

Frequently Asked Questions

- **How is Video Remote Interpreting better than using a live (dynamic) interpreter?**
 - You have instant access to a sign language interpreter through VRI.
 - There is no travel time, no waiting, NO HASSLE.
 - You pay per minute and only for the time used- no minimums.
 - There is a shortage of sign language interpreters around the nation. VRI allows interpreters to serve more clients in a shorter amount of time.

- **Can AccessAmerica furnish the Video Conferencing equipment?**
 - Absolutely and at NO CHARGE!
 - **No Lease, No Maintenance/Service and No Contract Required**
 - **AccessAmerica** makes the provision of VRI services even easier with the **Virtual Interpreter™**; a mobile and sleek workstation combined with a Polycom VSX3000 video conferencing unit. This mobile cart has been designed specifically for VRI and can fit in most every type of environment and space. The high resolution video monitor is mounted on a compact cart with the patented Feather Touch™ positioning system and advanced ergonomics for user comfort and safety.
 - The **Virtual Interpreter™** provides simplicity and a no hassle way of obtaining equipment. This cost-effective, point-of-service interpreting solution is great for any entity's bottom line. Some choose this practical solution because their need for a Sign Language interpreter is temporary.
 - At a competitive flat rate, based on your usage, **AccessAmerica** provides the **Virtual Interpreter™** and a bundle of interpreting minutes. All service and maintenance of the equipment is provided at no additional cost. Additional minutes may be purchased at a negotiated per minute rate.

- **Do I have to use Polycom equipment to use AccessAmerica services?**
 - Absolutely NOT!
 - While we highly recommend Polycom because of their track record in providing a very high quality product and unprecedented service you can use any video conferencing equipment from any manufacturer.

- **Are there any hidden fees?**
 - No, there are no hidden fees. Each payment plan includes a monthly fee for a certain amount of minutes, and each additional minute used will cost the amount decided on prior to the VRI session.

- **Why do you offer Packaged Rate Plans?**
 - Packaged Rate Plans are for end-users who know approximately how many minutes they will use each month. Knowing this information, End-users can take advantage of per minute savings.
 - Utilizing a Packaged Rate Plan is a tremendous benefit to those wanting to budget their VRI usage.
 - Packaged Rate Plans offer the option to purchasing additional minutes at a reduced rate – providing even more savings!

- **How do I start a VRI session?**
 - You must first complete a registered "User Profile" with **AccessAmerica**. The profile will include:
 - Your name
 - Your billing address
 - Your phone number, email address, and IP address
 - Your credit card/billing information
 - Which payment plan best meets your need
 - Once you have set up a user profile, you have access to VRI on demand 24 hours a day, 7 days a week.
 - To start a VRI session,
 - First, do a test call (optional).
 - Call into the provided IP address.
 - An interpreter will answer and ask for the following information:
 - Your access number
 - Your name
 - Your IP address (in case of disconnection)
 - Your conversation will be interpreted.
 - After the session, **AccessAmerica** will bill you according to your payment plan.

- **Do I have to do a test call?**
 - No, but it is recommended to test your camera's speed and voice capabilities.

- **Do I have to sign a contract?**
 - No. However, signing an agreement with us not only guarantees you a set fee schedule, but an agreement will also outline needs that are specific to your circumstances.