

# Multi-Party Video Calls with MERFi

## Adding a Guest into a Video Call

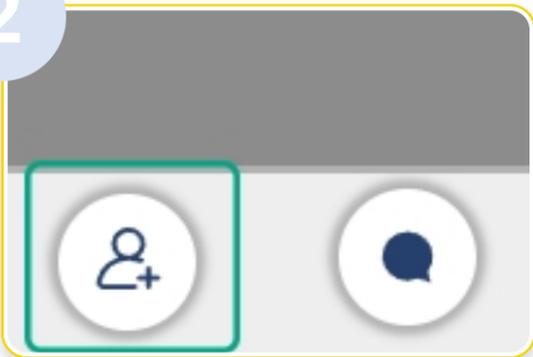
Invite up to four additional remote participants into a session with a video interpreter. Individuals will receive the session link through your preferred channel and join from the location of their choice.

**1**



Request a **Video** interpreting session in your desired language.

**2**



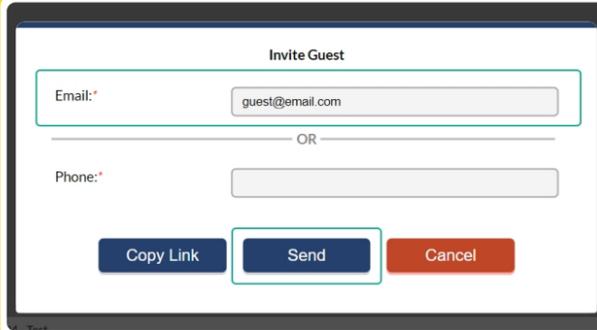
Once connected to the interpreter, select the **Plus Person** icon.

**3**



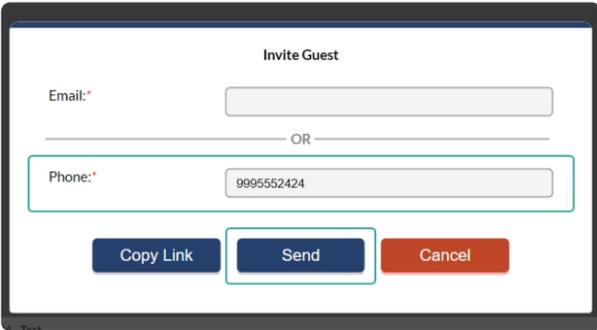
Choose **Invite Guest**. Refer to your User Guide for steps to **Add Another Interpreter**.

**4** Invite a guest into your session via email, SMS message, or Copy Link function.



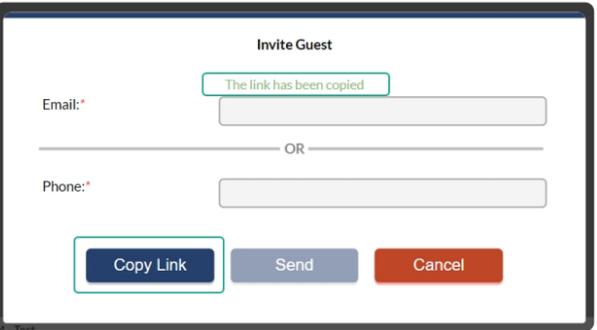
Invite guest via email:

1. Enter desired **Email**.
2. Click **Send**.



Invite guest via SMS message:

1. Enter desired 10-digit **Phone Number** without characters (e.g., 9995552424)
2. Click **Send**.



Invite guest via Copy Link:

1. Click **Copy Link** to copy the link to your clipboard and send the invitation through alternate channels.

## Guest Instructions

You will need a computer, tablet, or smartphone device with:

- High-speed internet connection
- Email or text service
- Video camera and microphone
- Internet browser (see below)

Starting and ending your video visit:

1. You will receive a link via email from [DoNotReply@clilang.com](mailto:DoNotReply@clilang.com) and/or an SMS message from [833-385-7735](tel:833-385-7735).
2. Click the web link on the device you would like to use to join.
3. If your browser asks for camera and microphone permission, select **Allow**.
4. You will join the video session.
5. When done, click **End Call** on the bottom left-hand corner.



# Multi-Party Audio Calls with MERFi

## Adding a Guest into an Audio Call

Invite up to two additional remote participants into a session with an audio interpreter. Individuals will receive a phone call through our automated system and join from the location of their choice.

- 1** Request an **Audio** interpreting session by selecting the **Other** tile in the Language Selection field and choose **Other 200+ Audio Languages** from the dropdown menu.
  - 2** A call center agent will answer your call.
  - 3** Request your desired language and notify the agent you require a third-party dial out. Provide the 10-digit phone number for your guest.
  - 4** The agent will connect you to an interpreter and drop off the call. Once the agent disconnects, you'll hear automated voice prompts to pave the way as you move through the process.
  - 5** Use the **Dial Pad** icon and press **#** to add your guest into the call when you're ready.
- QUICK PROMPTS**
  - To connect to your third party or to redial that number, press **#**
  - To disconnect from the third-party call, press **8**
  - To transfer back to the call center, press **9**
  - To disconnect all parties and end the call, press **\*** or End Call
- 

## Tips for Audio Call Scenarios

- **If the number dialed results in someone answering:** The third party is connected into your conference call with the interpreter, and the interpreting session can begin.
- **If the number dialed results in a busy signal or no answer:** You will hear a message saying, "Your party could not be reached, or there was an error connecting your call." You can then follow the prompts according to what you wish to do next, such as press **#** to redial the number.
- **If the number dialed results in a voicemail:** You'll have two options.
  - The interpreter can leave the message as discussed during the pre-session conference. You can then press **\*** to end the call or hang up.
  - If you want to try the number again, press **8** to disconnect from the voicemail and then press **#** to re-dial the number.
- **If the interpreter drops unexpectedly before your call is complete:** Press **9** to transfer back to the call center if you still need an interpreter for the customer on the existing order. Otherwise, press **\*** to end the call. If no buttons are pressed after the interpreter disconnects, the call will end for all parties in 15 seconds.
- **If you need to speak with a CSR or you need a different interpreter for your customer on the same order:** Ask the interpreter to disconnect from the call and then press **9** to transfer back to the call center.

**Note:** You will not be able to transfer back to the call center until after the interpreter disconnects.