

thebigword

**WORDSYNK
TELEPHONE
INTERPRETING
APP**

User Guide

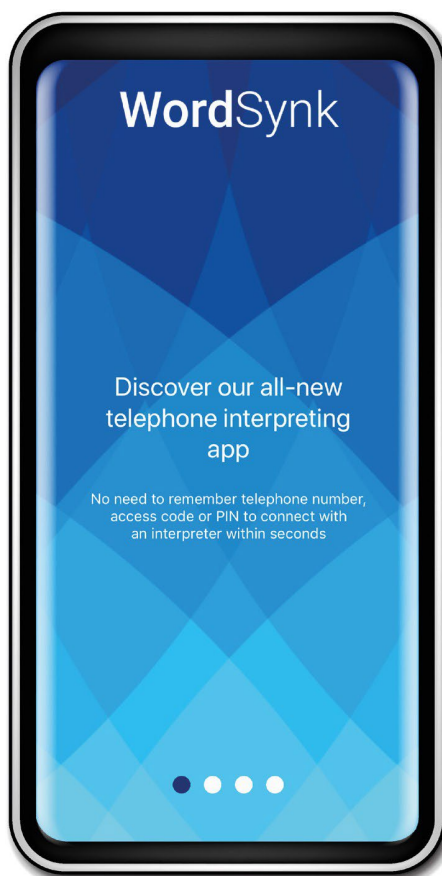
WORDSYNK USER GUIDE

WordSynk is the latest app based technology providing an efficient, clear and seamless way to communicate with a live interpreter. By following the below process, you will be able to select a language, call and be connected with a professional industry expert Interpreter in less than 30 seconds.

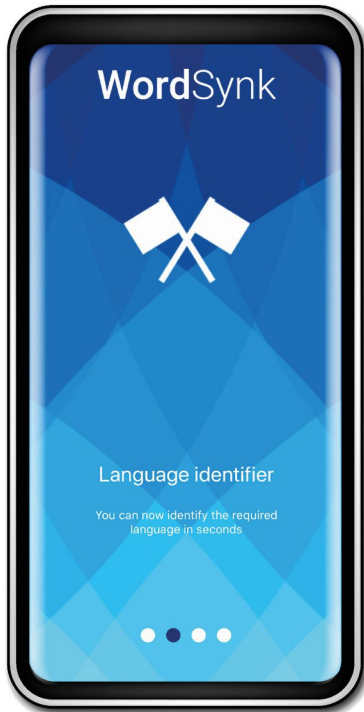
Step 1

Read the information provided about the app.

Once you have a wider understanding please press the **arrow button** that will take you through to further information.

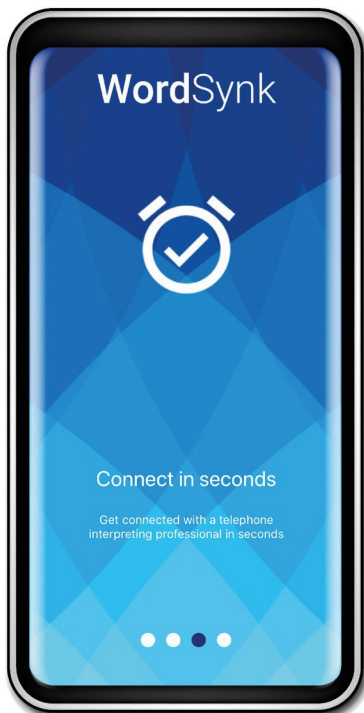


Step 2



Once you have read the information please continue onto the following page by clicking the **arrow button**.

Step 3



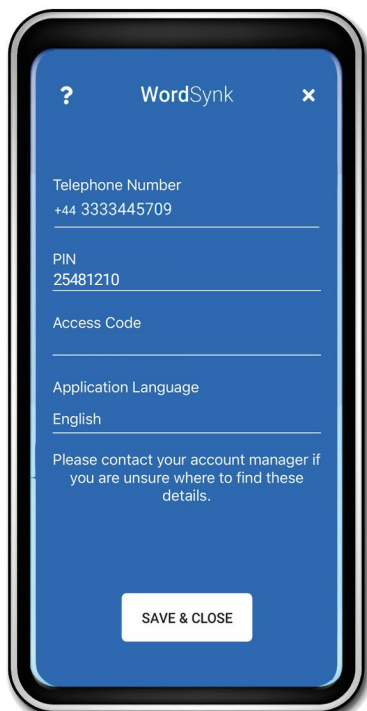
Once you have read the information please continue onto the following page by clicking the **arrow button**.

Step 4



You will now have a wider understanding of the application. If you are ready to connect with an Interpreter please click the **let's start** button.

Step 5

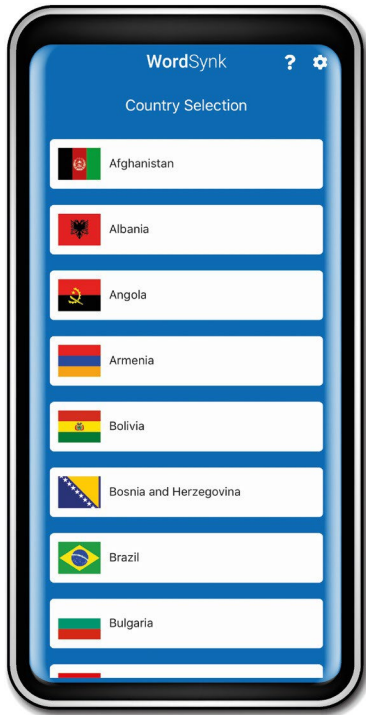


After clicking the let's start button, you will be brought to a page that allows you to input your telephone number, PIN and access code before proceeding with the call.

This page needs to be populated with the Telephone Number which is **0333 344 5709** and the generic PIN number for all users which is **25481210**.

The Access Code to be entered is your teams assigned Access Code – if you are unsure of what this is, please contact your Account Manager.

Step 6



Please select the country from where the limited English speaker is from.

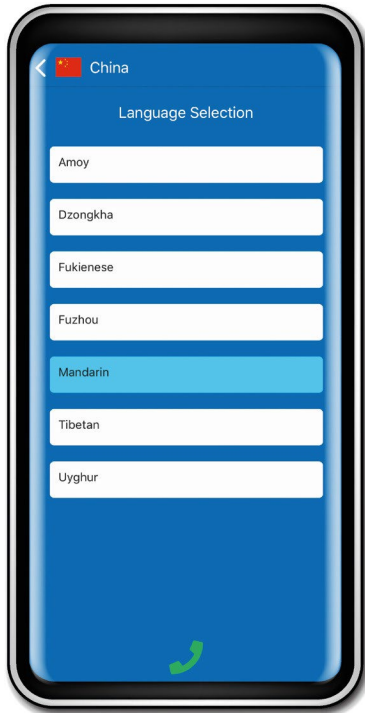
Step 7



Once you have selected the country, the different languages within this country will appear.

Please select the correct language.

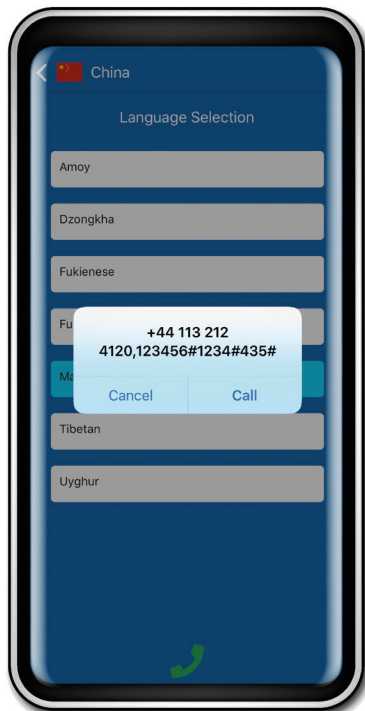
Step 8



Once the correct language is selected, the tile will be highlighted and a call button will appear at the bottom of your screen.

Click the **green phone button** at the bottom of the screen to be connect to an interpreter.

Step 9



The app will then connect to a call with a Telephone Interpreter within 30 seconds.



+44 (0)870 748 8000



www.thebigword.com



info@thebigword.com

