CAPITA

Capita LiveLINK Mobile App
Client User Guide

1. Introduction

Capita LiveLINK is used to access a professional interpreting service online or via the telephone. The service is provided by Capita Translation and interpreting, delivered by a team of approved professional interpreters and available 24/7. It can be accessed through the Capita LiveLINK Client app, or through a web portal using Google Chrome. Alternatively, telephone interpreting can be accessed by dialling a dedicated freephone Capita Telephone Interpreting number.

This User Guide describes how to use the mobile app. For information on how to access the service through the web portal or via a landline, please contact your Capita TI Account Manager.

2. Technical set up

The Capita LiveLINK Client app can be used on the following devices:
- Apple iPhone (iOS v8.0 or higher) or iPad (3 or higher) – strong 4G or LTE connection or on wireless network
- Android smartphone or device (Android OS v4.2 or higher) – strong 4G or LTE connection or on wireless network

3. Requesting an interpreter

1) After checking that your mobile phone or tablet meets the system requirements, download the Capita LiveLINK Client app for free from your mobile app store.
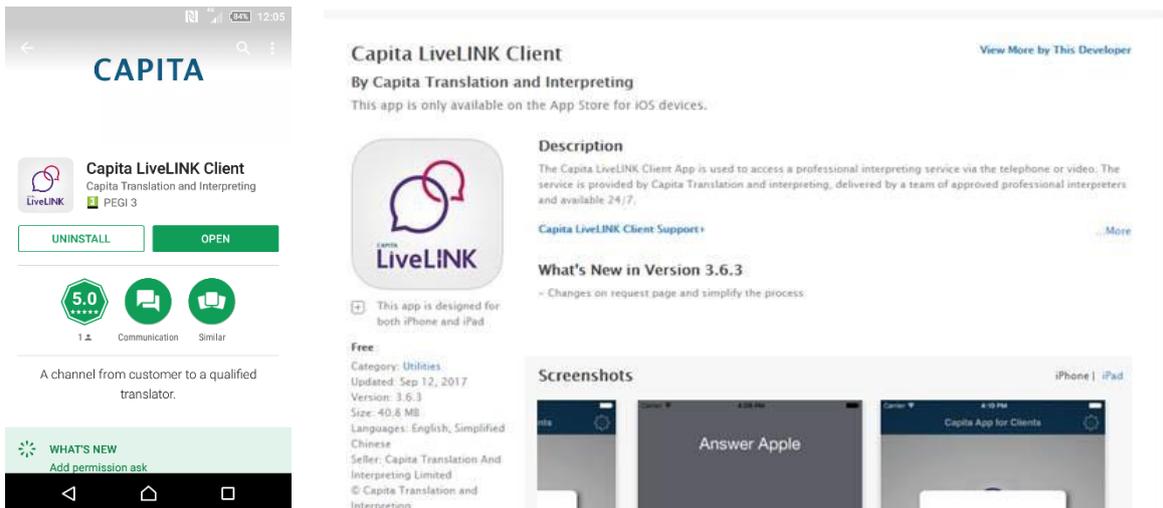
2) Once downloaded, open the app and log into your account using the details provided by Capita TI (these will have been provided to you separately).

   If you have forgotten or need to change your password, please contact your Capita TI Account Manager.

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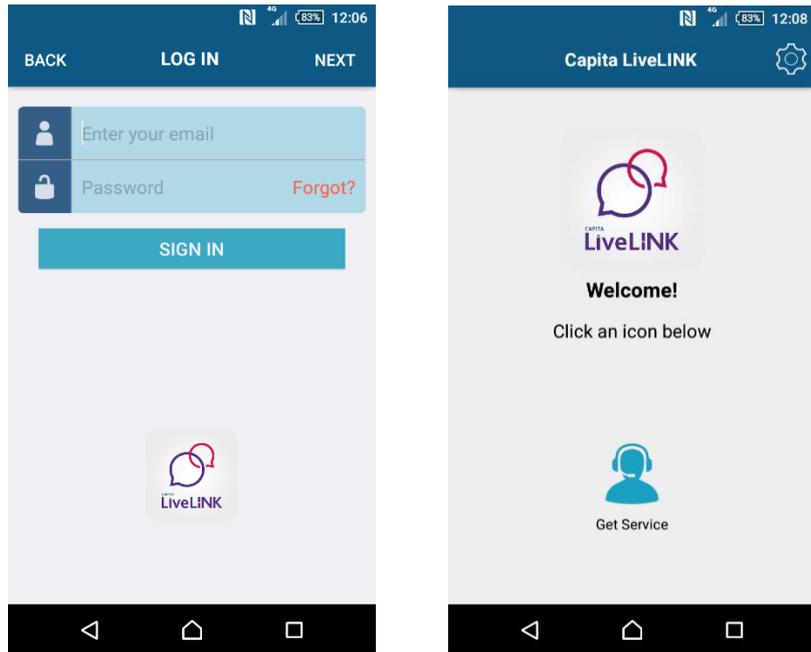
To access the telephone interpreting service, click on 'Get Service'.

3) Select the language that you require support with. By default, the language that you have recently requested will be chosen. To change it, click on 'Change' and scroll through the list or type to find the language you require.
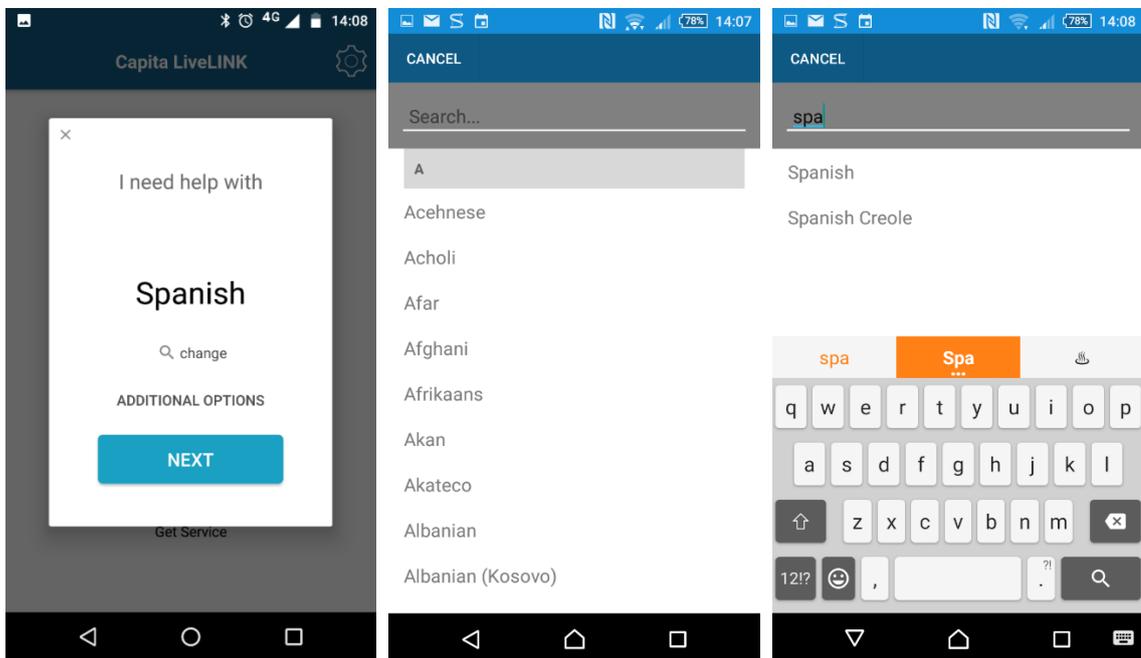
4) If you need to contact a female or a male interpreter specifically, you can choose that from the 'Additional Options'. By default, 'No Preference' is chosen.

   Select the option you require. The screen will update with a 'Save Successful' message. Click on the X button in the top left to go back to the previous screen. Then click 'Next' to request the service.
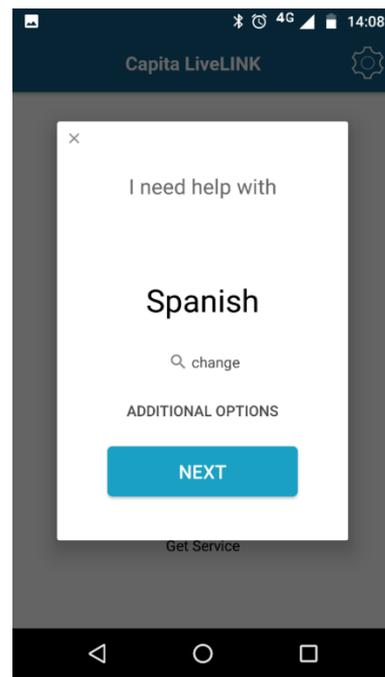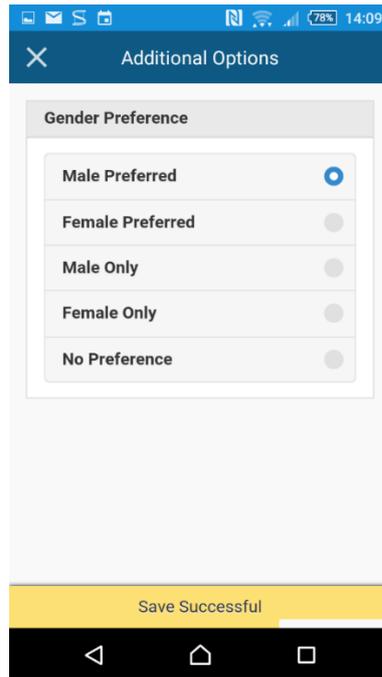
5) You will now be connected to an available interpreter that meets your requirements.
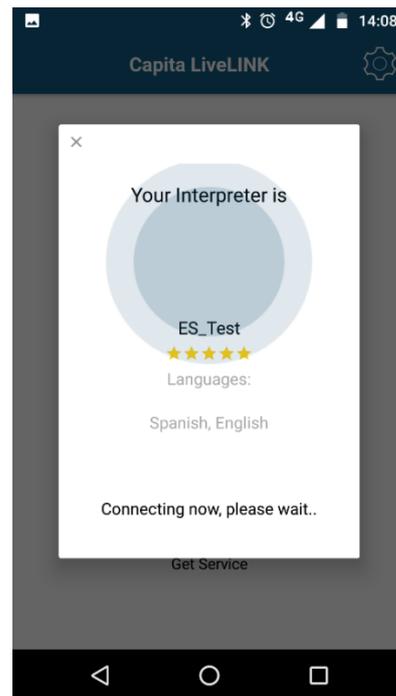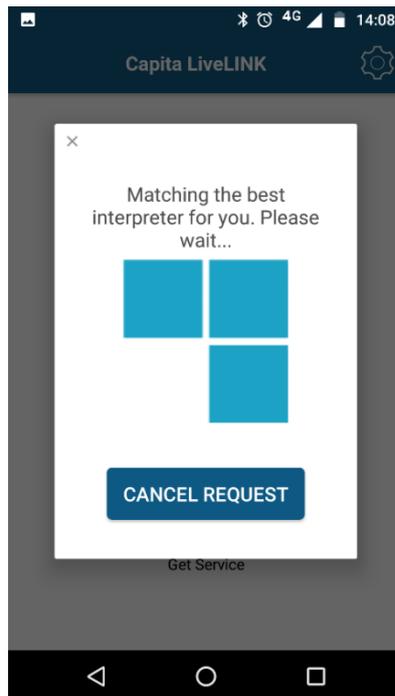
6) You can now start your call with the interpreter.

   If you don't already have headphones connected, the Speaker will be automatically enabled. During the call you can control if this option is enabled / disabled through the 'Speaker' button.

7) You can conference in a 3rd party by clicking on 'Add Call' and entering the required number.
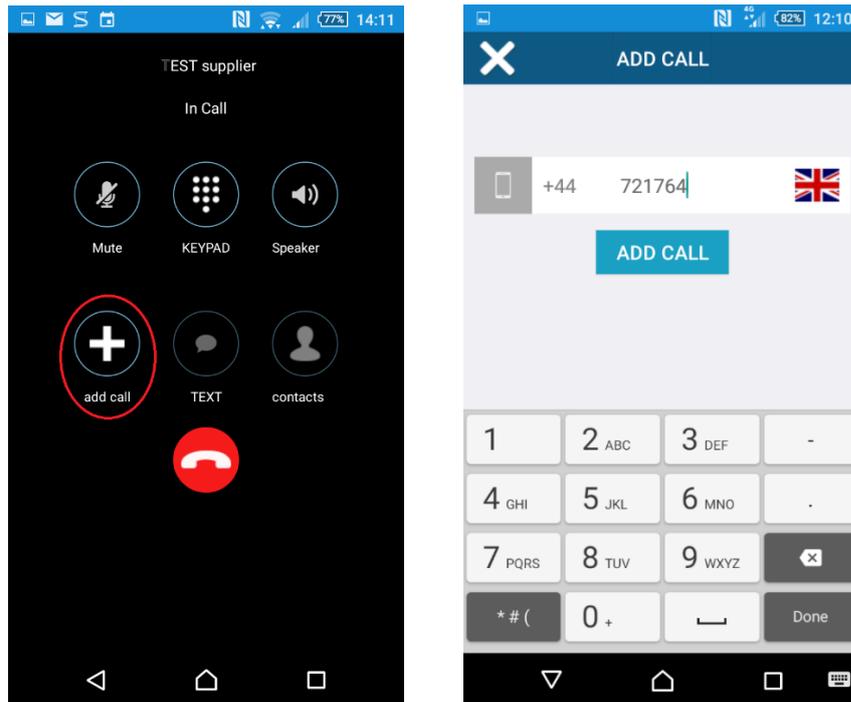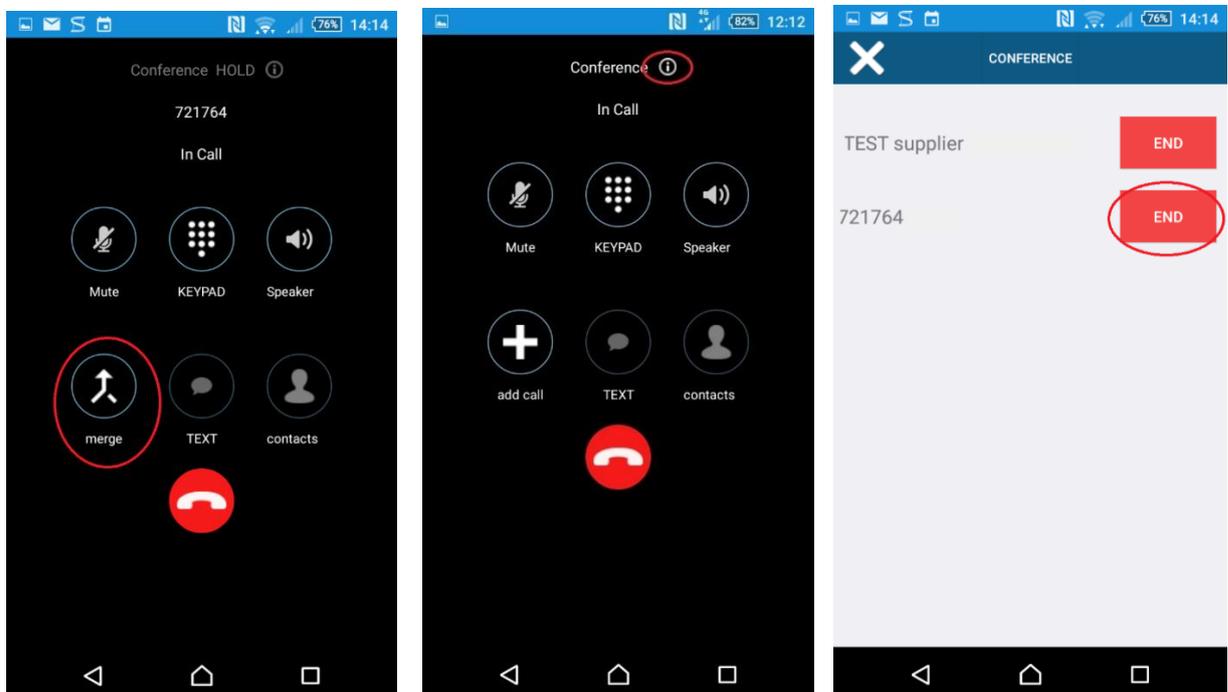
8) Once connected to the 3rd party, click 'Merge' to create the conference.

While in the conference call, you can view the participants by clicking on the '**i**' icon.
You can end the connection to the 3rd party at any point by clicking on 'End' next to the phone number.
To go back to the call, click on the X button in the top left.

Please note that the interpreter also has the ability to create a conference call with a 3rd party on their end, should you prefer this option.

9) When you would like to end the call, click on the red icon at the bottom.

You have the option for one further minute to connect back to the same interpreter if needed. Please note that if you or the interpreter previously created a conference call with a 3rd party, it would have ended when you hung up and the conference call would need to be recreated.

If you do not wish to reconnect to the interpreter, click 'I'm done'.
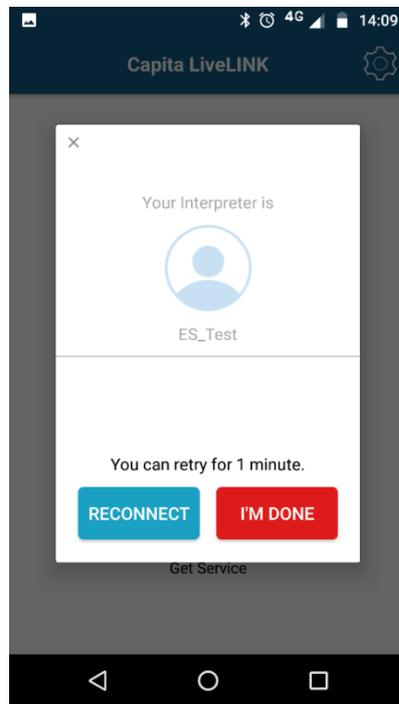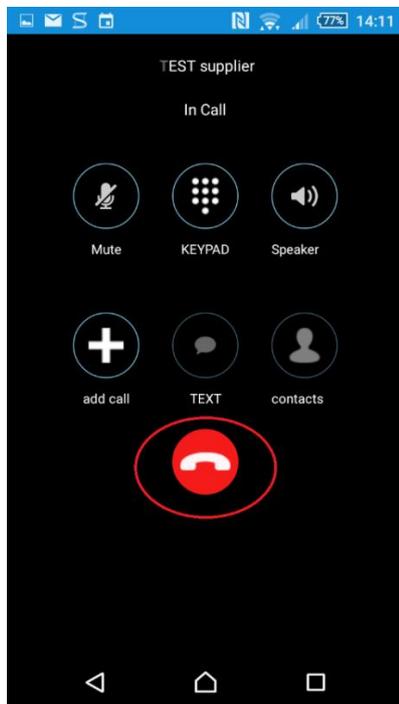
10) Please rate the service after completing the call. This feedback is used by Capita TI to monitor our service and the performance of our interpreters.
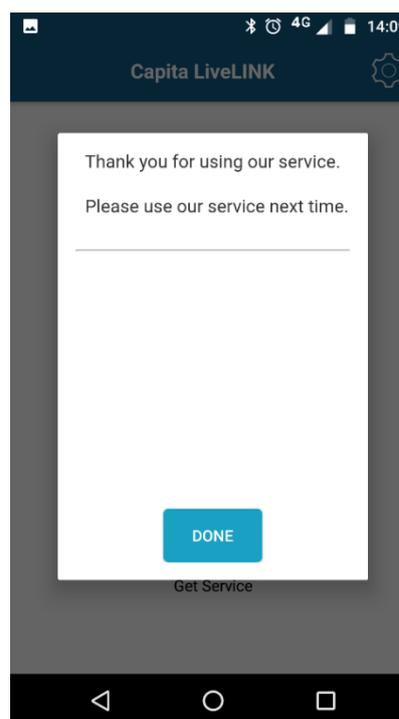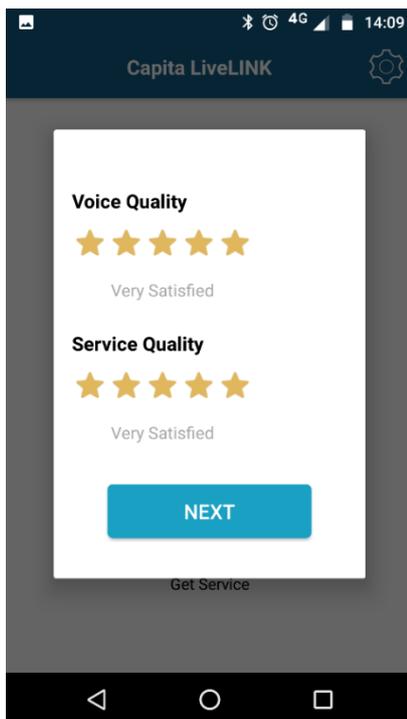
Please note: wherever possible, Capita TI will provide you with an interpreter via Capita LiveLINK, however, should it be necessary for us to use the services of our back-up supplier, you will be required to provide your PIN and required language again.