MERFi

MOBILE, EASY, RELIABLE,FAST INTERPRETING

GUIDE FOR INTERPRETERS

October 2026

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Prerequisites:

- Confirmed interpreter in CLI's system
- Stable internet connection (please see minimum requirements below)
- USB connected headset with microphone
- Desktop or laptop with camera
- Neutral background and good lighting

MERFi Minimum Requirements

- **Memory (RAM):** 4 GB
- **Bandwidth:** 500 kbps down / 800 kbps up for 2-party video calls; 1000 kbps down / 1600 kbps up for 3-party video calls; 1500 kbps down / 2400 kbps up for 4-party video calls
- **Firewall Ports:** TCP 443, 17990, 17992, 1025-2048, 5060-5061; UDP 443, 50000-65535
- **HD Resolution:** Graphics capabilities that support HD resolutions on one or more displays
- No software installation or local storage required

Overview of Compatibility

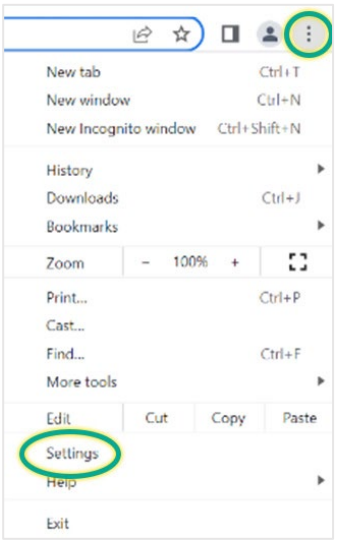
	Operating System	Browser		
		Google Chrome	Apple Safari	Microsoft Edge
Computers				
PC running Windows	Windows 10 or 11	✓ (154 and above)		✓ (154 and above)
Apple • iMac • MacBook • MacBook Pro	Mac OS X 15 or newer		✓ (26 and above)	
Mobile Devices				

Android devices • smartphones • tablets	Android 15 and 16	✓ (154 and above)		
iOS devices • iPhones • iPads	iOS 18 or newer		✓	

Version Support: At minimum the two latest versions of all browsers and operating systems listed above will be supported. Version numbers are current at the time of document publication and may not reflect the most up to date versions.

Configuring Your Browser

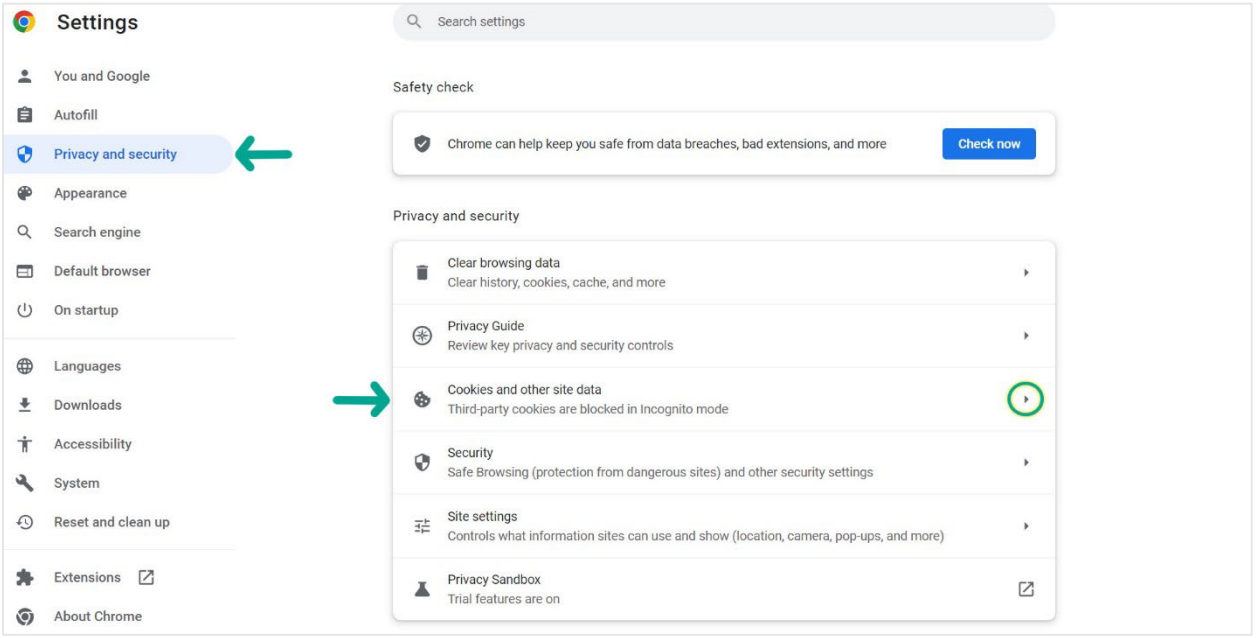
Before logging into MERFi for the first time, you'll need to configure your browser to ensure a proper connection. The steps to do this will differ depending which browser you're using to conduct the interpreting session. Instructions are below for both Google Chrome (Windows users) and Apple Safari (Apple/Mac users).



Windows Users: Configuring your Google Chrome Settings

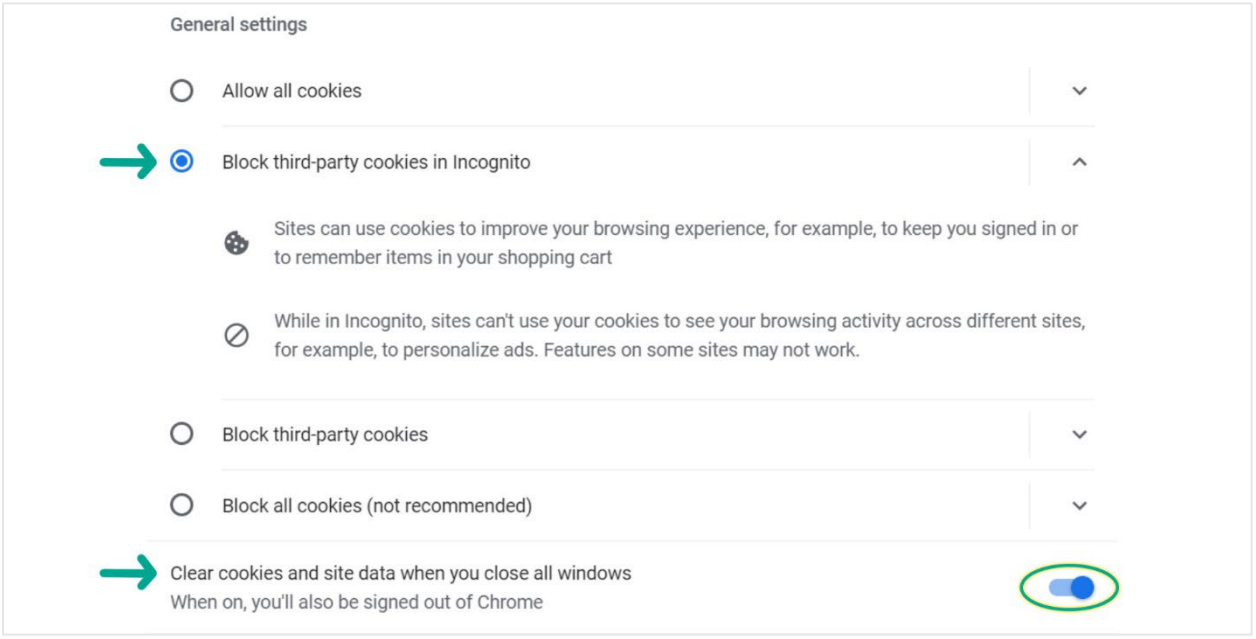
- Open **Google Chrome**.
- Click the 3-dot icon at the top-right-hand corner, then click **Settings**. A new tab will open with the Settings options.

- On the left, click **Privacy and Security**.
- Click **Cookies and other site data**.



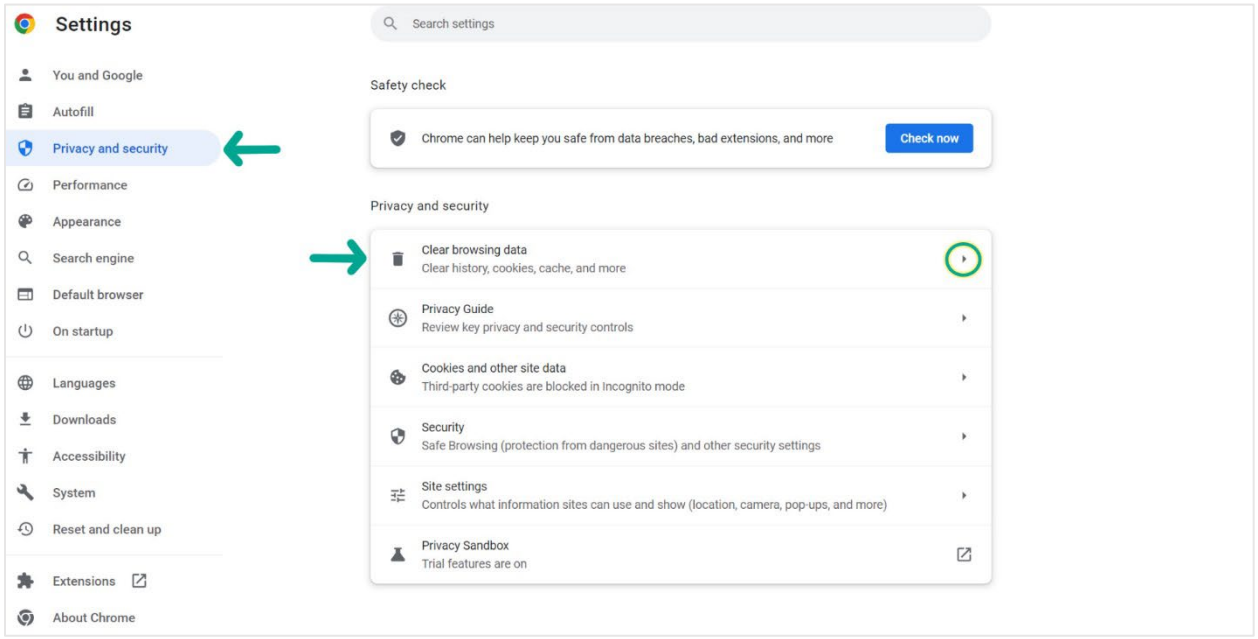
- Under **General Settings**:
  - Select **Block third-party cookies in Incognito**.

  AND
  - Switch toggle on **Clear cookies and site data when you close all windows**.

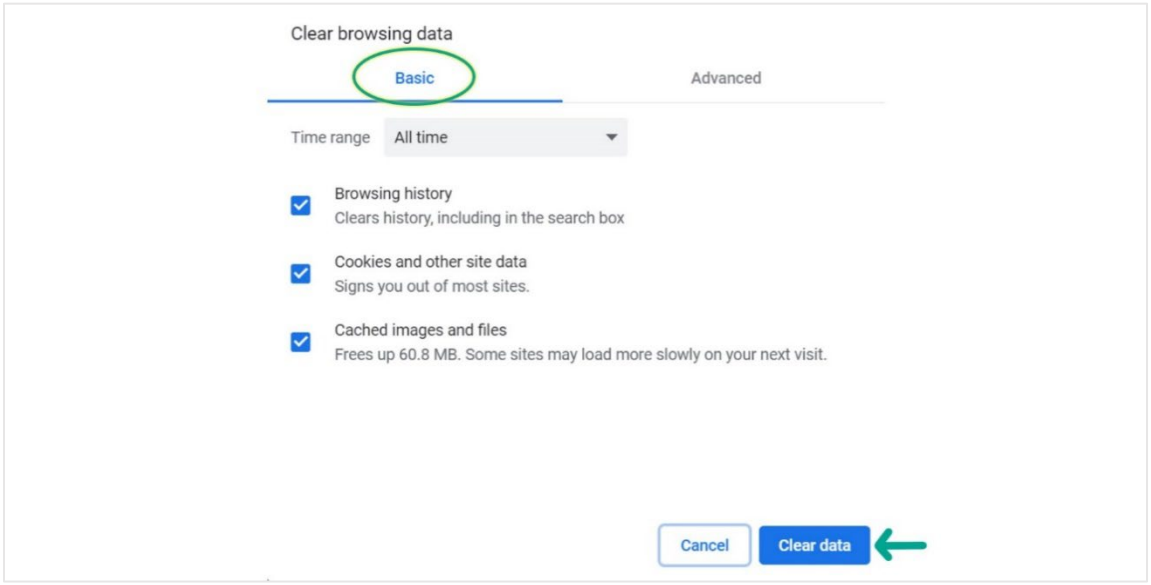


Click on **Privacy and Security** again.

- Click **Clear Browsing Data**.



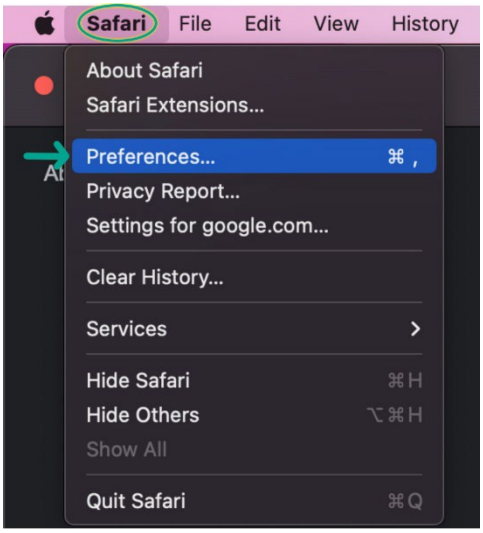
- Click the **Basic** tab.
- Change **Time range** to **All time**.
- Check boxes for **Browsing History**, **Cookies and other site data**, and **Cached images and files**.
- Select **Clear Data**.



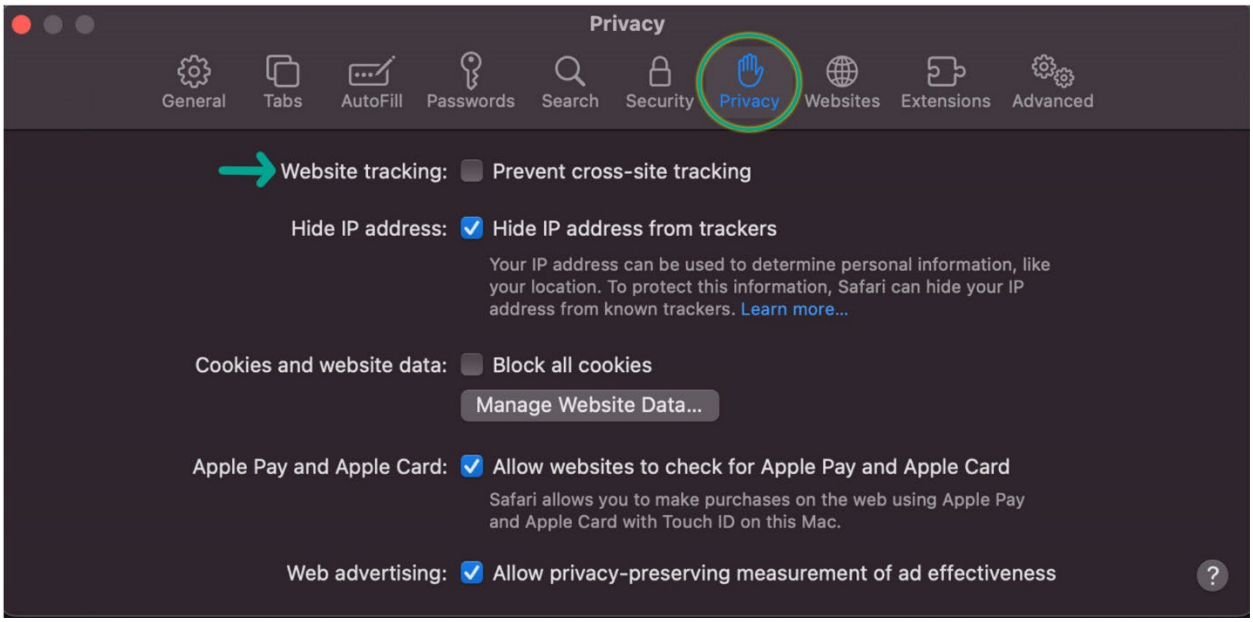
- Exit out of your browser and reopen a new one before logging into MERFi.

Apple/Mac Users: Configuring your Apple Safari Settings

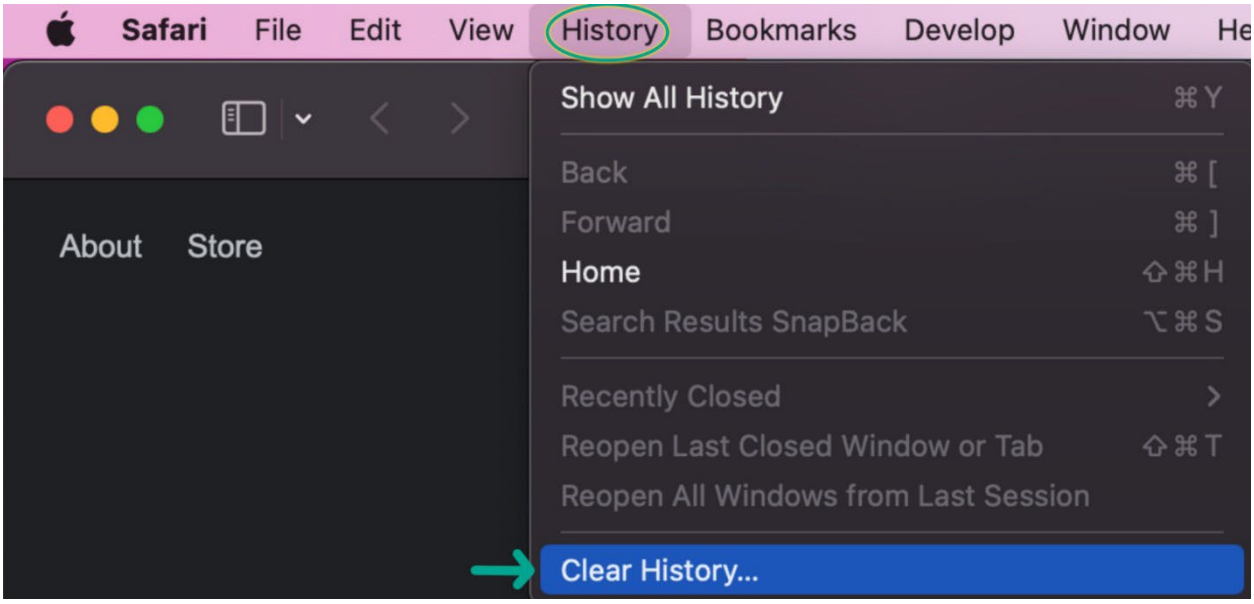
- Open **Safari**.
- On the **Menu Bar**, select **Safari**, and then **Preferences**.



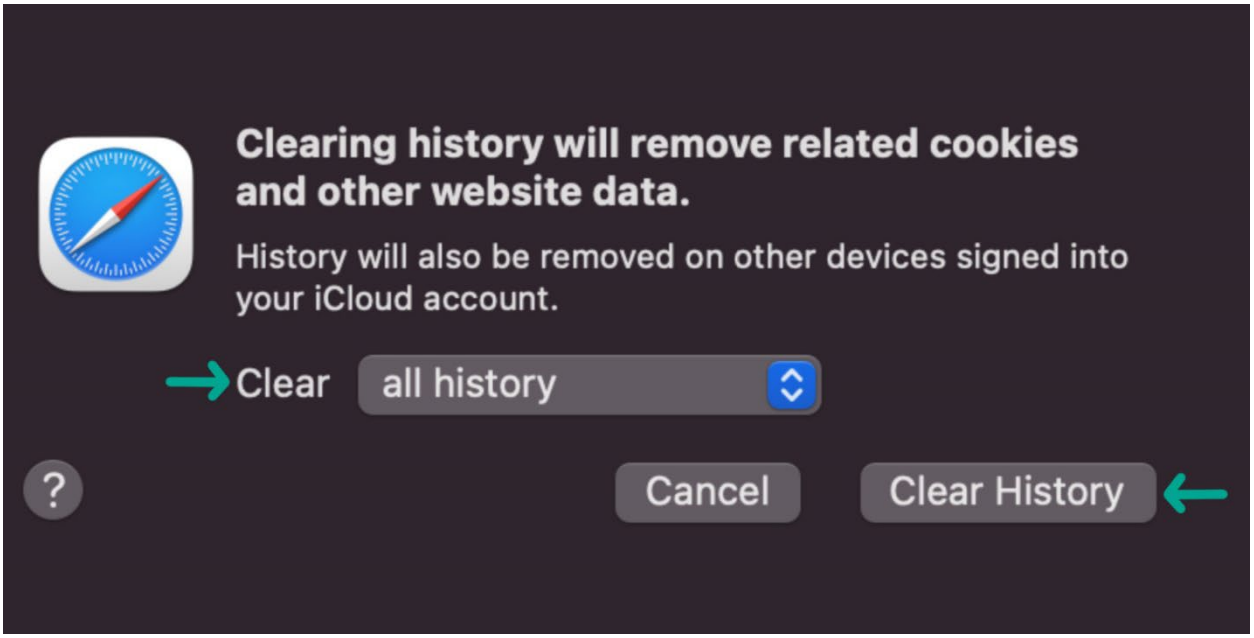
- Select the Privacy tab.
- Uncheck **Website tracking: Prevent cross-site tracking.**



- On the **Menu Bar**, select **History**, and then **Clear History…**



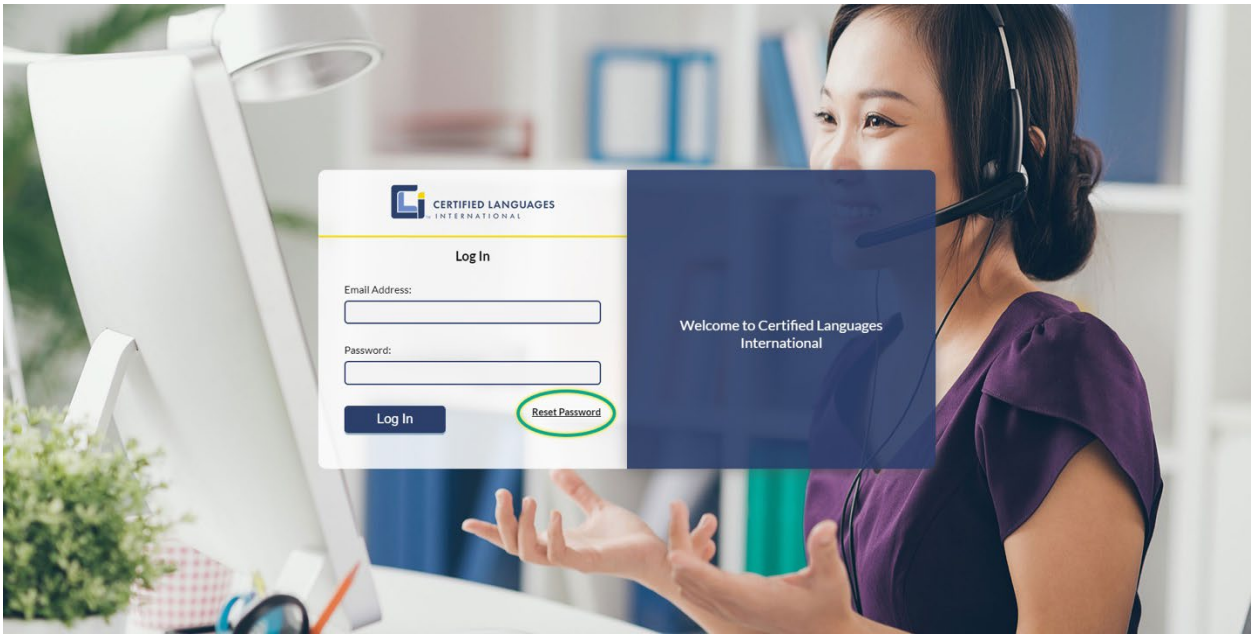
- Change **Clear** to **all history**.
- Click **Clear History**.



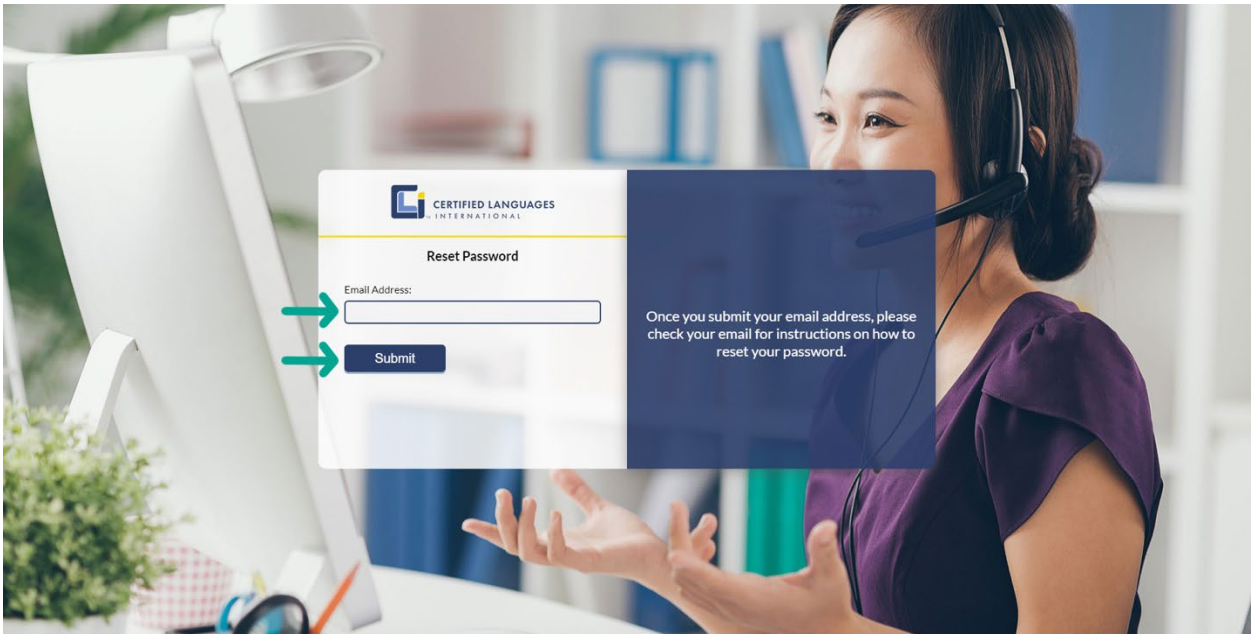
- Exit out of your browser and reopen a new one before logging into MERFi.

Step 1: Setting up your MERFi account

- Visit the MERFi interpreter login page: https://remote-expert.cli-video.com/
- Click **Reset Password.**

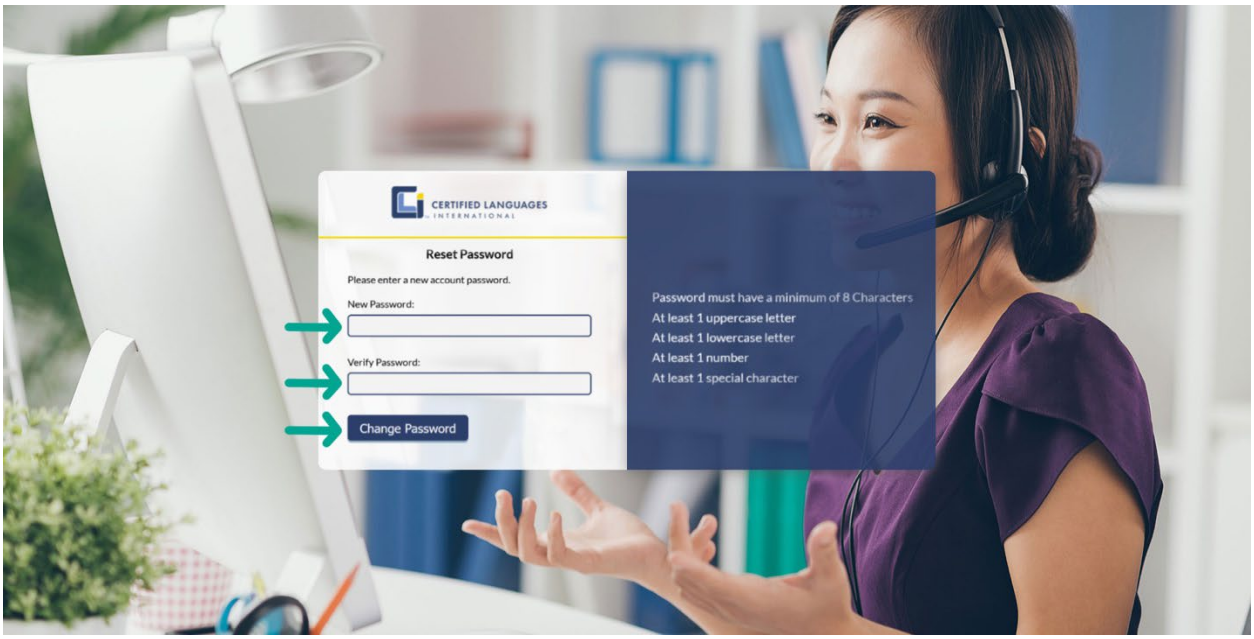


- Enter your email address and hit **Submit.**



You will receive an email from DoNotReply@clilang.com with the subject “Forgot Password Notification.”

- Click the link in the email to reset your password.



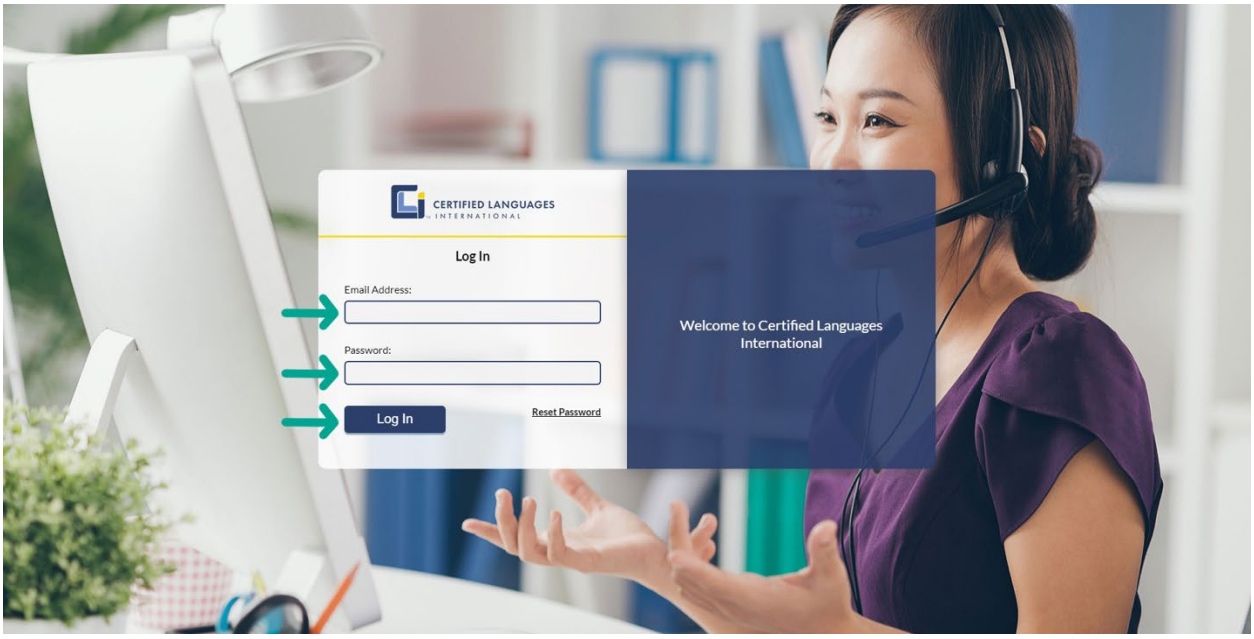
- Type in your password in the **New Password** field. Repeat password in the **Verify Password** field.
- Click **Change Password**.

Note: Password requirements are located to the right.

Step 2: Logging in to MERFi

- Visit the MERFi interpreter login page: https://remote-expert.cli-video.com/
- Enter your email address and password, and click **Log In**.

  Note: If you haven't created a password yet, please see **Step 1**.

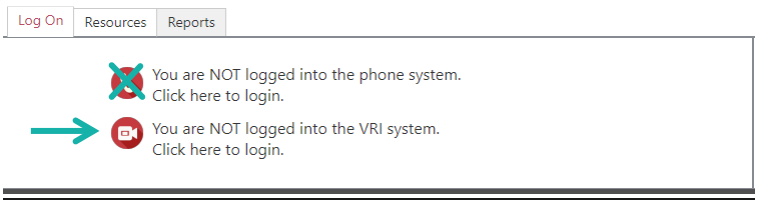


For a step-by-step walkthrough please refer to the training video Login to MERFi.

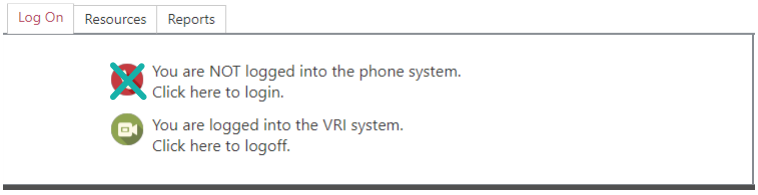
Step 3: Logging in to MERFi through CLI's interpreter portal

Alternatively, you can log into MERFi through CLI's interpreter portal.

- Log into CLI's interpreter portal: https://reports.certifiedlanguages.com/
- After logging in, you may choose to log into the OPI and/or VRI platforms. A **red icon** indicates you're not currently logged into that platform.
- Click the **red camera icon** to log in to the VRI system.



- After clicking the camera icon, a new browser tab will open, and it will automatically log you into MERFi. If you switch back to the interpreter portal tab, you will see that the camera icon changes to green (indicating you are logged into MERFi).

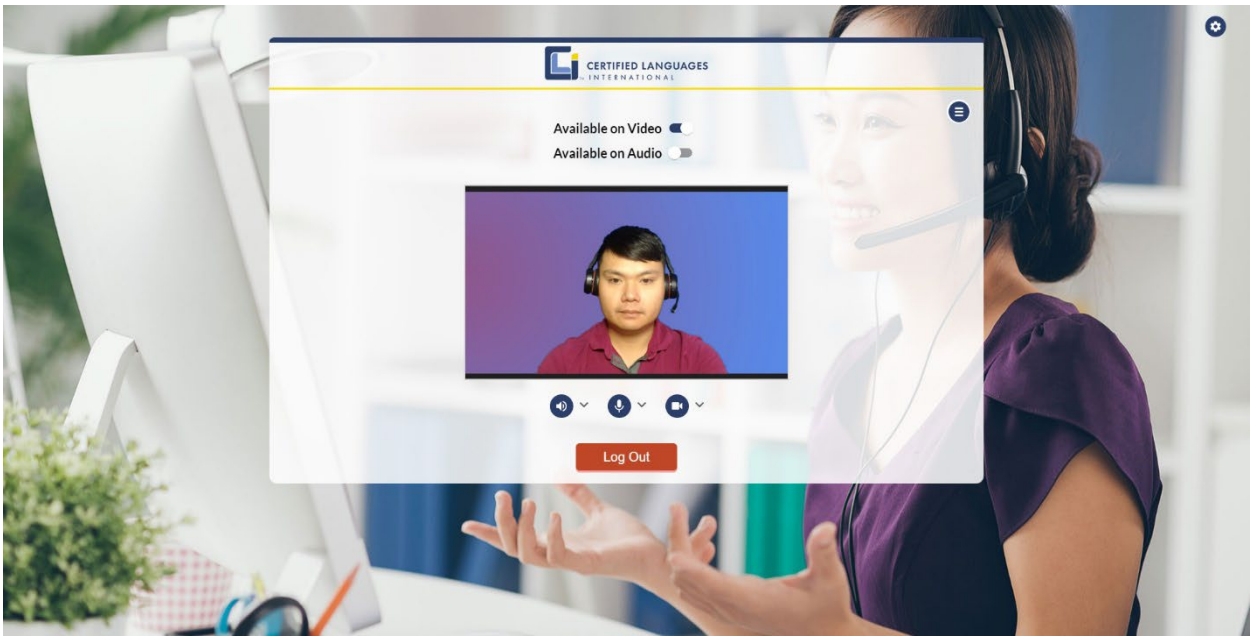


- To log out of MERFi from the interpreter portal, switch back to the interpreter portal tab, and click on the **green camera icon**. The MERFi page will automatically close, and you will be logged out of the VRI platform.

> If you plan to log in to OPI and VRI simultaneously, don't log into OPI here — you will need to log in to both platforms directly from the MERFi home page (see Step 4).

Step 4: MERFi Home Page

- When you log in for the first time, the site will ask for your permission to access your microphone and camera. Click **Allow.**
- You should now see the MERFi home page with a preview of yourself.



For a step-by-step walkthrough please refer to the training video MERFi Interface.

Step 5: MERFi Statuses

Available on Video

When **Available on Video** is **toggled on**, you're available to receive video (VRI) requests. It will default to the on position every time you log on.

When this is **toggled off**, you're no longer available to receive video (VRI) requests.

Available on Audio

The **Available on Audio** option is only available to interpreters who can take both VRI **and** OPI calls. When this is **toggled on**, you're available to receive audio (OPI) requests.

When this is **toggled off**, you're no longer available to receive audio (OPI) requests.

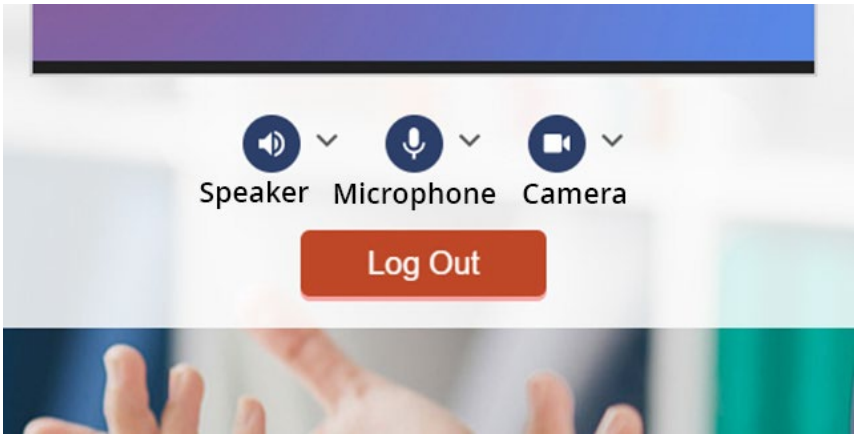
Log Out

This will **log you out** of the video platform. You will be logged out of both **Video** and **Audio**.

> If you need to step away from your desk, please toggle both video and audio to the **OFF** position.

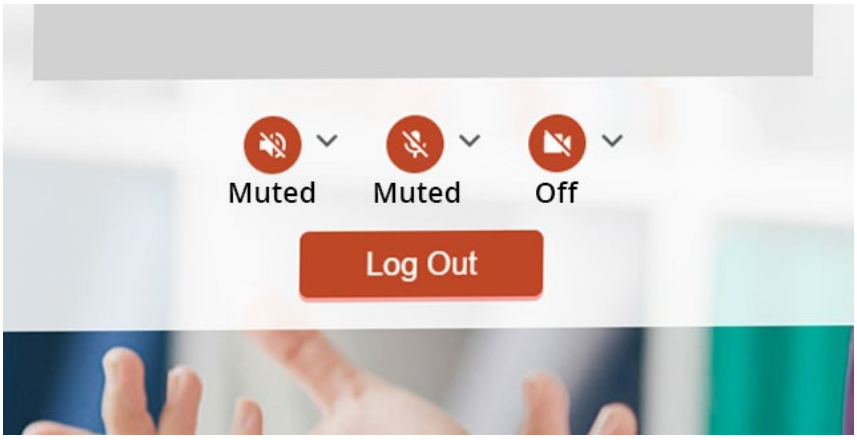
Step 6: Toolbox Settings

Below your video preview are settings for your **Speaker**, **Microphone**, and **Camera.**



- Click an icon to mute its functionality; the icon will turn red.

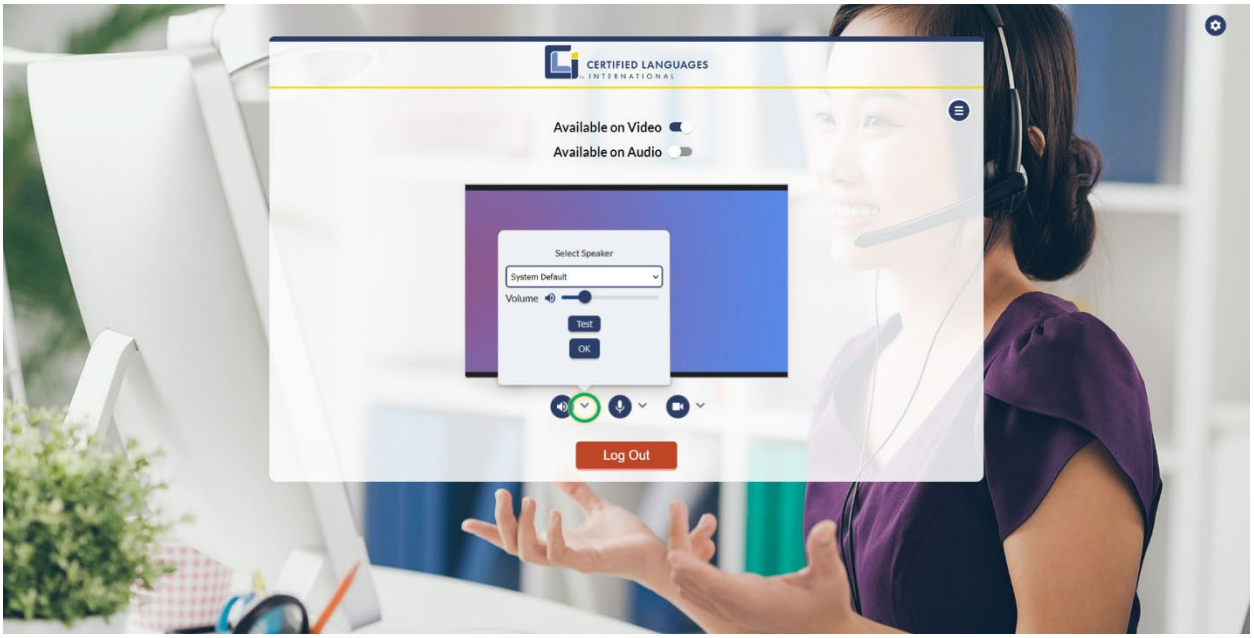
- Click the icon again to return its functionality; the icon will turn dark blue.



> Your settings will carry over to your next session. You will still have access to mute, unmute, and change your speaker or microphone when you're in an active session.

Speaker

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

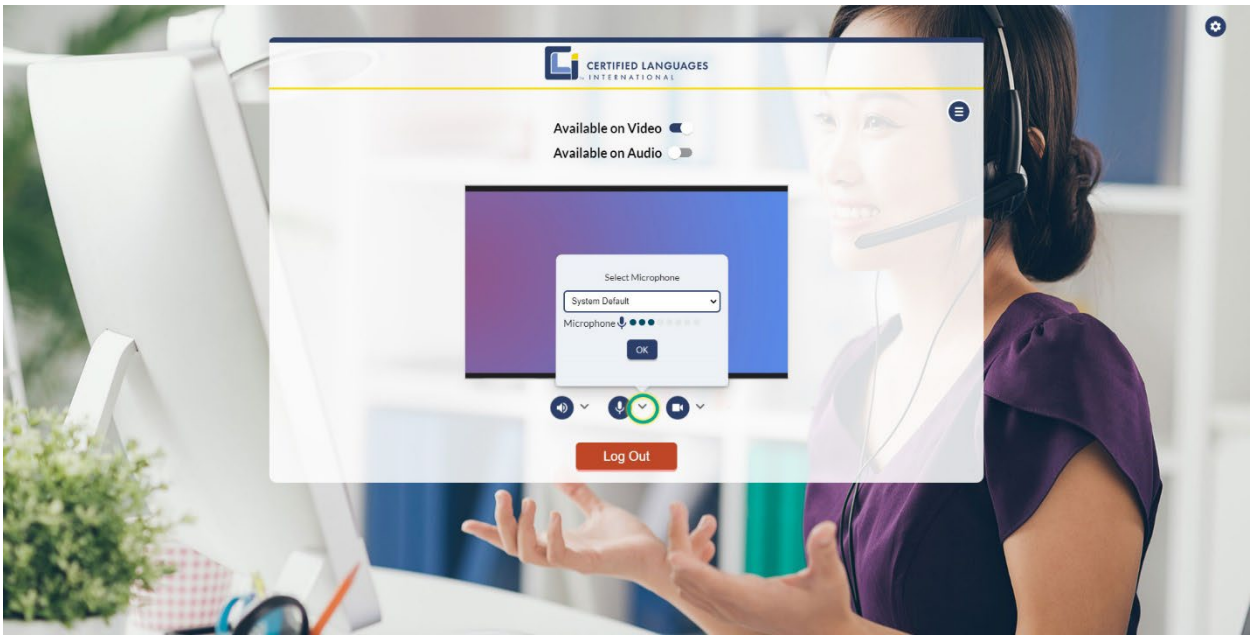


- Click the arrow to review the speaker options.
- Click the arrow under **Select Speaker** to change your speaker settings.
- The **Volume** slider adjusts the volume on your speakers.

- Test your speaker and volume level by clicking the **Test** button to play a demo sound.
- Click **OK** to close the speaker options.

Microphone

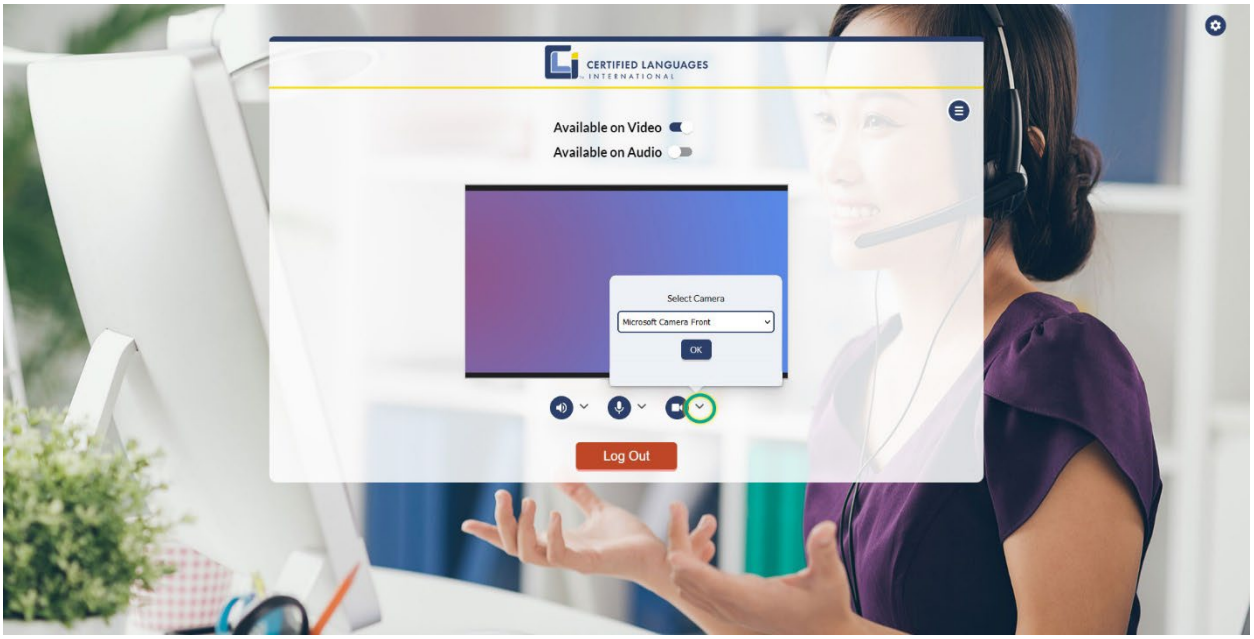
Your microphone allows others to hear you during an active session.



- Click the arrow to review the microphone options.
- Click the arrow under **Select Microphone** to change your microphone settings.
- 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

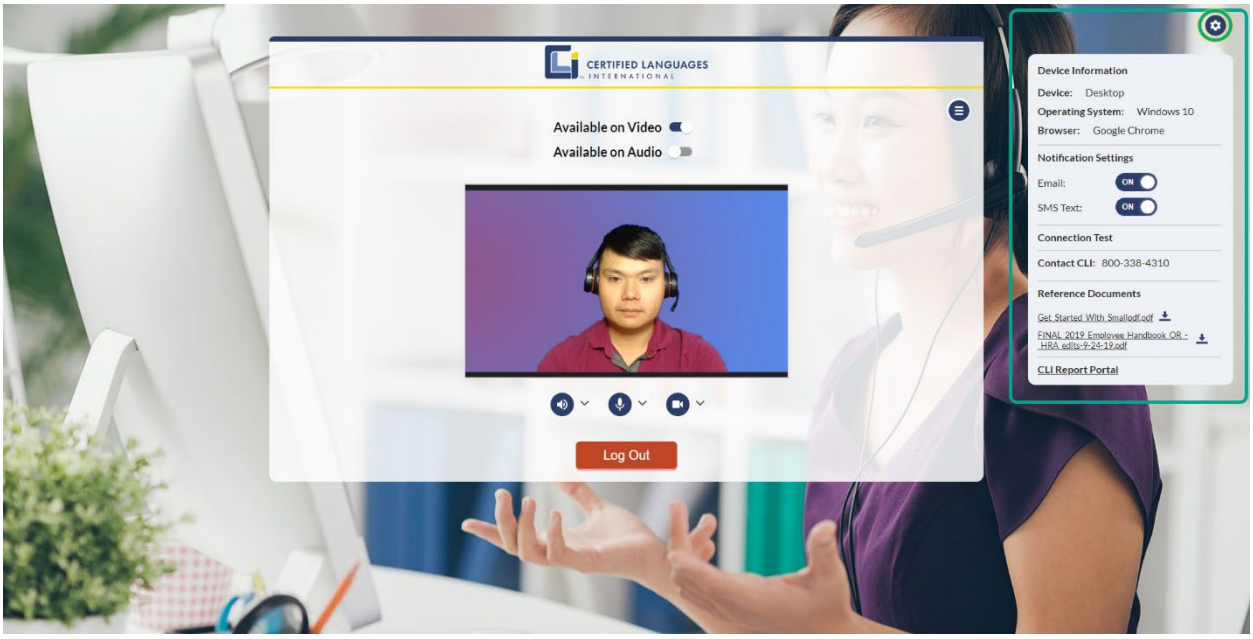
Your camera allows others to see you in an active video session.



- Click the arrow to review the camera options.
- Click the arrow under **Select Camera** to change your camera settings.
- Click **OK** to close the camera options.

Step 7: Settings Menu

The **Settings** cog at the top right of the MERFi home page allows you to configure your platform settings, access helpful documents, and contact CLI for assistance.



For a step-by-step walkthrough, please refer to the training video MERFi Menu & Settings.

Device Information

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

Notification Settings

Displays your **Email** and **SMS Text** alert preferences. The system automatically sends out a text and/or email alert when a client is waiting for an interpreter.

- Toggle email and/or text **ON** if you'd like to receive these alerts.
- Toggle email and/or text **OFF** if you don't want to receive these alerts.

The email address and mobile number used to send you the alerts are located in CLI's database. If you need to change your email or phone number for surge alerts, please let us know.

Contact CLI

Contact us at the phone number listed if you need assistance.

Reference Documents

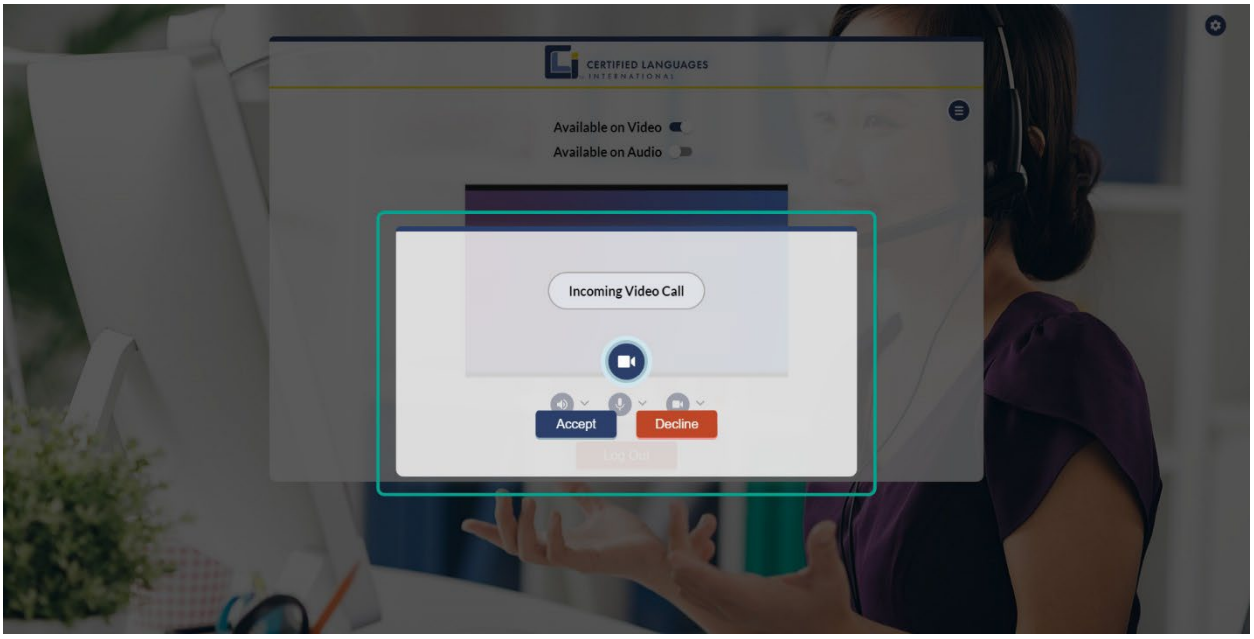
The **Reference Documents** are resources you can download for assistance.

CLI Report Portal

The **CLI Report Portal** link will open CLI's Interpreter Portal in a new browser tab.

Step 8: Accepting a Video Call

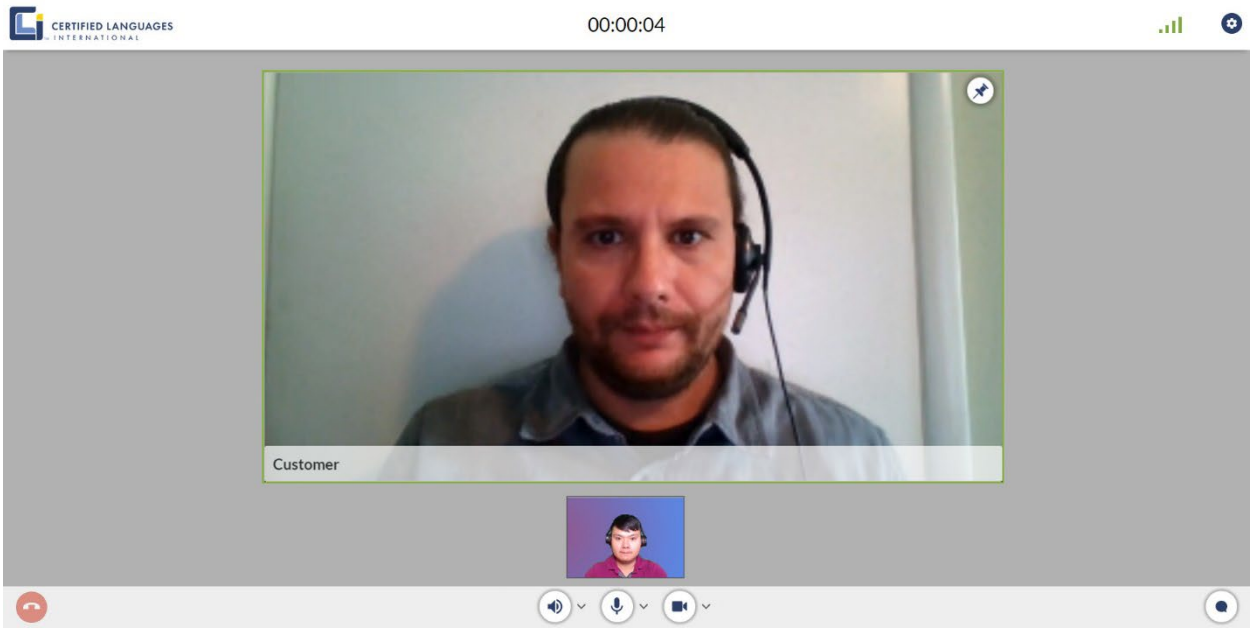
When you receive an incoming call request, you will see a pop-up and hear an alert sound through your speaker.



- Click **Accept** to join the video session.
- Click **Decline** to reject the call.

  Note: If you click **Decline**, your **Available on Video** status will be toggled to the **OFF** position until you are ready to toggle it back to the **ON** position.

Step 9: Video In-Call Screen and Meeting Controls



For a step-by-step walkthrough, please refer to the training video MERFi 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 end of the session.

Client View

The client will appear on video in the center of the screen (labeled as **Customer**). If there are multiple participants in the session, each participant will appear side by side.



Pin Video

Pinning enlarges a participant's video to full screen.

- Locate the **Pin** icon in the top right-corner of the participant's video.
- Click **Pin** to enlarge participant's video screen.
- Click **Pin** again to minimize participant's video screen.

Self-View

The video of yourself will always display at the bottom center of the screen.

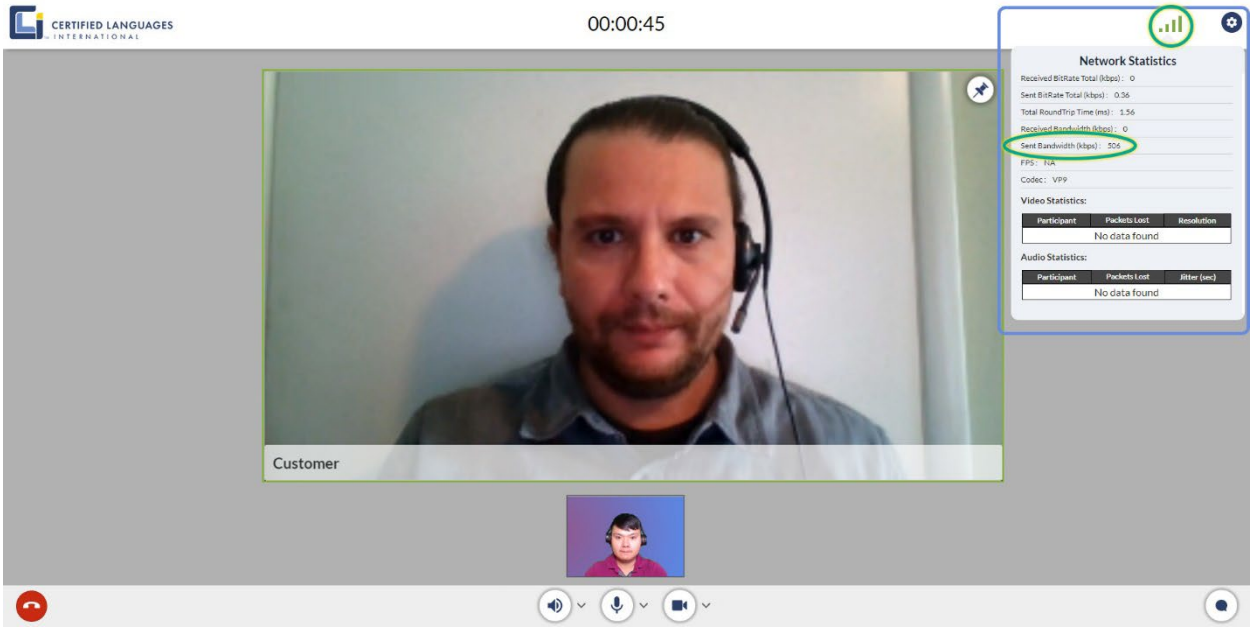
Speaker, Microphone, and Camera

Your **Speaker, Microphone,** and **Camera** controls are located at the bottom of your screen. Please see **Step 6** for information on how each functions.

> The client has the ability to mute other participants, but they cannot un-mute other participatns. If you are muted by the client, you may need to un-mute yourself to continue the session or clarify any instructions.

Network Statistics

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



Your **Sent Bandwidth** should be above 500 kbps to ensure a smooth session.

Chat

The **Chat** feature allows you to communicate in writing to all participants. 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.
- You can type in the target language if necessary.

End Call

To disconnect from a call, click the red **End Call** icon on the bottom left of your screen.



Step 10: Connecting with Third-Party Video Platforms

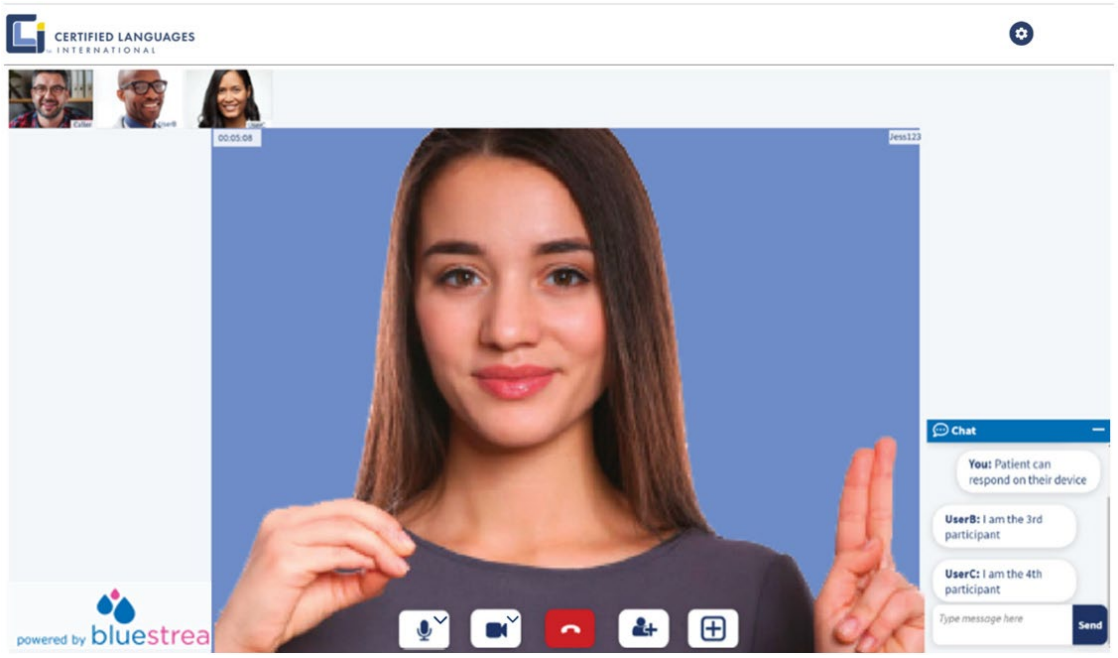
MERFi is able to integrate with users who are calling from a different video platform. CLI will continue to work on integrating with other third-party video platforms in the future (including Zoom, Doxy.me, and Microsoft Teams).

> The client may ask you to join their third-party video platforms (like Zoom, Microsoft Teams, Google Meet, etc) instead of using the MERFi platform. **Do not accept these invitations or provide your personal email address to a client.** CLI does not have the ability to track these sessions, therefore we cannot charge the customer or pay the interpreter for these sessions. **The only exception to this is when a CLI employee reaches out to you ahead of time for a special arrangement.**

As of March 2025, you will see third-party connections from the Bluestream and eVisit Core ONLY.

Bluestream Video In-Call Screen

The most common third-party platform you will see is Bluestream (our old VRI platform). As more and more of CLI's clients transition from Bluestream to MERFi, you will see less requests coming from Bluestream.



For a step-by-step walkthrough, please refer to the training video Answering Bluestream Calls in MERFi.

When connected to a Bluestream call, certain features will look different, and some features from the MERFi platform will not be available.

- The client will appear in the middle of the screen.
- Your video will be on top left, along with other parties in the call. You can click on any party and they will appear larger in the middle of the screen.
- The MERFi call timer and MERFi settings cog will be at the top in the middle and on the right, respectively.
- The Bluestream logo will be on the bottom left.
- When a Bluestream call ends, you will be taken to the MERFi Rate the Call screen.

Chat Window

The Bluestream session will have a chat window, located at the bottom right-hand corner of the session.

- If the other party sends you a chat message, the chat window will start flashing to indicate an unread message.
- Click on the chat window header to expand or collapse it.
- The chat feature will allow you to type in the target language if necessary.

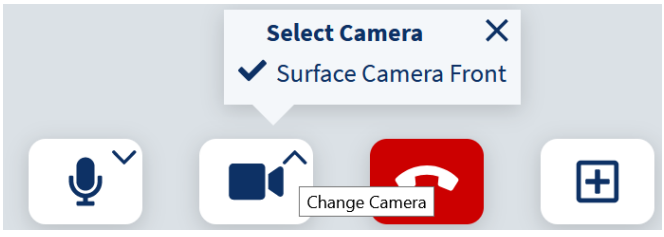
Bluestream Session Controls

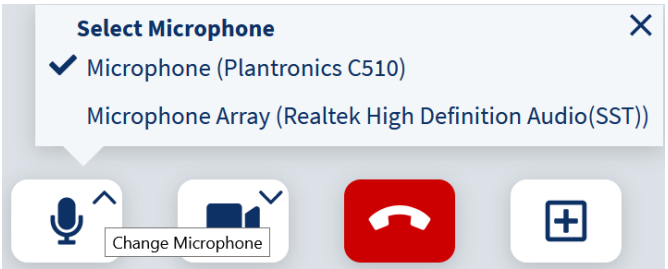
When you hover your mouse over the controls at the bottom of the screen, it will reveal what the controls do.



-  "Disable Microphone" mutes your microphone. Click it again to re-enable your microphone.
-  "Disable Camera" turns off our camera. Click it again to turn your camera back on.
-  "End Call" ends the video call.
-  "Show More" reveals more options
  -  "Mute Speakers" disables your speakers. Note that you will no longer hear anything through your headset. Click this again to turn your speakers back on.

Clicking the arrow at the top of the Microphone and Camera buttons allows you to change each device if necessary.

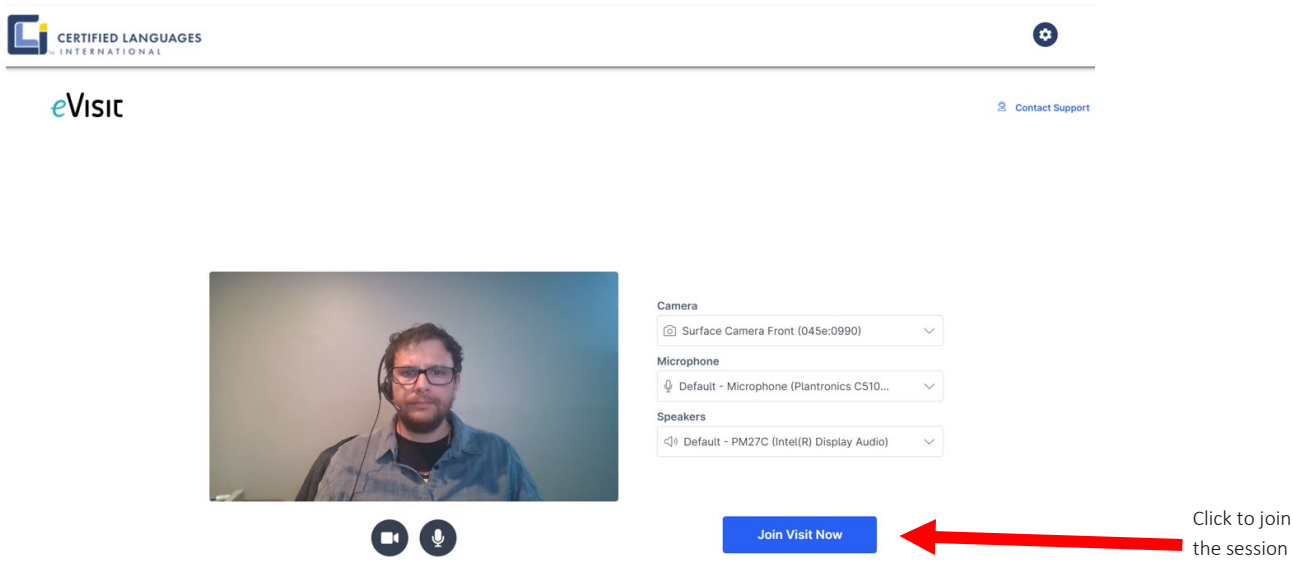




eVisit Core Initial Screen and In-Call Screen

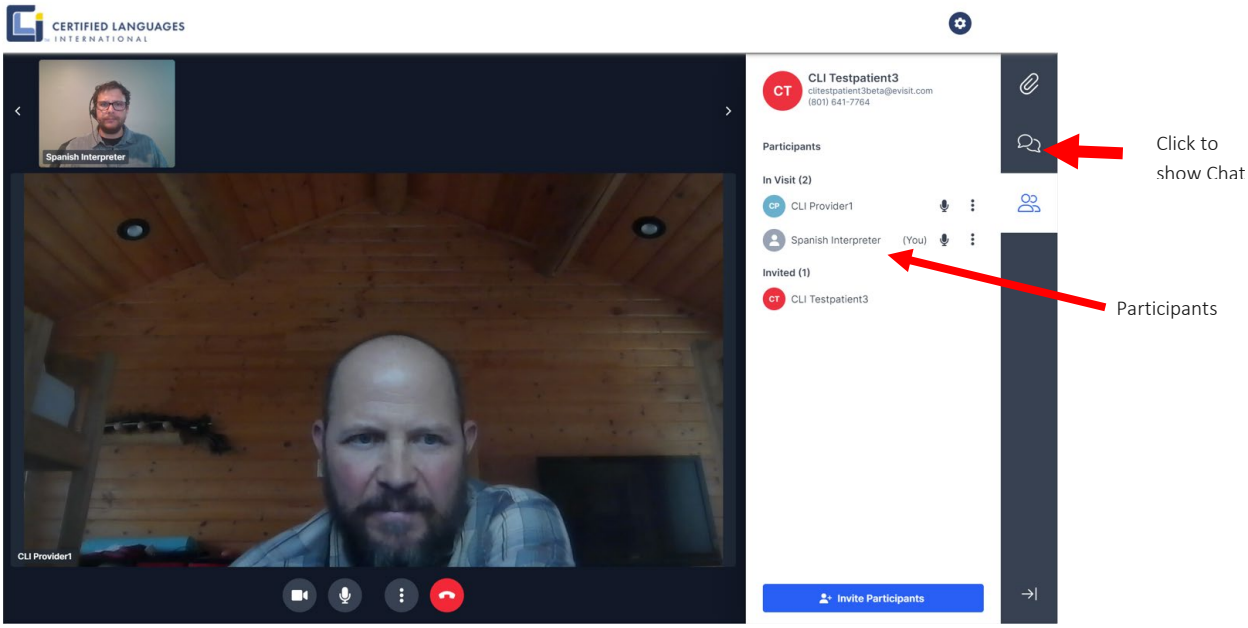
The other third-party platform you may be connect to is eVisit Core. When connected to an eVisit Core session, you will first come to a landing screen where you will have the opportunity to check that the correct camera, microphone, and speakers are selected before proceeding to the actual video session.

You will see a video preview of yourself. Below that are the Camera and Microphone icons where you can mute/unmute these devices. To the right are dropdowns for the Camera, Microphone, and Speaker. Please ensure that the correct devices are selected and that your camera & microphone are on, then click **"Join Visit Now."**



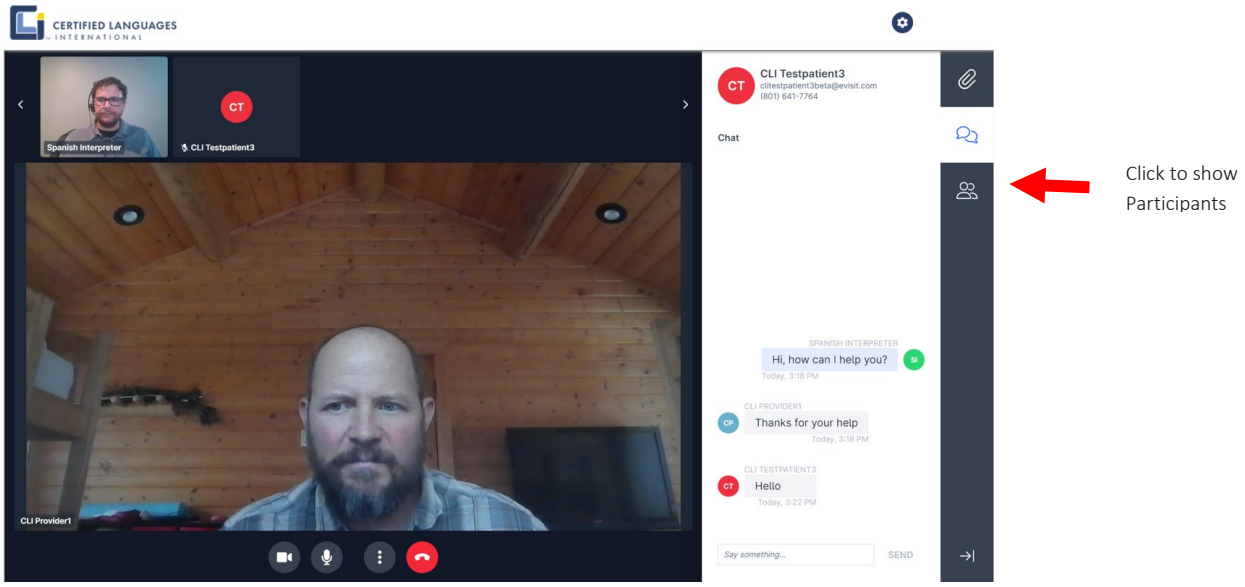
When connected to an eVisit Core session, the features will look different -- and just as with Bluestream -- some features from the MERFi platform will not be available.

- The client will appear in the middle of the screen
- Your video will be at the top left of the screen, and any other third-party participants will be shown to the right of your own video preview.
- You can pin a particular participant to the main screen by hovering over their video window and clicking the pin icon
- When an eVisit Core session ends, you will be taken to the MERFi Rate the Call screen.
- To the right side of the session will be a list of participants.



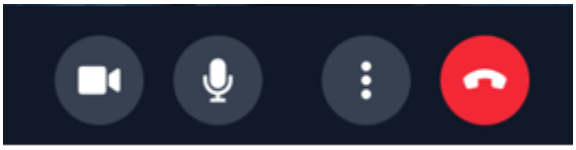
Chat Window

To access the eVisit chat window, click the chat icon located to the far right of the screen. The chat window will then replace the participant list. The chat feature will allow you to type in the target language if necessary.

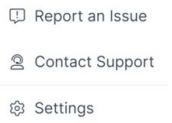


eVisit Core Session Controls

The session controls will appear at the bottom of your screen.



-  "Disable Camera" turns off your camera. Click it again to turn your camera back on
-  "Disable Microphone" mutes your microphone. Click it again to re-enable your mic.
-  "End Call" ends the video call
-  "Show More" reveals more options

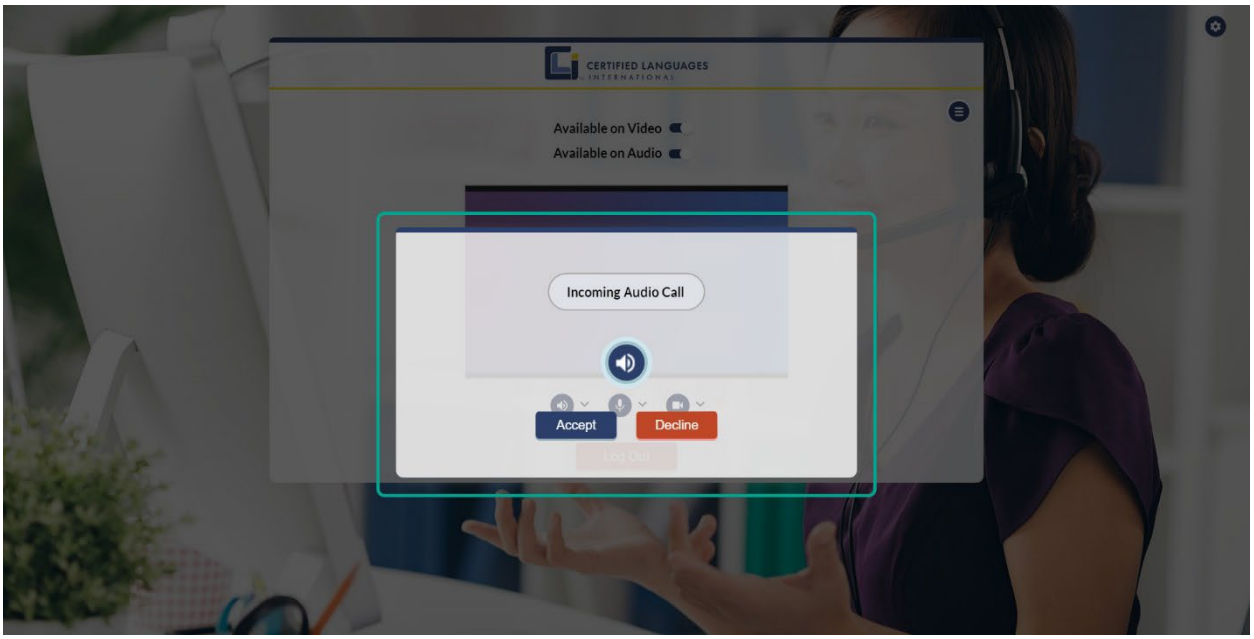
  

  - "Report an Issue" allows you to report any technical problems with the session directly to eVisit.
  - "Contact Support" will reveal info about how to contact eVisit directly for support. Note, you can still contact CLI/MERFi support via the normal means.
  - "Settings" brings you to a screen where you can change the Camera, Microphone, and Speaker settings.

Step 11: Accepting an Audio Call

You will be able to take audio (OPI) calls from MERFi without switching platforms, if you are cleared to take both OPI and VRI calls. You will also have the option to receive audio calls only through MERFi.

To receive audio calls, be sure to toggle the **Available on Audio** slider to the **ON** position.

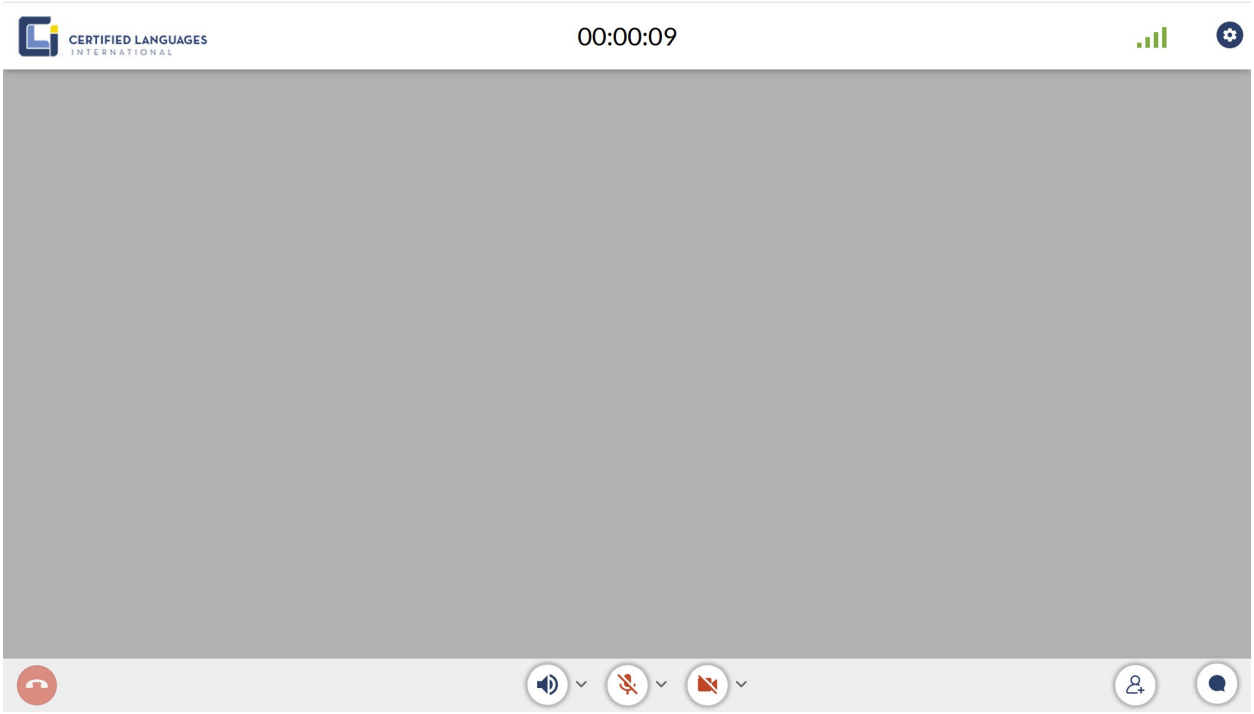


- Audio requests will pop up the same way as video requests do. The request will read **Incoming Audio Call** instead of **Incoming Video Call**.
- Click **Accept** to join the audio session.
- Click **Decline** to rejection the call.

  Note: If you click **Decline**, your **Available on Audio** status will be toggled to the **OFF** position until you are ready to toggle it back to the **ON** position.

Step 12: Audio In-Call Screen

The Audio in-call screen will resemble the MERFi Video in-call screen but there will be no video tiles. You will still have access to control your microphone.



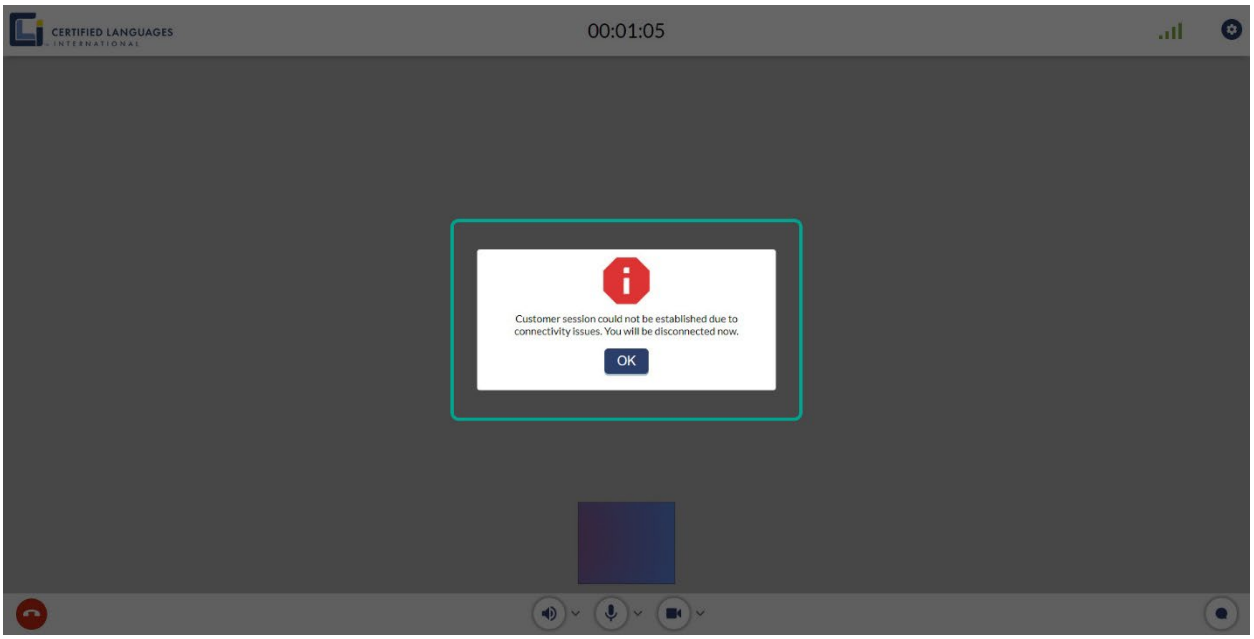
Step 13: Disconnections Caused By Internet Speed (Bandwidth)

If you (or any other participant) get disconnected because of low bandwidth, you can be reconnected once your bandwidth is re-established.

If the client gets disconnected because of low bandwidth

- First, you may notice that the client's image freezes.
- Next, the client's image will disappear. You'll see a gray screen, and you may see a pop-up message saying, "Customer has left the session."
- The client has about 30 seconds to fix their bandwidth issue.
- If the client was not able to reconnect, you'll see this message:

  "Customer session could not be established due to connectivity issues. You will be disconnected now."

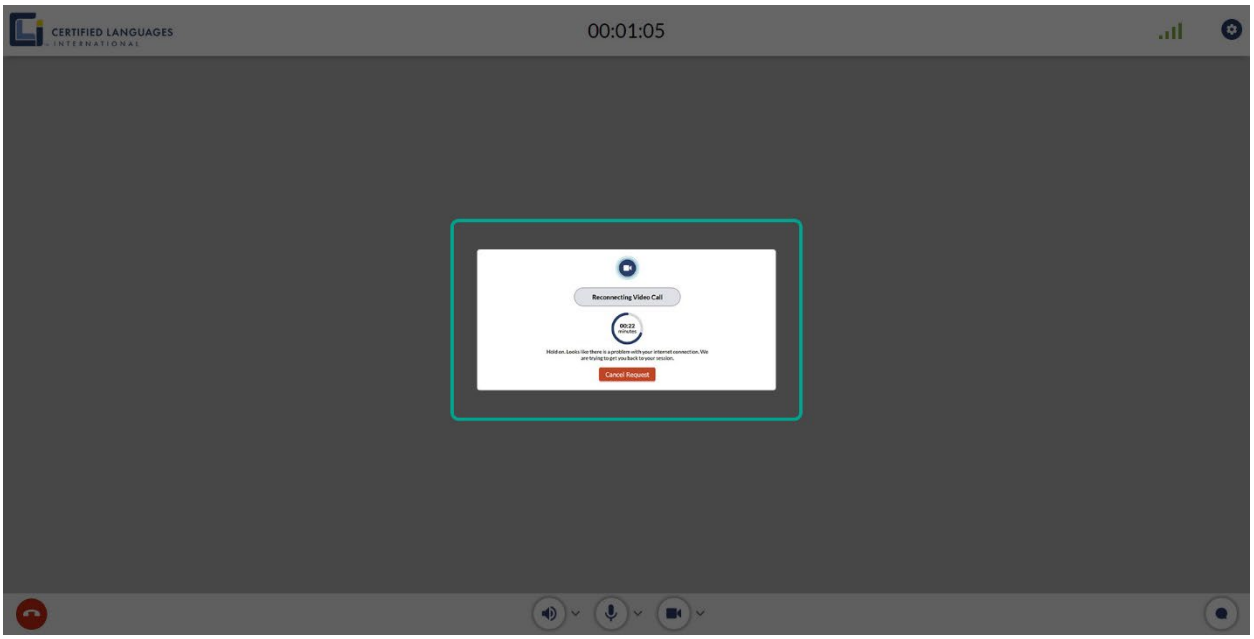


- Click **OK** to end the call.

If you get disconnected because of low bandwidth

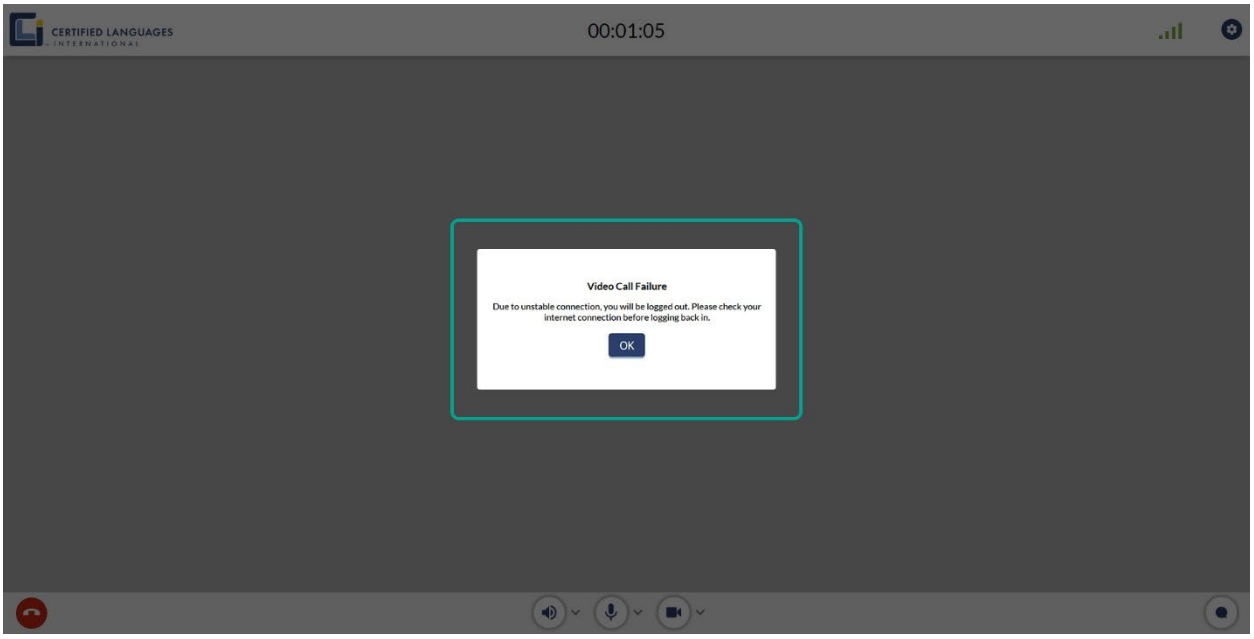
- If your internet bandwidth drops or gets cut off, the platform will give you 30 seconds to reconnect.
- You will see this message:

  "Hold on. Looks like there is a problem with your internet connection. We are trying to get you back to your session."



- 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 not able to reconnect, your session will end, you will be logged out of the platform. You'll see this message:

  "Due to an unstable connection, you will be logged out. Please check your internet connection before logging back in."



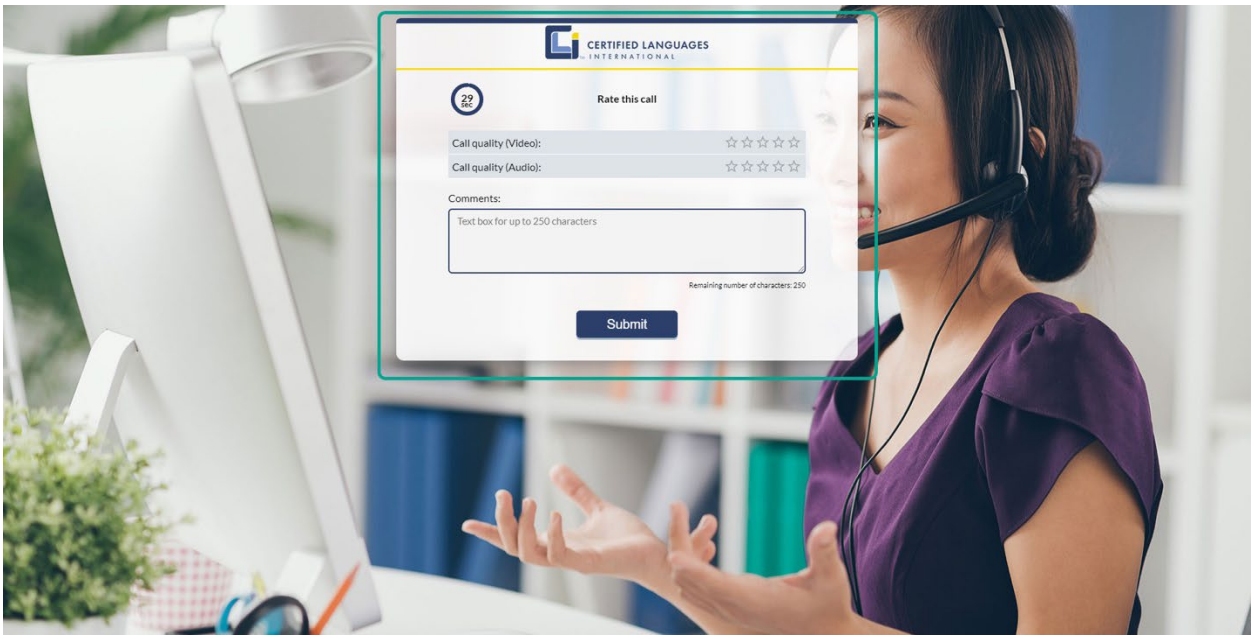
- Click **OK** to close this window.
- Once you have sufficient bandwidth, you can log back in again.

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

Step 14: Rate the Call

When the session ends, you can **Rate the Call.** Fill in the stars for video and audio quality. We also encouraged you to type in any comments.

You will have 30 seconds to submit a rating. The timer at the top left indicates how much time you have to rate the call. At the end of 30 seconds, the rating screen will close, and you will be redirected to the home page where you can receive your next call.



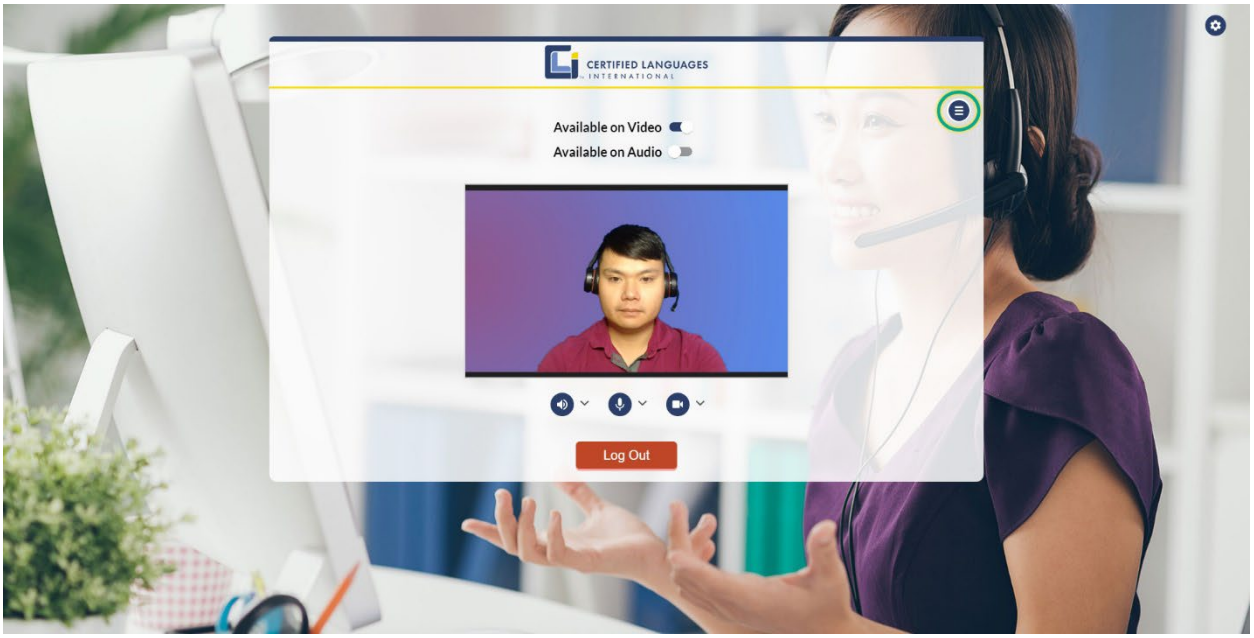
For a step-by-step walkthrough, please refer to the training video Rate the Call.

Step 15: Accepting/Declining a Scheduled Call

When a customer requests an interpreter for a scheduled session, you will be able to accept or decline the appointment from the portal.

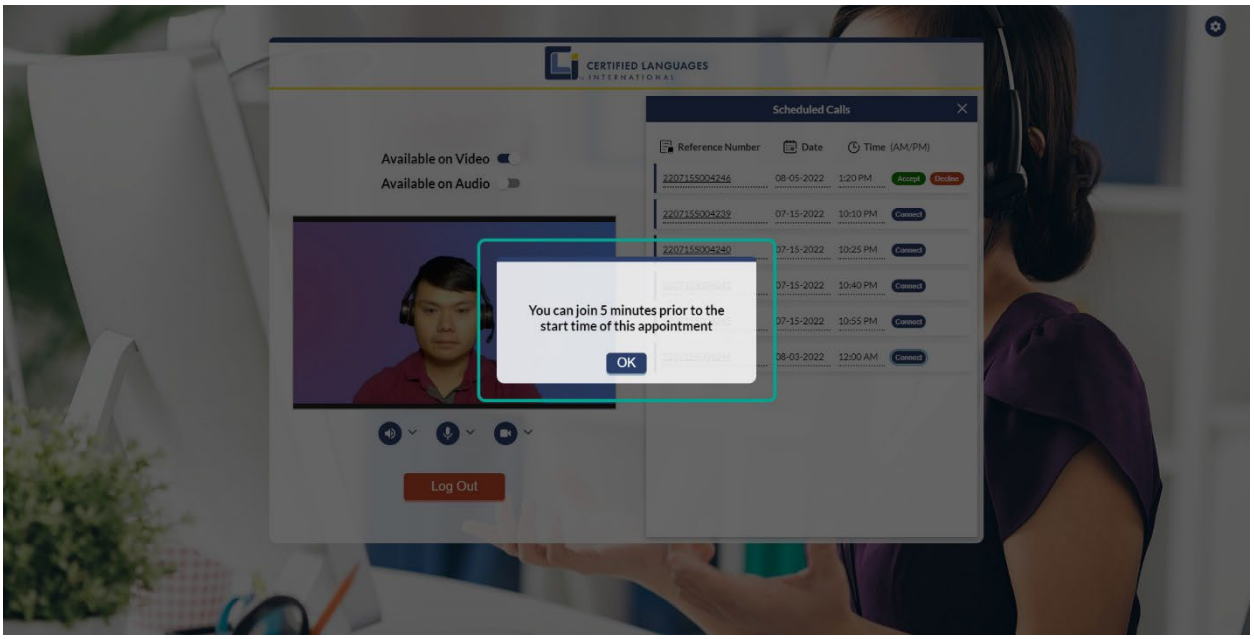
You can check all available appointments for your language by clicking the **Scheduled Call** menu at the top right of your home page.

- Click the **Scheduled Calls** menu to show a list of available calls.

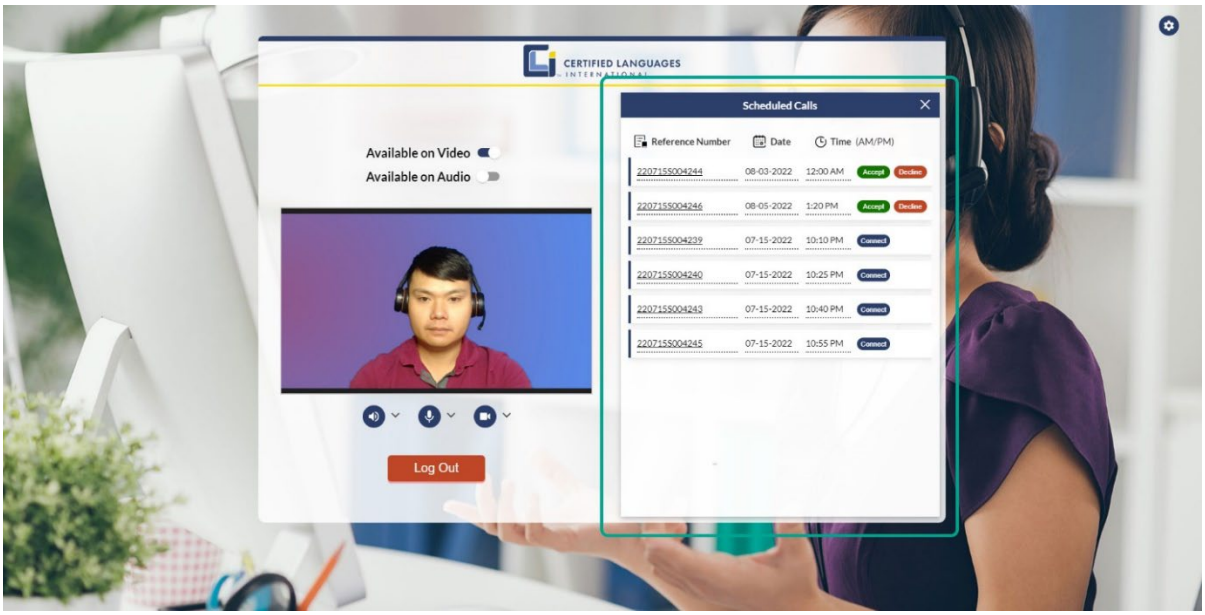


- You will see the **Date** and **Time** (in your local time) for each appointment.
- Calls you accept will move to the bottom of the list, and a **Connect** button will appear.

  Note: You will not be able to join a scheduled session until at least 5 minutes prior to the scheduled start time.

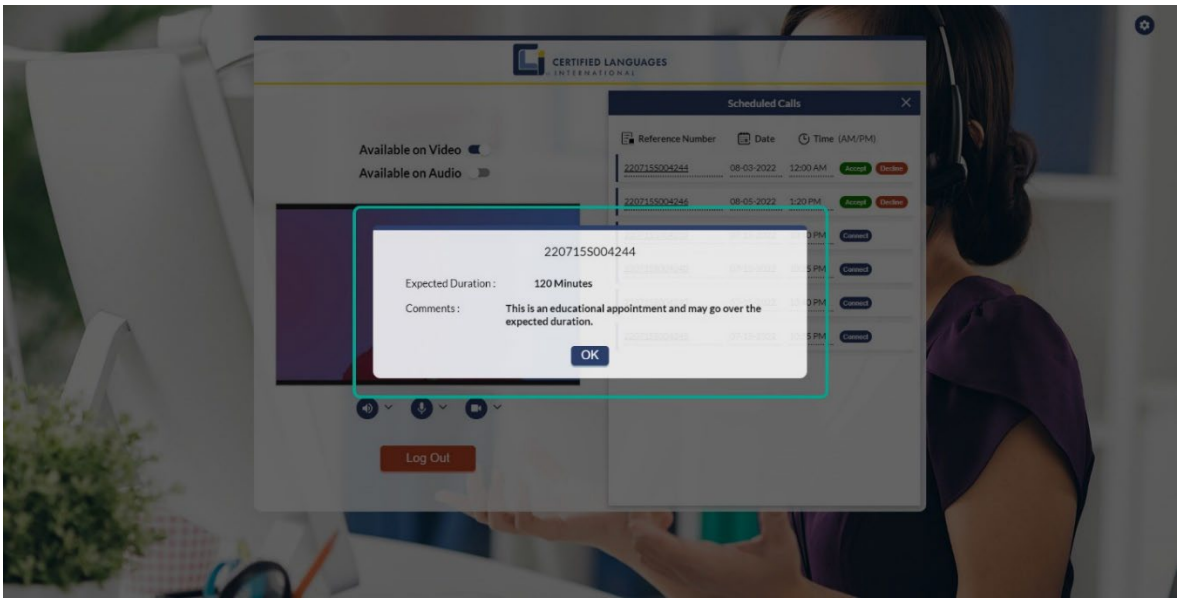


- Appointments you **Decline** will disappear from the list.



Scheduled calls go to the first interpreter to accept the appointment. If an appointment is not accepted by any interpreter, CLI staff may reach out to you to ask if you're available.

- Click on the **Reference Number** of each call to view more details.
- **Comments** are special instructions from the client.
- Hit **OK** to exit details.



When you accept a scheduled appointment, you will receive an automated email confirmation from DoNotReply@clilang.com with the subject "You are scheduled for an appointment."

The content of the email will have the date and time of the appointment and an order number for your reference.

> The appointment time is displayed in Pacific Time in the automated confirmation email. While the appointment time is displayed in your local time in the **Scheduled Calls** menu.

For a step-by-step walkthrough, please refer to the training video Accept Preschedule Calls.

Step 16: Joining a Scheduled Call

- Navigate to the **Scheduled Calls** menu.
- Click the **Connect** button on your appointment.

  Note: You will not be able to join a scheduled session until at least 5 minutes prior to the scheduled start time.
- When the customer connects on their end, you will see them in a regular in-call screen.

Please see the separate handout with more details about payment for scheduled calls.

> Please do no accept any on-demand requests **15 minutes** prior to the start of an appointment.