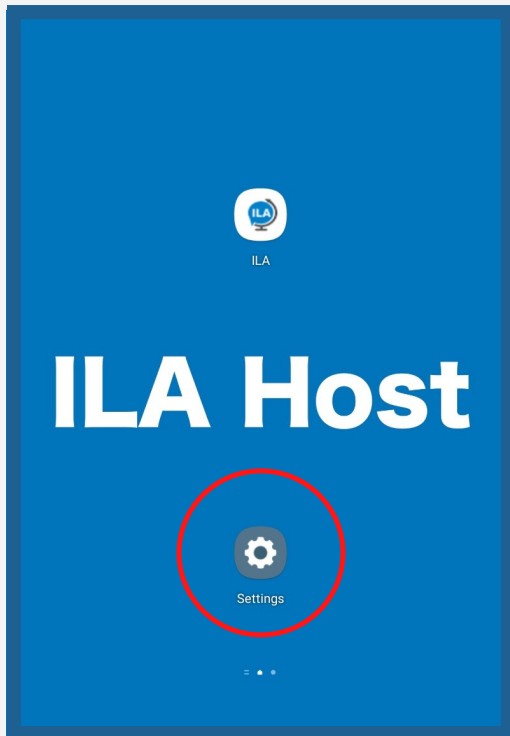
2) Select **Open**



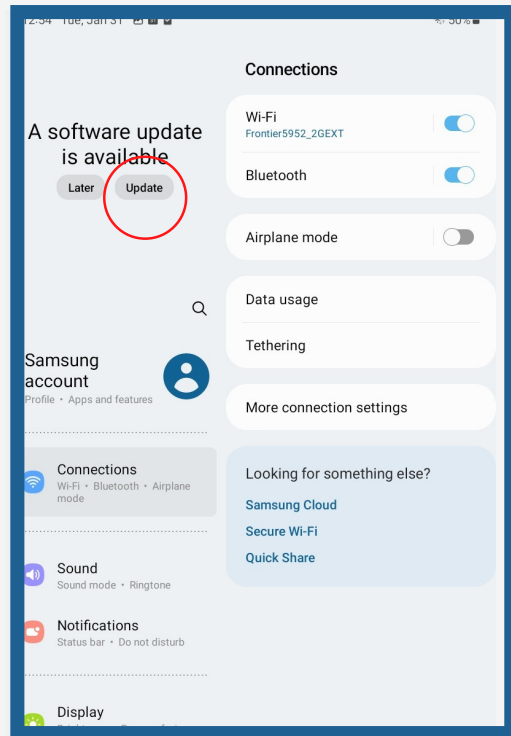
Repeat on both devices.

# Android Updates

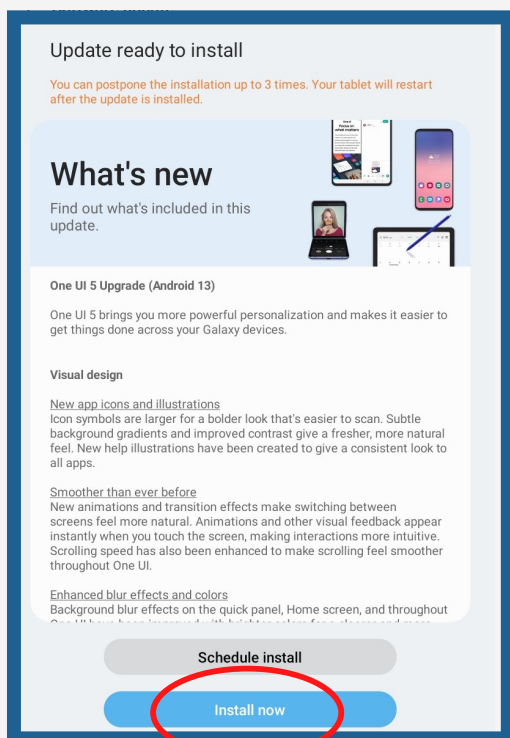
# 9.1



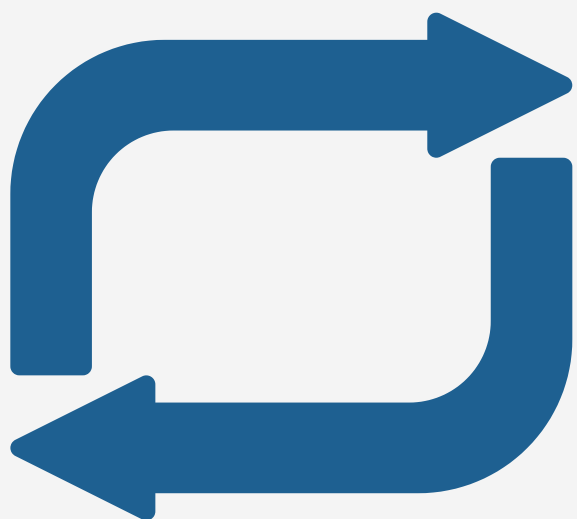
When updates are available, navigate to settings.



Select "Update".



Select "Install now".

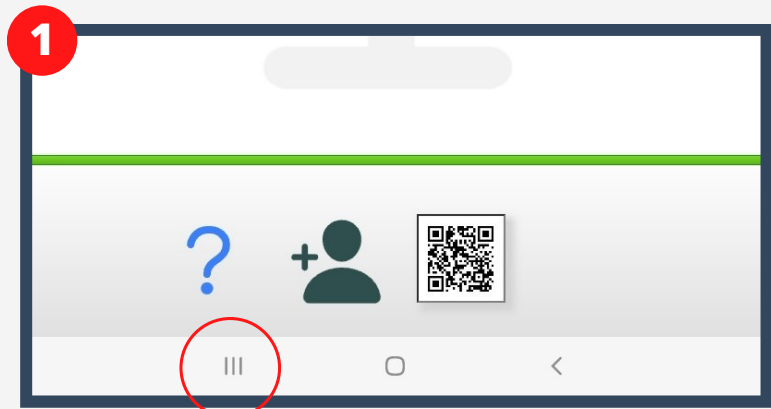


Repeat on both devices.

# 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.

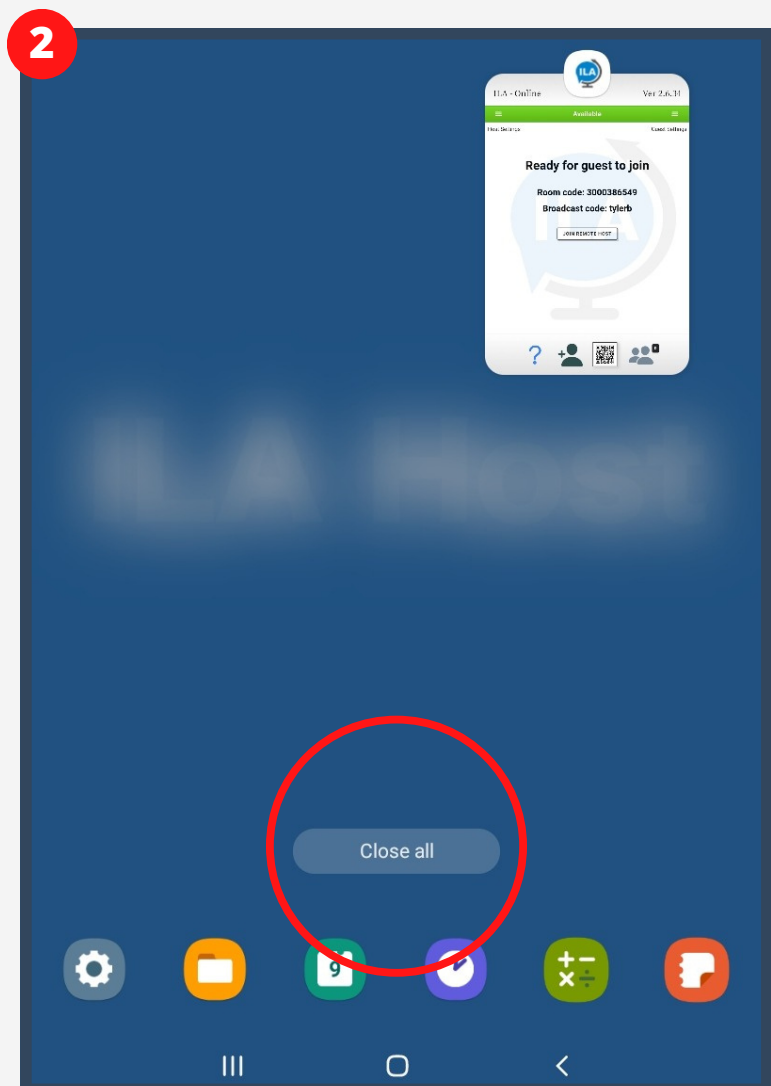


2) Select **Close all** as shown in figure 2.

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