



MERFi

MOBILE, EASY, RELIABLE, FAST INTERPRETING

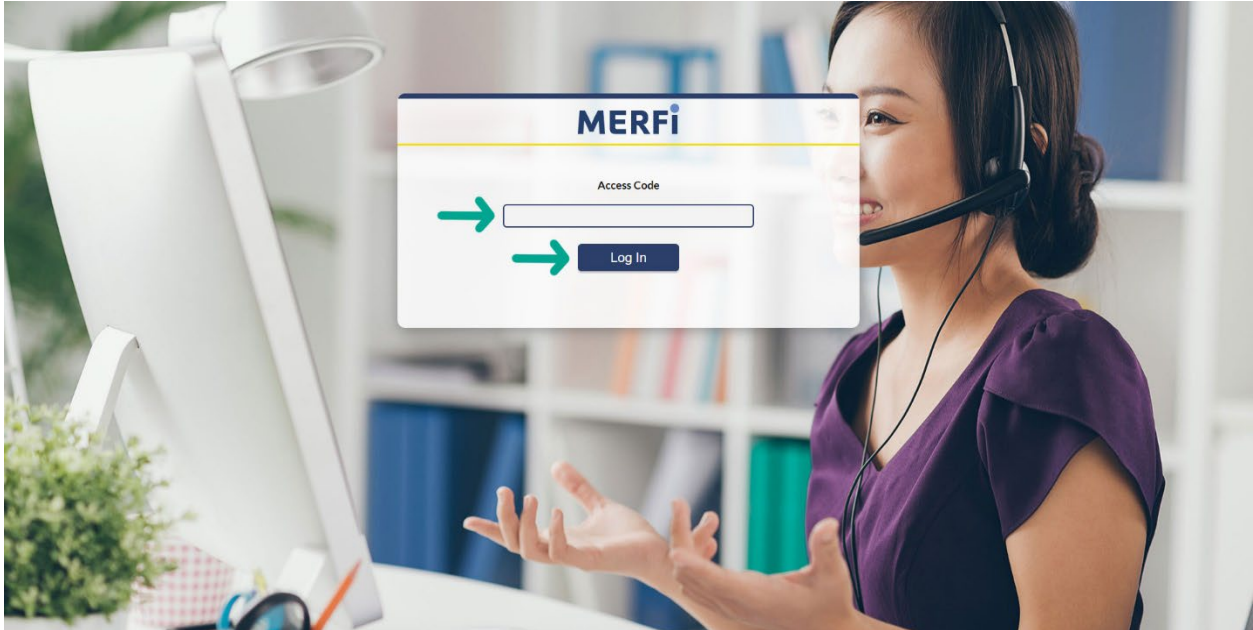
**USER GUIDE FOR
CUSTOMERS**

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Section 1: Logging in to Your MERFi Account

- Visit your MERFi “Log In” page.
- Enter your **Access Code** and click **Log In**.
- **Note:** If you don’t know your **Access Code**, please contact your account administrator.
- If this is the first time your computer is accessing MERFi, the site will ask for your permission to access your microphone and camera. Click **Allow**.



Section 2: Home Page Overview

Once logged in, your “Home” screen (sometimes referred to as the “Billing” screen) will display the following fields: **Organizational Information**, **Languages**, **Channel**, and **Schedule**.

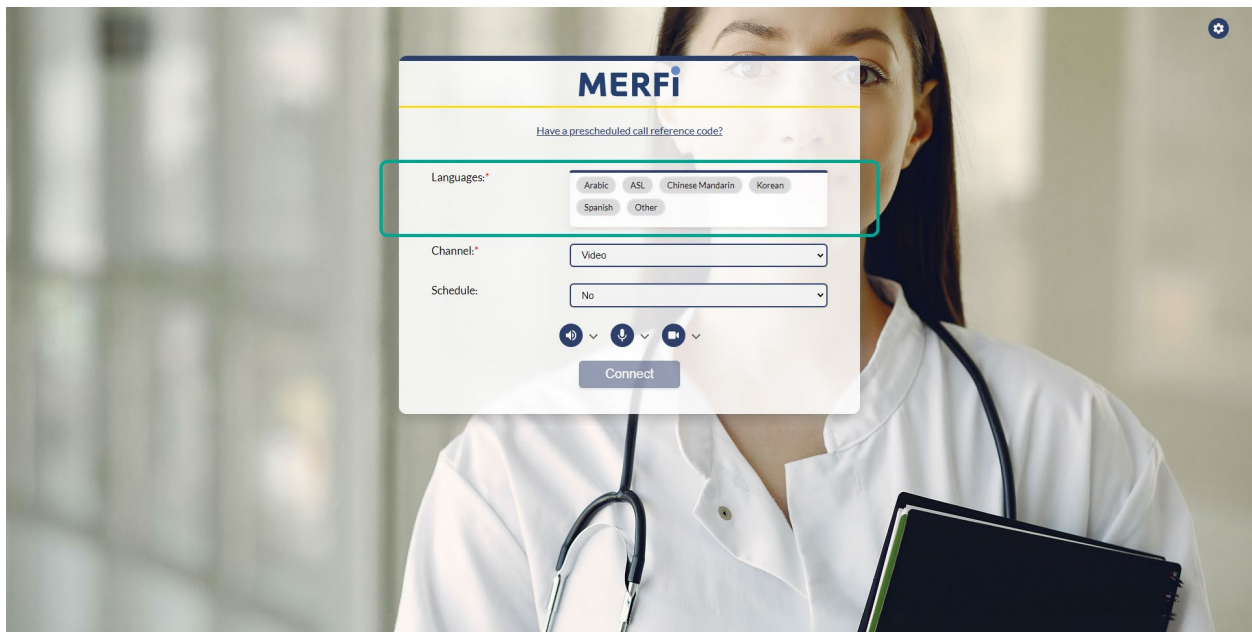
Organizational Information

Between 1 and 5 fields at the top of the screen will be set by your organization. This information is customized per organization and may not match the example shown.

Languages

The **Languages** field allows you to choose the language for which you need an interpreter.

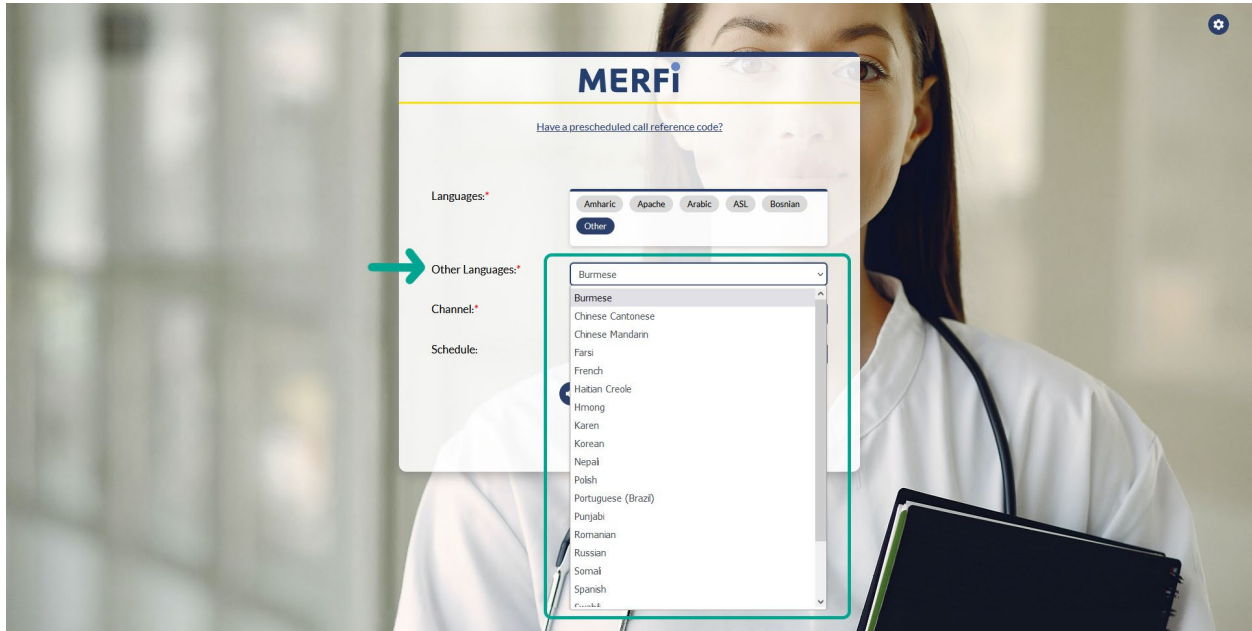
The five language tiles listed in the box are set by your VRI administrator.



Other Languages

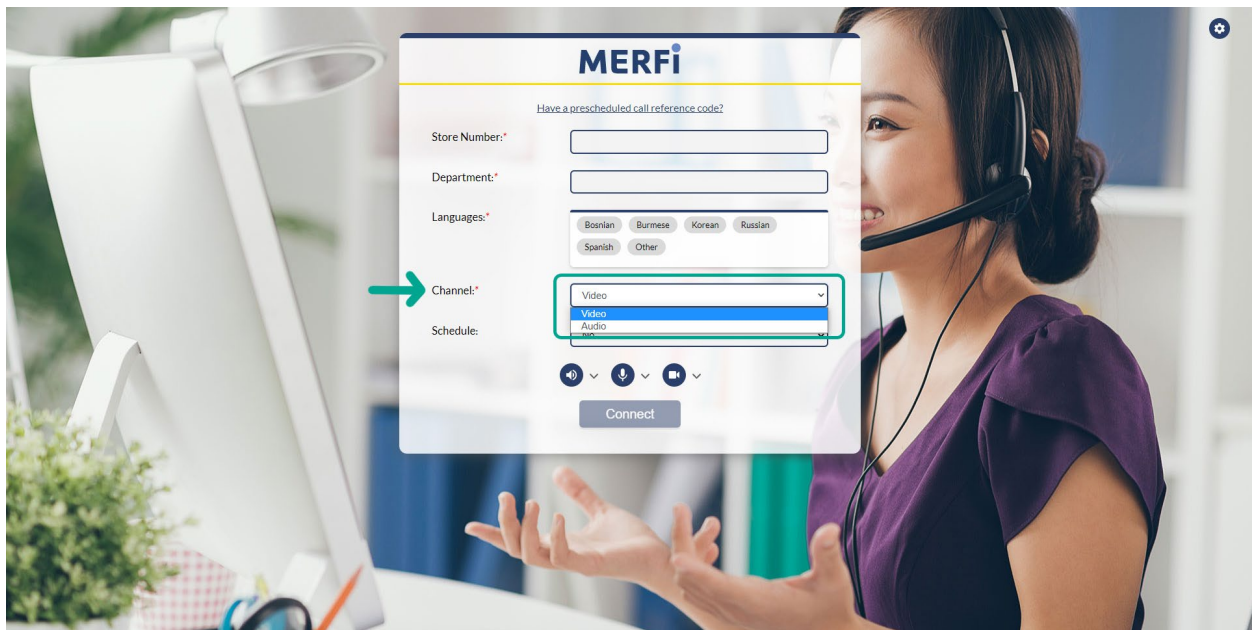
If your language is not listed as a tile, selecting **Other** will reveal the “Other Languages” dropdown. The “Other Languages” dropdown lists all the languages available for video.

- **Note:** The **Other 200+ Audio Languages** are only available over audio.



Channel

Choose between a **Video** or **Audio** call under **Channel**.



Schedule

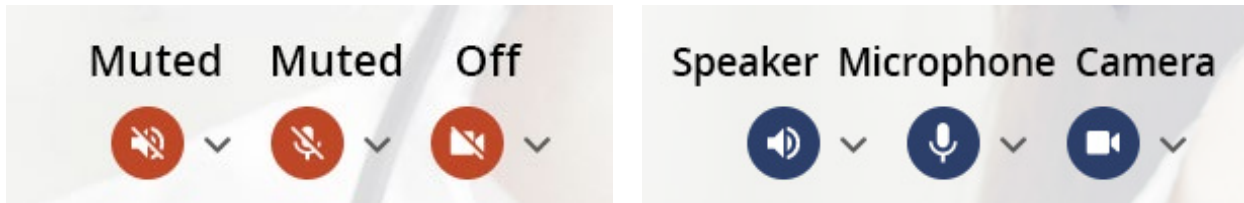
The **Schedule** field allows users to schedule a **Video** or **Audio** call through the platform. It is optional. See [Section 12](#) for more details about the **Schedule** feature.



Section 3: Audio and Visual Settings

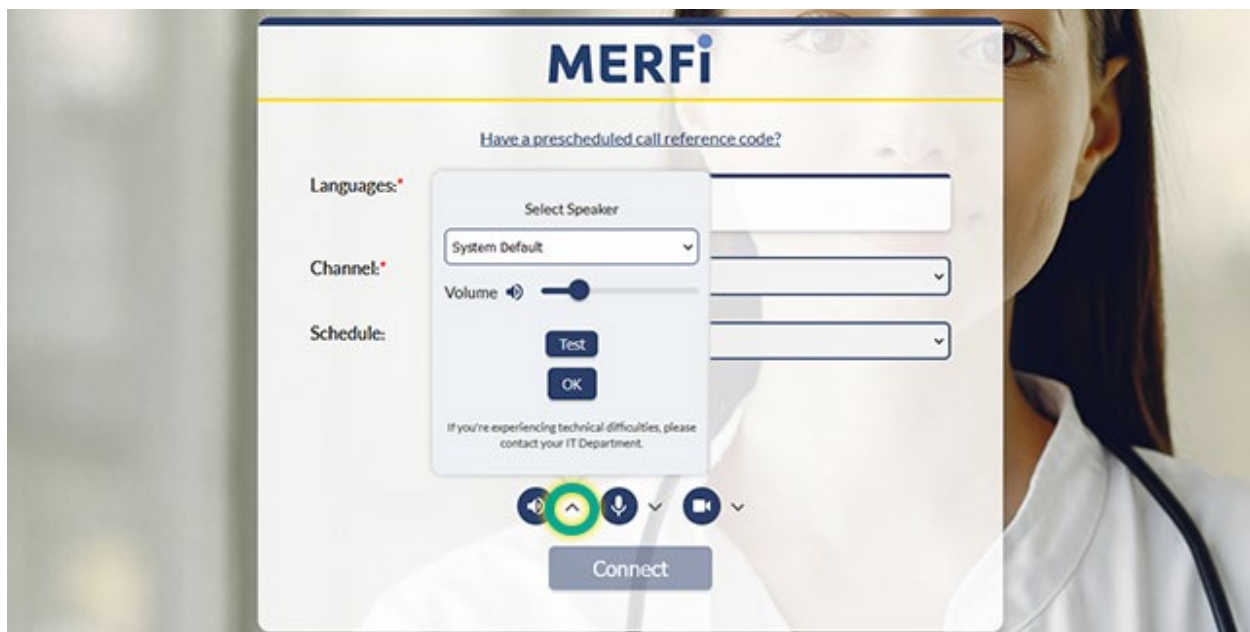
Below the fillable fields are settings for your **Speaker**, **Microphone**, and **Camera**.

- Click an icon to mute its functionality; the icon will turn red.
- Click the icon again to return its functionality; the icon will turn dark blue.



Speaker

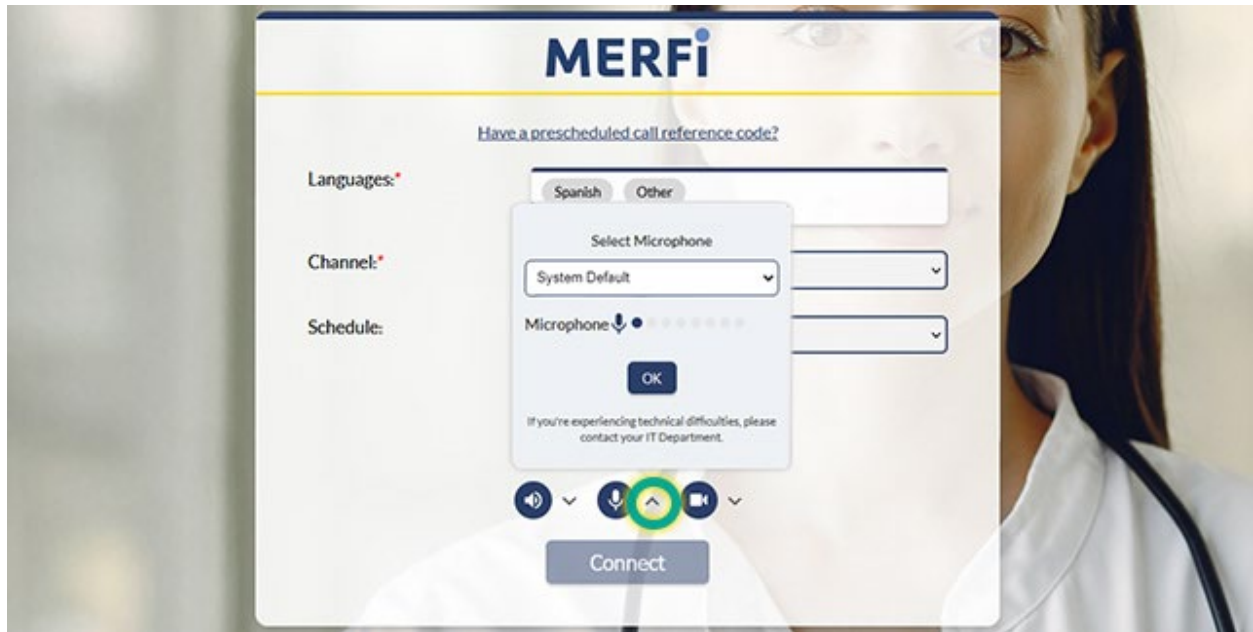
Your speaker allows you to hear other people in an active session.



- Click the arrow to review the speaker options.
- Click the arrow under **Select Speaker** to change your audio output.
- The **Volume** slider adjusts the volume on your speakers.
- Test your speaker and volume level by clicking the **Test** button to play a demo sound.
- Click **OK** to close the speaker options.

Microphone

Your microphone allows others to hear you during an active session.



- Click the arrow to review the microphone options.
- Click the arrow under **Select Microphone** to change your input device.
- Speak into your microphone, and watch for the blue dots to rise and fall with your voice. This indicates your microphone is working properly.
- Click **OK** to close the microphone options.

Camera

Your camera allows others to see you in an active video session.



- Click the arrow to review the camera options.
- Click the arrow under **Select Camera** to switch to a different camera.
- Click **OK** to close the camera options.

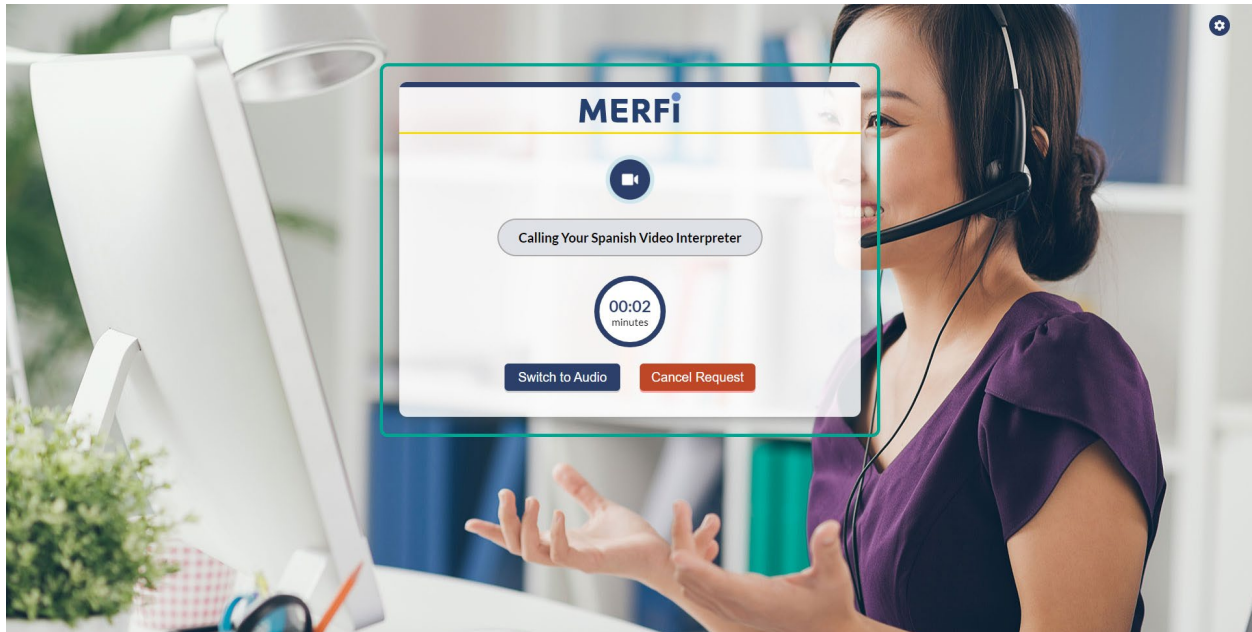
Section 4: Placing an On-Demand Video Call

To place an on-demand video call:

- Fill in the required **Organizational Information** (the first 1 to 5 fields).
- Select the **Language** for which you need an interpreter from the language tiles, or click **Other** to reveal additional video languages under the “Other Languages” dropdown.
 - **Note:** If a language is not listed as a tile or under the dropdown, it is **not eligible** for video calls. All languages are available for audio-only calls. **Other 200+ Audio Languages** are audio-only languages.
- Click the down arrow in the **Channel** field, and select **Video**.
- The default for the Schedule field is **No**. If you’d like to schedule a call, select **Yes**. Please see [Section 12](#) for further details on scheduled calls.
- Press **Connect**, and the system will start looking for a video interpreter.
 - **Note:** If the **Connect** button is grayed out, you still have required fields you need to fill in before the system can connect you.

Section 5: Waiting for a Video Interpreter

Once you've made your request for an interpreter, the system will reach out to all available video interpreters in the requested language.



Once an interpreter accepts the call, you'll automatically be placed into the in-call video session. If an interpreter does not immediately connect, you can continue to wait for one to connect. You also have the option to **Switch to Audio** or **Cancel Request** at any time.

Section 6: Video In-Call Screen and Meeting Controls



Timer

The **Timer** is located at the top center of your screen, and lets you and all participants know how long the session is taking. The **Timer** will count up until the session ends.

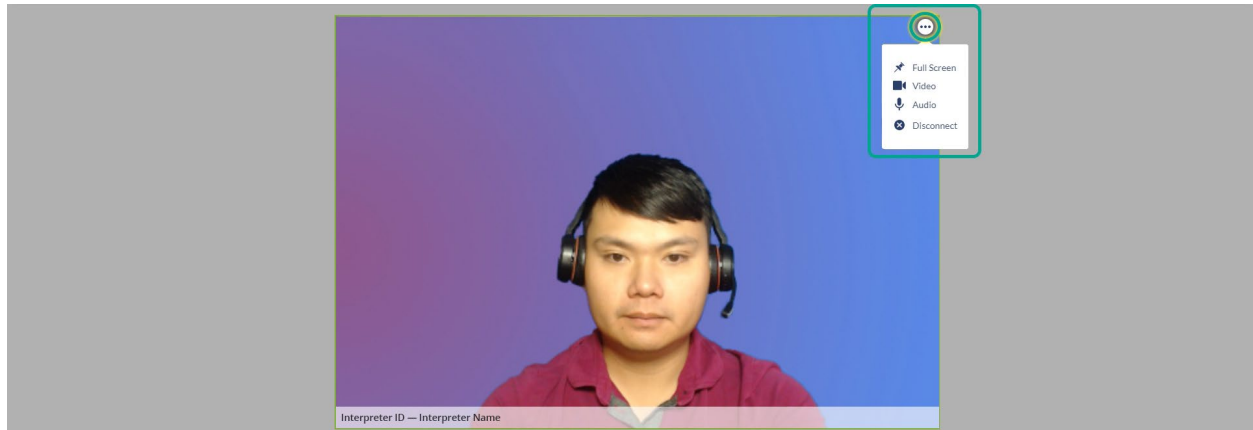
Interpreter View

The interpreter will appear on video in the center of the screen (labeled with their **Interpreter ID** and **First Name**). If there are multiple participants in the session, each participant will appear side by side.

The only name that will be displayed is the interpreter's name. A third or fourth party will display as **Guest1**, **Guest2**, and so on.

Three Dot Menu

Click the three dot menu on the top right of any participant's screen to reveal more options.



Full Screen

Full Screen mode enlarges a participant's video to full screen.

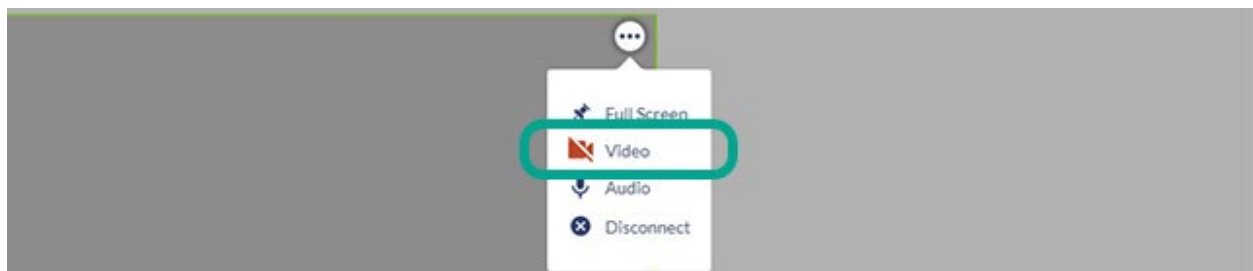
- Click the **Pin** icon to enlarge a participant's video screen.
- Click the **Pin** icon again to minimize a participant's video screen.

Video

Click the **Video** icon to mute the video of a participant.

Note: As the host, you can mute the video of a participant, but you **cannot unmute their video**. If you mute other participants, they will need to unmute themselves to continue the session or clarify any instructions.

We recommend having a discussion with the participant who you want to mute before doing so.

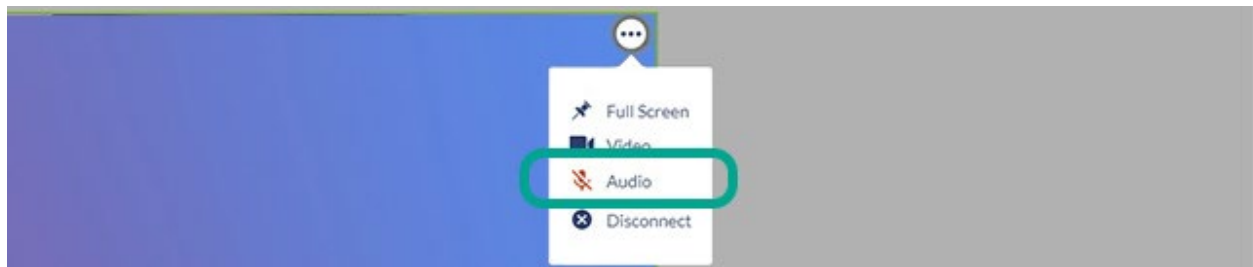


Audio

Click the **Audio** icon to mute the audio of a participant.

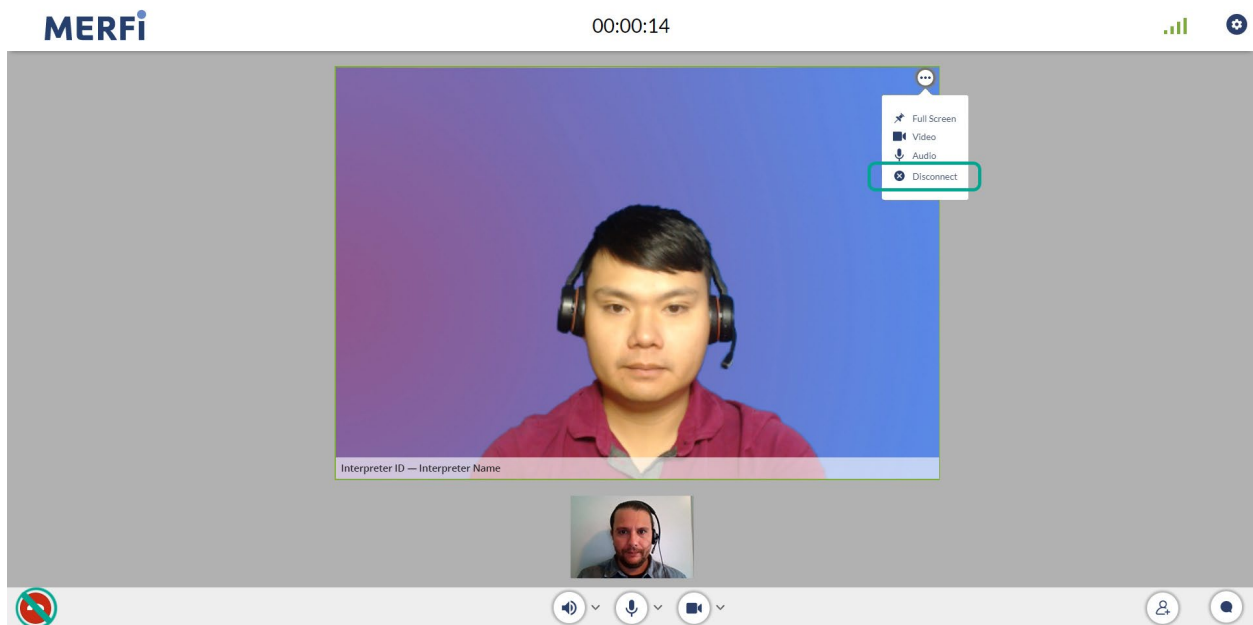
Note: As the host, you can mute the audio of a participant, but you **cannot unmute their audio**. If you mute other participants, they will need to unmute themselves to continue the session or clarify any instructions.

We recommend having a discussion with the participant who you want to mute before doing so.



Disconnect

Click **Disconnect** to disconnect a participant from the session. It will not end the session for all participants.



Speaker, Microphone, and Camera

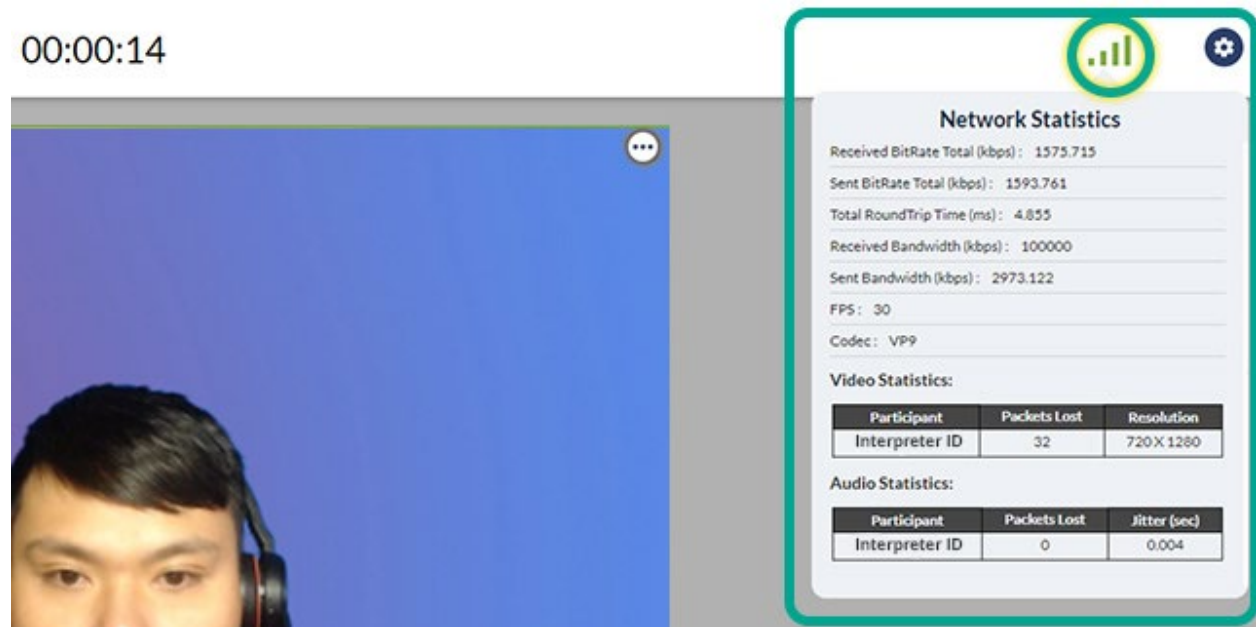
Your **Speaker**, **Microphone**, and **Camera** controls are located at the bottom of your screen. Please see [Section 3](#) for information on how each functions.

Network Statistics

To access the **Network Statistics** of your current session, click the **Green Bar** icon located at the top right of your screen.

If you're having connection or video issues, your **Network Statistics** can help your IT Department identify the problem.

00:00:14



The screenshot shows a video conference interface. On the left, there is a video feed of a participant with dark hair wearing a headset, against a blue background. A timer at the top left shows '00:00:14'. On the right, a 'Network Statistics' panel is open, highlighted with a green border. The panel contains the following information:

Network Statistics

- Received BitRate Total (kbps): 1575.715
- Sent BitRate Total (kbps): 1593.761
- Total RoundTrip Time (ms): 4.855
- Received Bandwidth (kbps): 100000
- Sent Bandwidth (kbps): 2973.122
- FPS: 30
- Codec: VP9

Video Statistics:

Participant	Packets Lost	Resolution
Interpreter ID	32	720X1280

Audio Statistics:

Participant	Packets Lost	Jitter (sec)
Interpreter ID	0	0.004

Invite Participants

Add participants or another interpreter into a session using the **Invite Participants** feature.

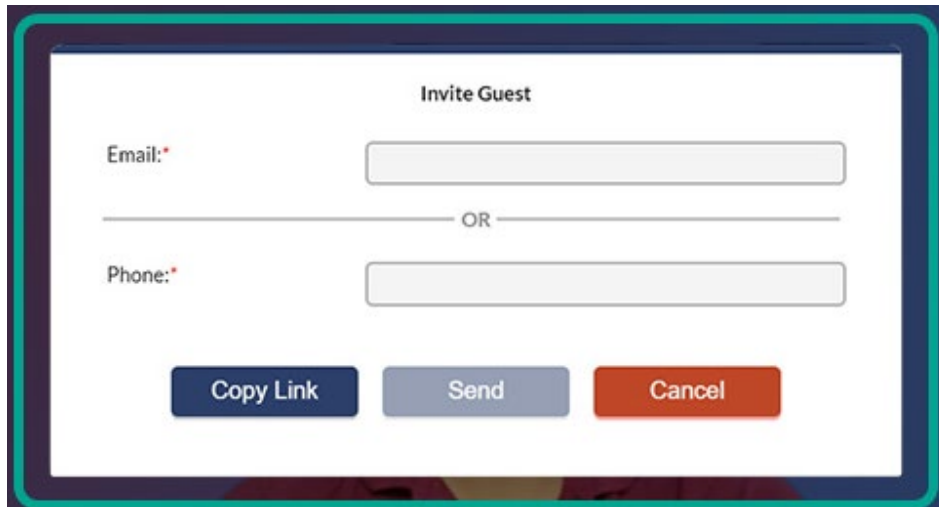
The platform supports up to 5 participants total in one call.

To add a participant(s):

- Select the **Plus Person** icon on the bottom right of your screen.



- Choose Invite Guest.
- Enter their **Email OR Phone Number**. Enter the desired 10-digit phone number without characters (e.g., 9995552424).
 - **Note: Copy Link** will copy the link to your clipboard and allow you to send the invitation another way.
- Click **Send**.
 - **Note:** If the **Send** button is grayed out, you still have required fields you need to fill in.



Invite Guest

Email:

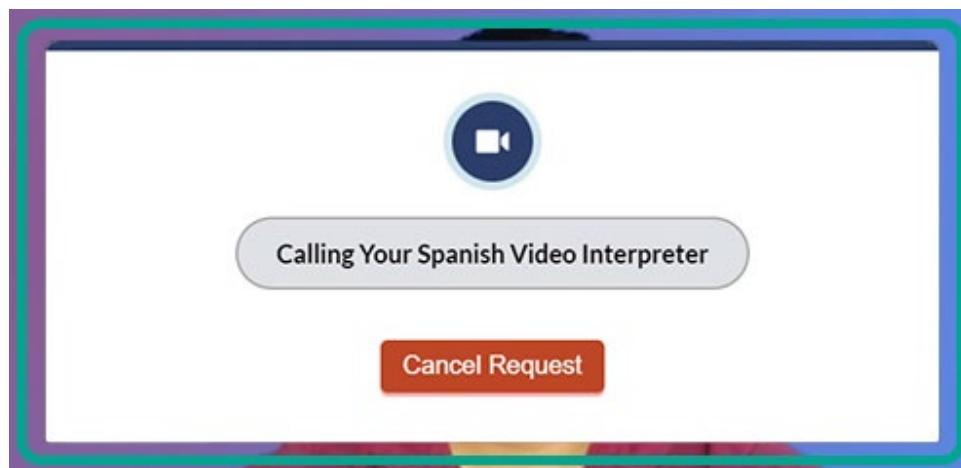
OR

Phone:

- The invited participant will receive either an email or a text message inviting them to join the session. They will be added to the session as soon as they click the invite link, and confirm they want to join the session.

To add an interpreter:

- Select the **Plus Person** icon on the bottom right of your screen.
- Choose Add Another Interpreter.
- Choose a language from the **Language** tiles, or click on the **Other** tile to see all video languages available.
- Click **OK**, and the system will automatically search for an available video interpreter in the requested language.
- While the system is searching, you can click **Cancel Request** at any time and return to your active session.



- If an interpreter accepts your request, they will automatically be placed into your session.

Chat

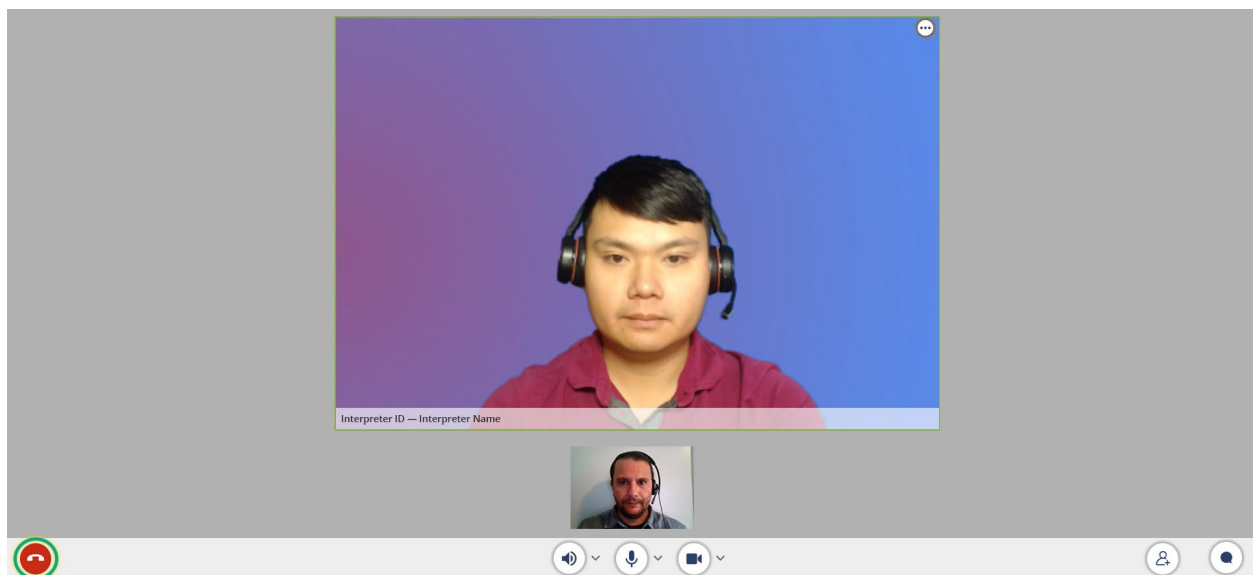
Communicate in writing to all participants using the **Chat** feature. It's located on the bottom right of your screen.



- When you receive a message, a blue indicator will appear with the number of unread messages you have.
- Click the **Chat** icon to open up the conversation.

End Call

To disconnect all participants and end the call, click the red **End Call** icon on the bottom left of your screen.

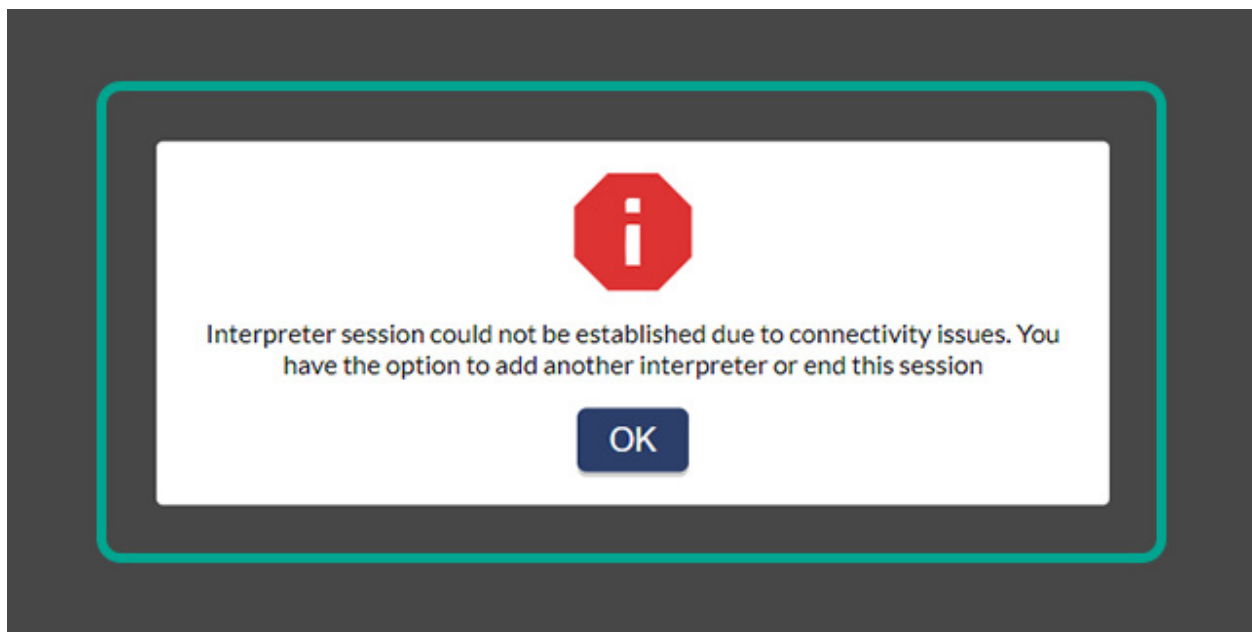


Section 7: Disconnections Caused by Internet Speed (Bandwidth)

If you (or any other participant) get disconnected because of low bandwidth, the system will try to reconnect you once your bandwidth is re-established.

If the interpreter's internet bandwidth drops or gets cut off:

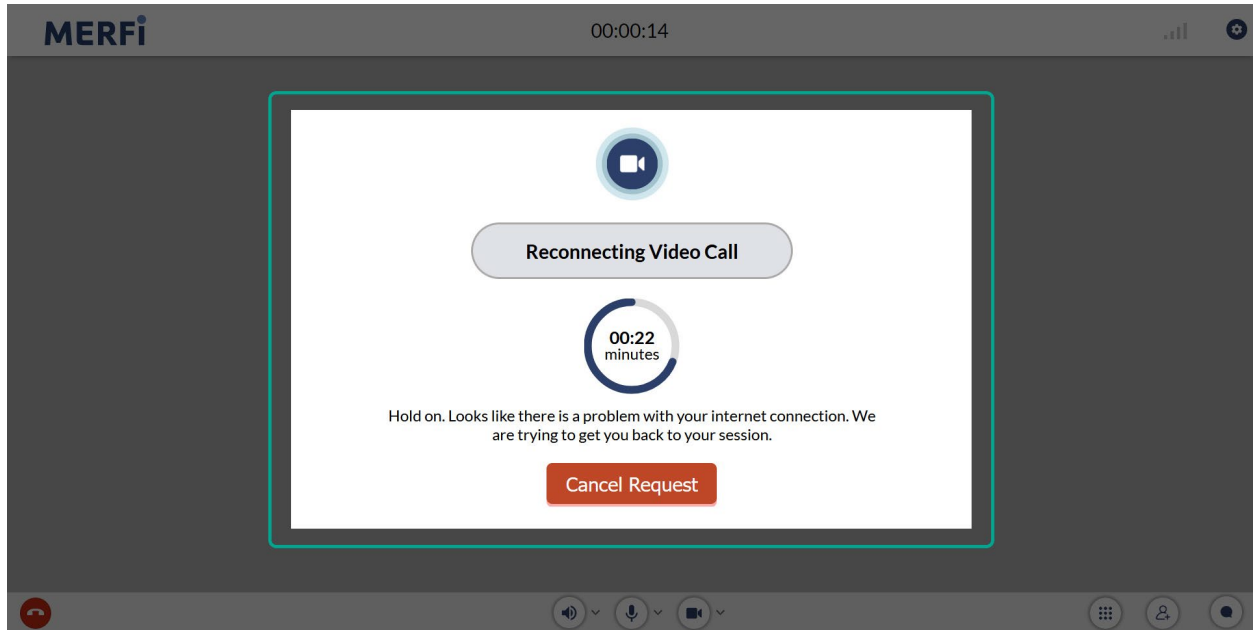
- The interpreter's image will disappear.
- You'll see a gray screen, and a pop-up message saying, "Interpreter has left the session."
- The system will automatically try for 30 seconds to reconnect the interpreter to your session.
- If the interpreter is not able to reconnect, you'll see this message:



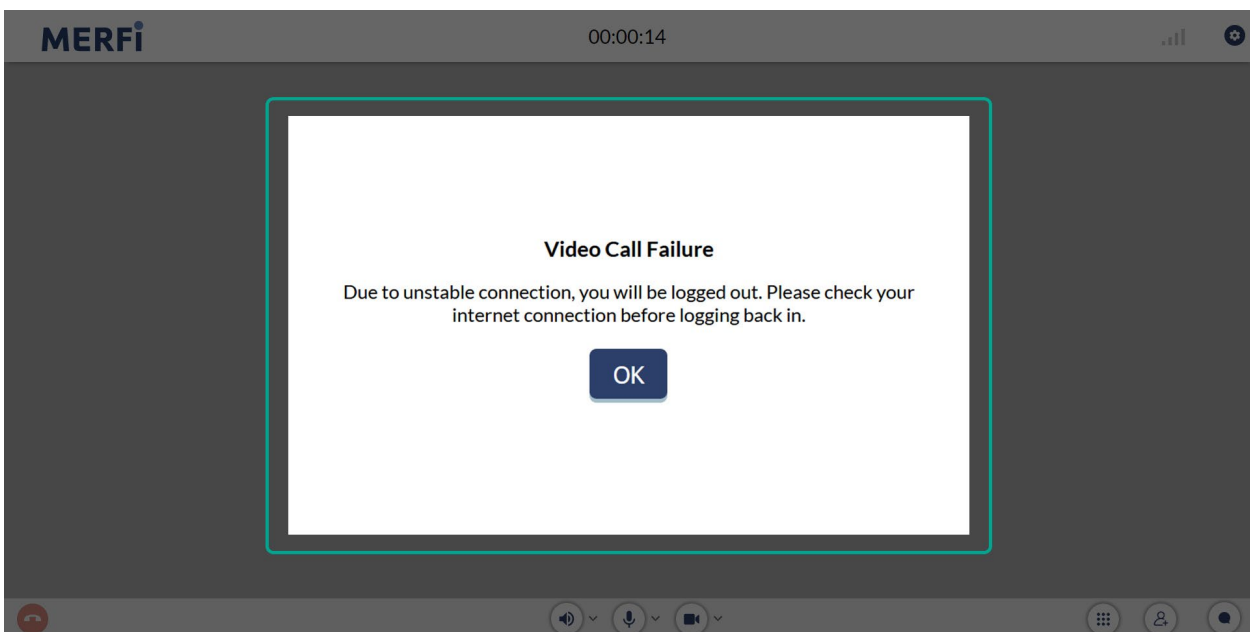
- Click **OK**.
- Either add a different interpreter into your session via the **Plus Person** icon, or end the call.

If your internet bandwidth drops or gets cut off:

- The system will try to automatically reconnect you for **30 seconds**.
- You'll see this message:



- **Cancel Request** will end your session and take you to the "Survey" screen.
- If your bandwidth returns to speeds that support a video call, you will be reconnected to the call and can proceed as normal.
- If you are unable to reconnect after the allotted time, you'll see this message:



- Click **OK** to close this window.
- Your session will end, and you'll be taken to the "Survey" screen.
- Check your bandwidth before trying again or contact your IT Department for assistance.

If an invited participant's internet bandwidth drops or gets cut off:

- The invited participant will exit the session with the option to rejoin.
- If they rejoin and the session has ended, they will see "**This session has ended.**"



This feature may not work the same (or at all) while you're connected to third-party video platforms like Zoom or Webex.

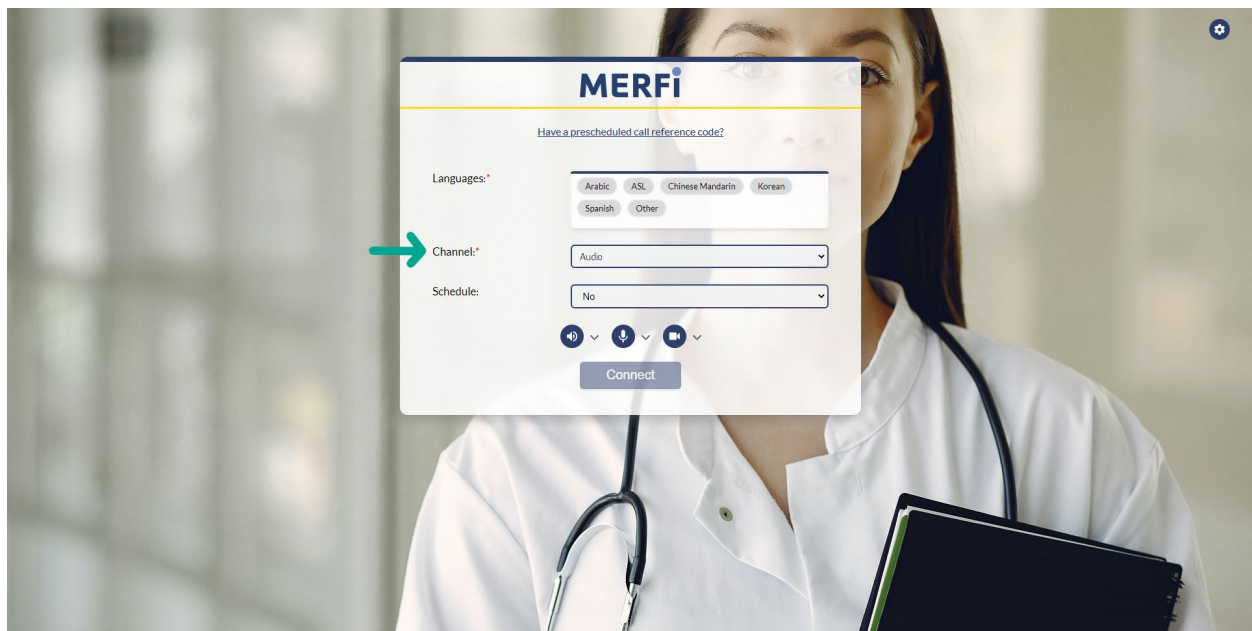
Section 8: Placing an On-Demand Audio Call

In addition to on-demand video calls, you can place on-demand audio-only calls through the MERFi platform.

 If you need to add a third party into your On-Demand Audio Call, please see [Section 11](#) before placing your call.

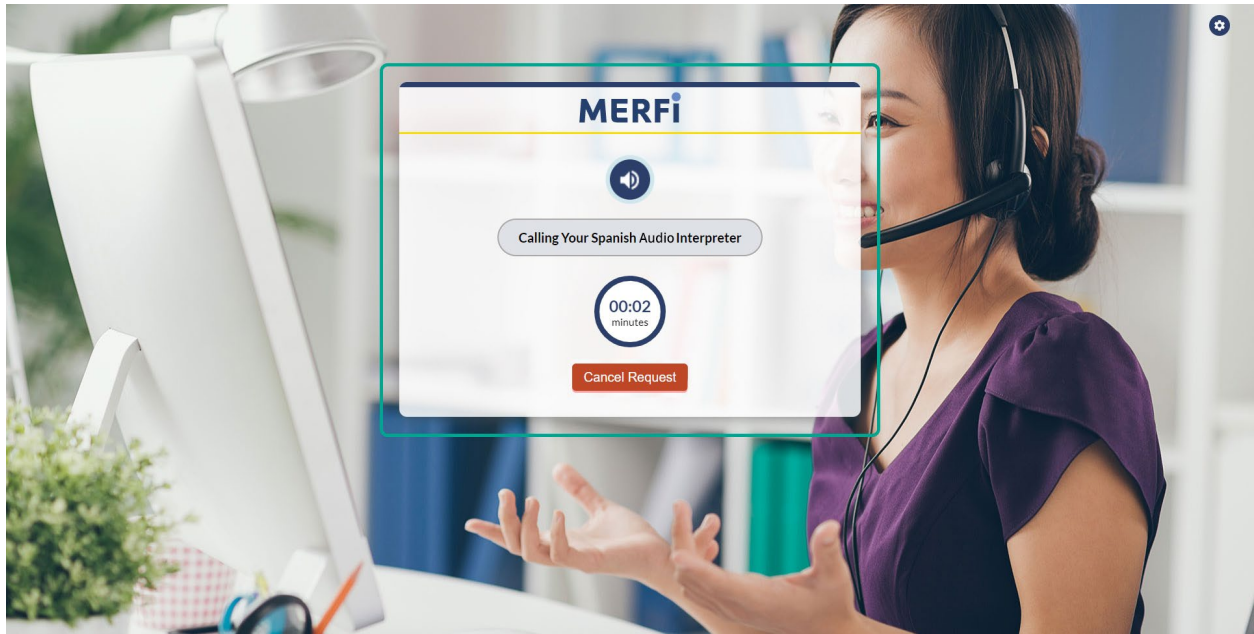
To place an audio-only call:

- Fill in the required **Organizational Information** (the first 1 to 5 fields).
- Select the **Language** for which you need an audio interpreter from the language tiles, or click **Other** to view additional languages.
- If your language is not listed in the tiles or dropdown, select **Other 200+ Audio Languages** under the dropdown.
- Click the down arrow in the **Channel** field, and select **Audio**.
- The default for the Schedule field is **No**. If you'd like to schedule an audio-only call, select **Yes**.
 - **Note:** If you would like to schedule an audio-only call, you can only do so through MERFi for select languages. To view available languages, please see [Section 12](#) for further details on audio scheduled calls.
- Press **Connect**, and the system will start looking for an audio interpreter.
 - **Note:** If the **Connect** button is grayed out, you still have required fields you need to fill in.



Section 9: Waiting for an Audio Interpreter

Once you've made your request for an audio-only interpreter, the system will either connect you directly with an interpreter or connect you with an agent who can help you further.

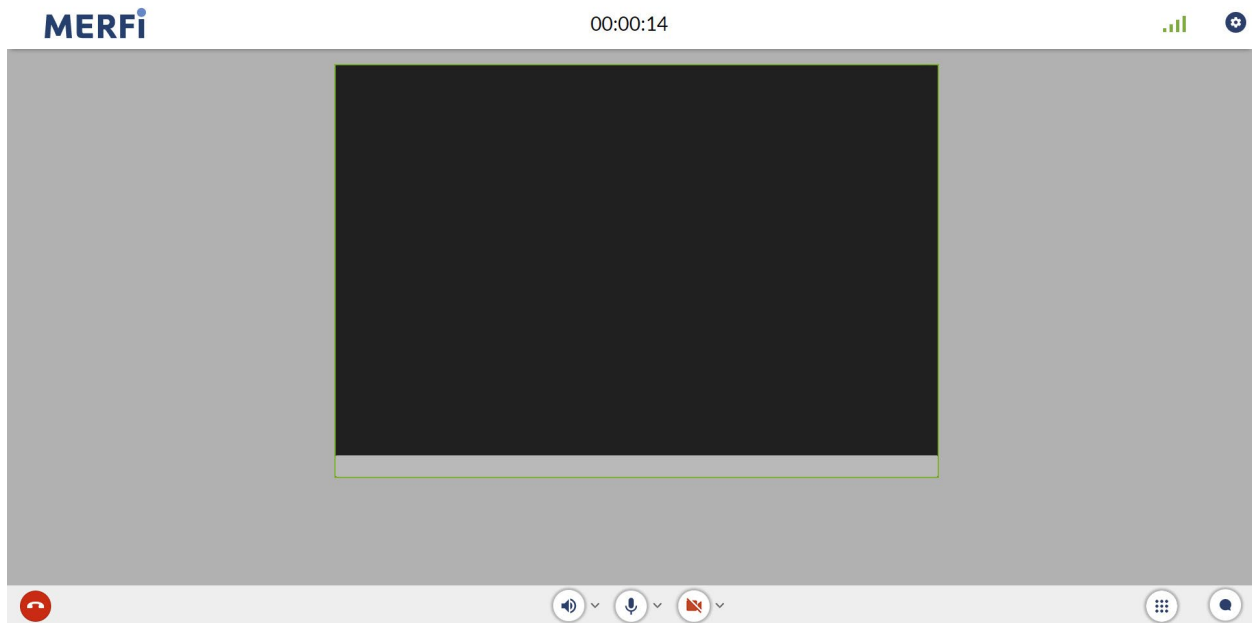


While waiting, you also have the option to **Cancel Request**.

Once an interpreter or an agent accepts the call, you'll automatically be placed into the in-call session.

Section 10: Audio In-Call Screen and Meeting Controls

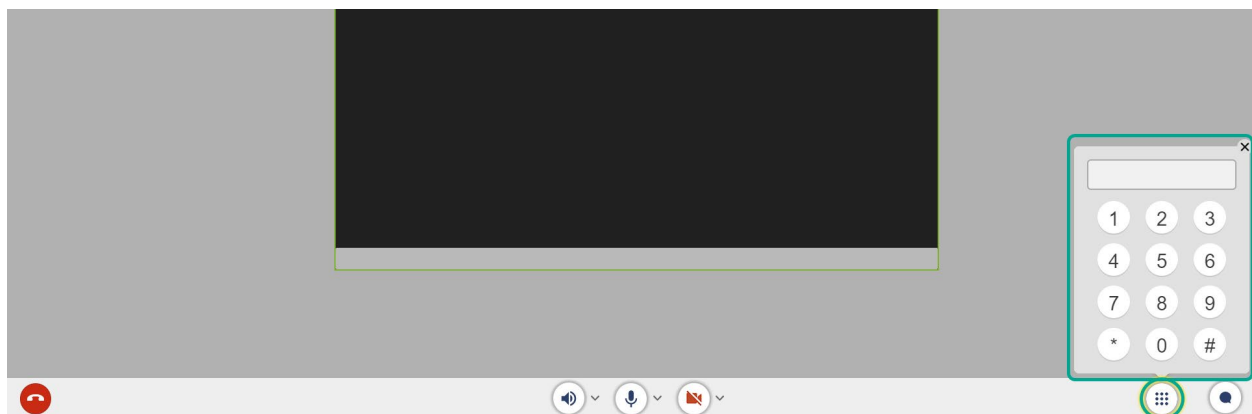
The “Audio” in-call screen will resemble the “Video” in-call screen, but the video feature for all participants will be permanently disabled.



Dial Pad

The **Dial Pad** feature is only available for audio-only calls and allows the user to add a third party into their audio-only session.

More information on how to use the dial pad to add a third party can be found in [Section 11](#).



Section 11: Adding a Third Party into an Audio-Only Call

To add a third party into an Audio-Only Call you **must** place your call by selecting **Other 200+ Audio Languages** when choosing your language on the home page, even if you need a language listed in the platform.

- Select **Other 200+ Audio Languages** when choosing your language on the home page, even if you need a language listed in the platform. This option will automatically direct your call to a CLI agent, who will need to input the phone number into our system before you reach an interpreter.
- When the agent answers, let them know what language you need and to add a third party into the call.
- The agent will ask for the number of the party you want to reach, enter the number into our system, and connect you with an interpreter.
- Once the interpreter is connected, the agent will drop off the call.
 - **Note:** You'll hear voice prompts after the agent drops off the call to pave the way as you move through the process.
- Tap the **Dial Pad** icon in the bottom right corner.
- After briefing your interpreter, you can press **#** at any time using the dial pad, and our system will dial the number of your third party automatically.

Visit our website for more information on our [third-party dial-out process](#).



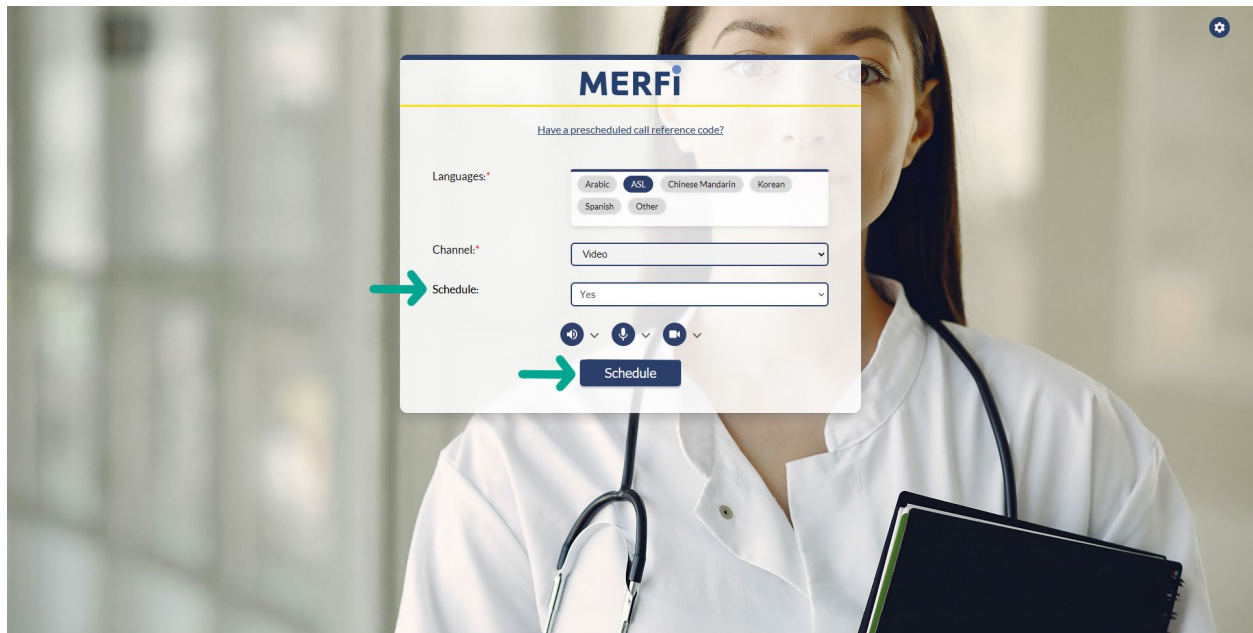
If you connect to an interpreter without speaking to a CLI agent and you need to add a third party to your Audio-Only Call, you will need to disconnect and reconnect following the steps in [Section 11](#).

Section 12: Scheduling an Audio or Video Call

Schedule audio or video calls in advance through the MERFi platform using the **Schedule** feature.

To schedule an audio or video call:

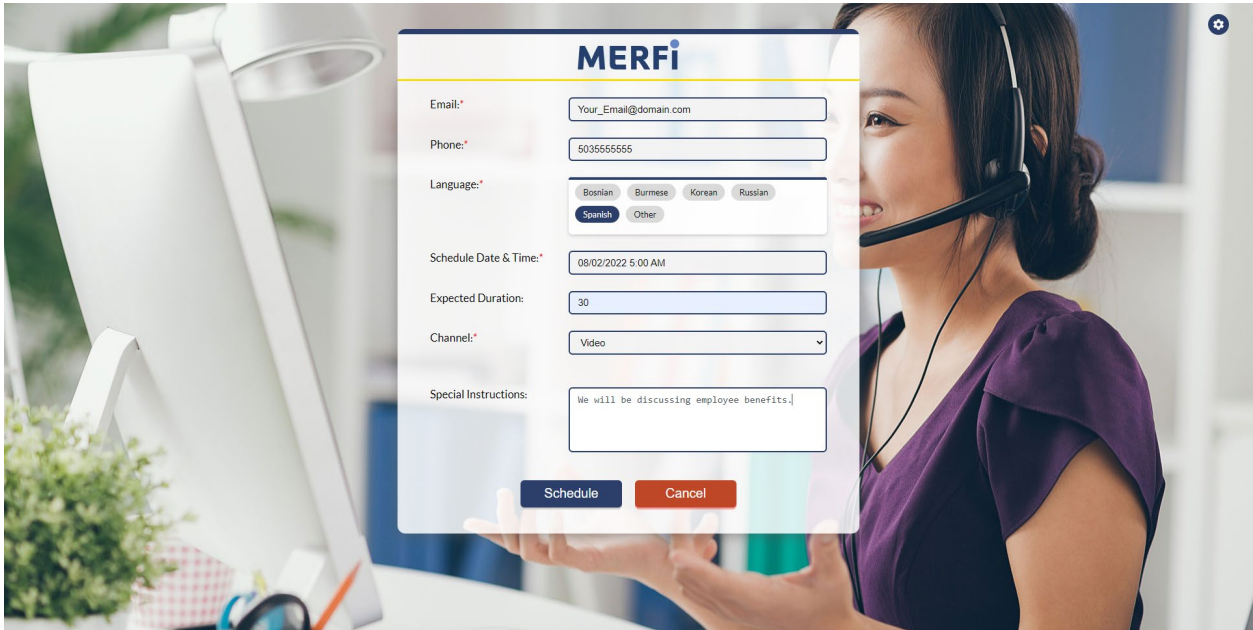
- Fill out the required information on the main screen, including **Organizational Information**, **Language**, and **Channel**.
- Select **Yes** under **Schedule**.
- Click the **Schedule** button to proceed.




You will be taken to another screen, where you will need to provide some additional information.

- Enter your **Email**.
- Enter your **Phone Number**.
 - **Note:** Be sure to provide an **Email** and **Phone Number** you have access to, otherwise you will not receive the information necessary to attend your prescheduled session.
- Confirm the **Language** you need.
- Choose the **Schedule Date & Time** for which you want to schedule your call.
- Enter the **Expected Duration** of the call (optional).
- In the **Special Instructions** section, enter any information that will help provide the interpreter context for the call, as well as any specific needs or topics (i.e., if the interpreter should be a certain gender, if the call is for reproductive health, etc.).

- Press **Schedule**.
 - **Note:** If the **Schedule** button is grayed out, you still have required fields you need to fill in.
- Click **Cancel** at any time to return to the “Billing” screen.



 You must schedule your call at least 24 hours in advance.

You'll receive an automated email once your request is placed that includes the date, time, and language for your appointment. You'll also receive a reference number.

This email is not confirmation that an interpreter has been secured. We will email you again when an interpreter has accepted your request and the appointment is confirmed.

We do our best to secure a video interpreter up to 24 hours before your appointment, but if we are unable to do so, we will send a notification to the email address you provided when you submitted the request for a scheduled interpreter.

Languages Available for Scheduling

All languages listed in the platform are available for scheduling through MERFi.

If you need to schedule an audio-only call that's not listed, please phone our call center at 1-800-225-5254, and an agent can help you.

Rejoining a Call

If you are disconnected from a call without clicking the **End Call** button, you can use the link from your email confirmation to rejoin. Alternately, you can click on the "**Have a prescheduled call reference code?**" link at the top of the home page, and enter your reference number.

Interpreters will stay on the line for 5 minutes after disconnection. After that, you will need to call an on-demand interpreter or re-schedule.

Cancellations

You can cancel the appointment up to 24 hours before the scheduled time or until the interpreter is confirmed without incurring a cancellation fee.

You can either phone our call center and cancel, use the **Cancel** link at the bottom of your confirmation email, or cancel directly in the MERFi platform.

To cancel directly in the MERFi platform:

- Log in to the MERFi platform.
- Click "Have a prescheduled call reference code?" at the top of the home page.
- Enter your reference number (located in your confirmation email) and click **Find**.
- Click **Cancel Session** to cancel your scheduled call.
 - **Note:** Cancelling a scheduled call after an interpreter has been confirmed may result in a cancellation fee.

If you phone our call center, please have your reference number ready. You'll receive an email soon after the cancellation is made.

If we are unable to secure an interpreter for your request, you will not be charged.

Section 13: Connecting to Your Scheduled Video Call

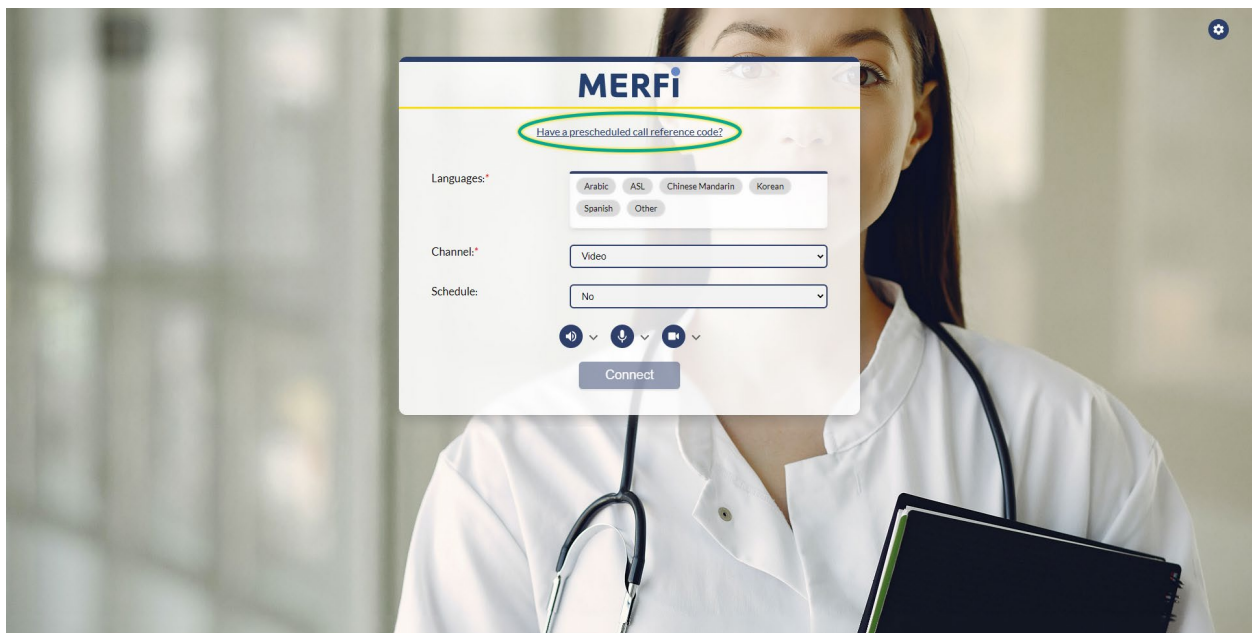
There are two ways to initiate your **Scheduled Video Call** at the scheduled date and time of your call.

Through your confirmation email:

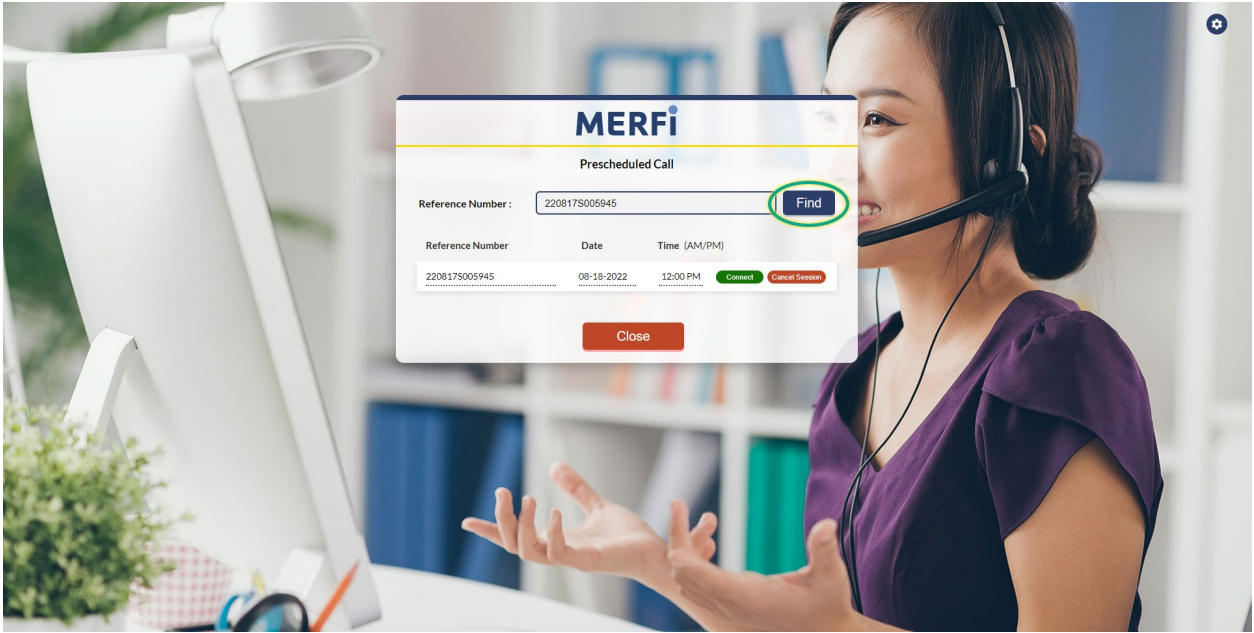
- Open your confirmation email.
- Click “Connect directly to your scheduled appointment by clicking this link.”
- You’ll be taken directly to your session.

Through the MERFi platform:

- Log in to the MERFi platform.
- Click “Have a prescheduled call reference code?” at the top of the home page.

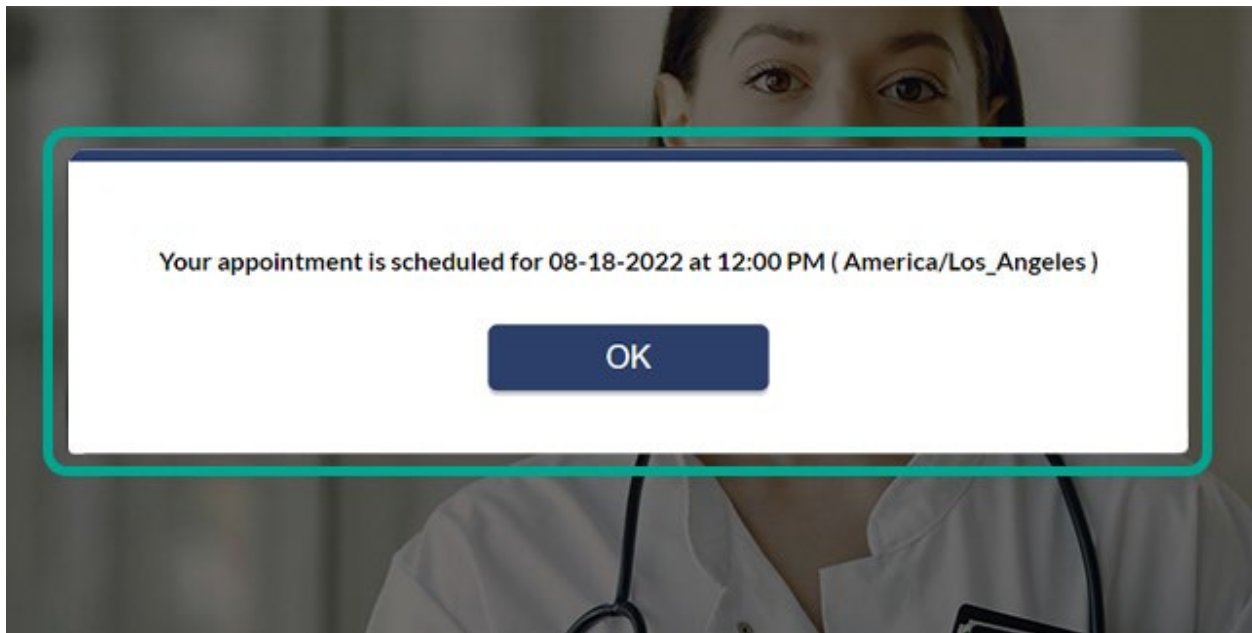


- Enter your reference number (located in your confirmation email) and click **Find**.



- Click **Connect** to begin your session.
- Click **Close** to return to the “Billing” screen.

Note: You can enter your session up to **15 minutes** before your scheduled time. The interpreter can join up to **5 minutes** before the scheduled time. If you enter too early, you will see this:



Section 14: Connecting to Your Scheduled Audio Call

There are two ways to initiate your **Scheduled Audio Call** at the scheduled date and time of your call.

Through your confirmation email:

- Open your confirmation email.
- Click “Connect directly to your scheduled appointment by clicking this link.”
- You’ll be taken directly to your session, and a CLI agent will greet you.
- Let them know you have a scheduled call. Have your reference number ready just in case.
- Once the agent connects you with your audio interpreter, they will drop off the line, and you can begin your session.

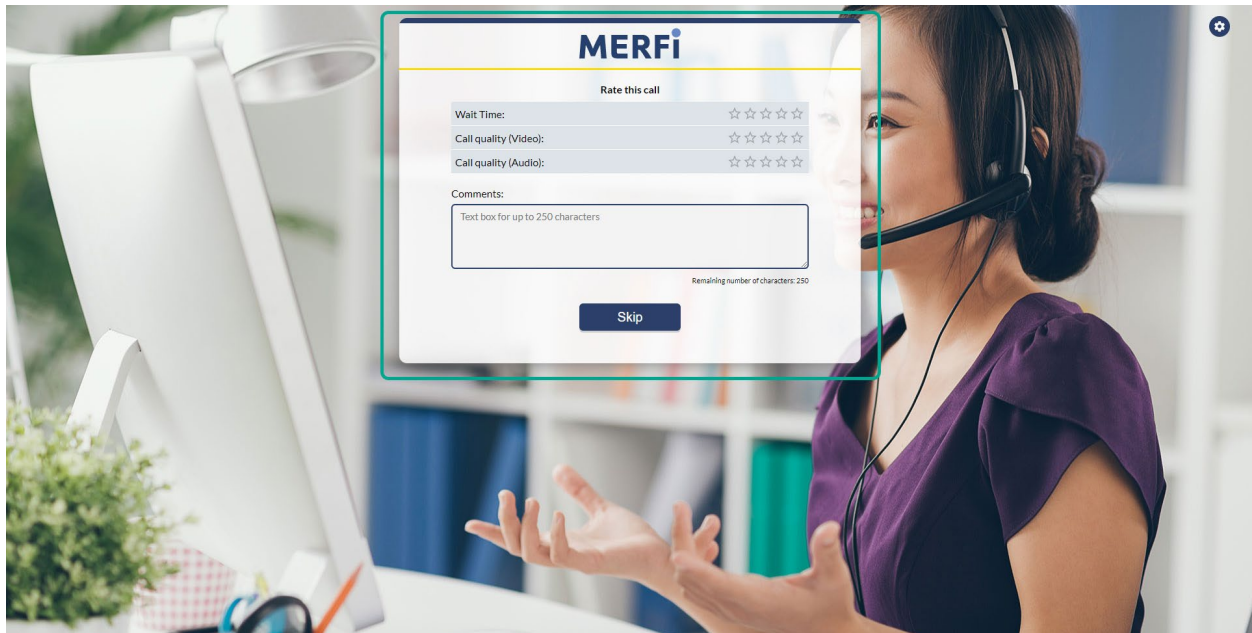
Through the MERFi platform:

- Log in to the MERFi platform.
- Click “Have a prescheduled call reference code?” at the top of the home page.
- Enter your reference number (located in your confirmation email), and click **Find**.
- Click **Connect**.
- You’ll be taken directly to your session, and a CLI agent will greet you.
- Let them know you have a scheduled call. Have your reference number ready just in case.
- Once they connect you with your audio interpreter, they will drop off the line, and you can begin your session.

Section 15: Survey Screen

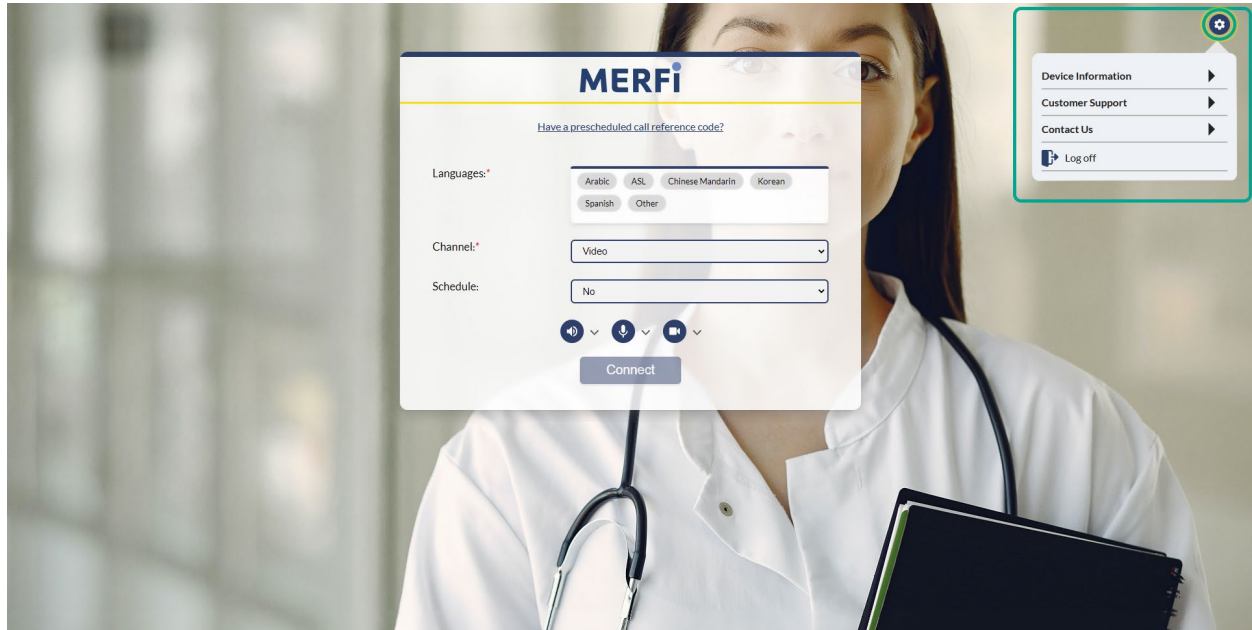
When an audio or video session ends, you'll be asked to **Rate the Call**. Fill in the stars for **Wait Time**, **Video Quality**, and **Audio Quality**. We also encourage you to type in any comments.

If you would rather bypass this step, select **Skip** to return to the home page.



Section 16: Settings Menu

View **Device Information**, **Customer Support**, and **Contact** information through the **Settings** cog at the top right of the MERFi home page.



Device Information

Shows your device information, including **Device type**, **Operating System**, and **Browser**.

Customer Support

The “Getting Started” guide will help you explore the features available to you in the MERFi user portal. Clicking on this link will direct you to an external website.

The “Frequently Asked Questions” page covers common questions we receive about using the MERFi user portal. Clicking on this link will direct you to an external website.

The “Connection Test” tool makes sure your **Operating System**, **Browser**, and **Internet Speed** are sufficient to run a video session.

Contact Us

If you need assistance, please click **Email Us** to send us an email, or give us a call at the number listed: 877-294-9874.

If you need to report an issue, click **Report an Issue**. You'll be directed to a form. Fill out the form, and someone from our Help Desk will be in touch. Clicking on this link will direct you to an external website.

Log Off

Choose **Log off** to exit MERFi.