



AN INTERPRETERS GUIDE TO GETTING STARTED WITH ZIPDX MULTILINGUAL

A Tutorial in 7 Simple Steps

Abstract

This tutorial will walk you through the process of verifying that your headset, computer and internet access are suitable for use with ZipDX Multilingual. At the end of the process you'll be ready to request a live training call.

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Welcome!



This document provides a simple, step-by-step process designed to help a professional interpreter prepare for initial training in the use of ZipDX Multilingual conferencing.

This introductory process involves 7 simple steps. Start at #1 and **follow all instructions exactly!** When you have successfully completed the entire process you will be ready to request a live training call.

Step #1: A Computer

Delivering simultaneous interpretation over-the-phone with ZipDX requires the use of a personal computer. Your computer can be a laptop or desktop, running Microsoft Windows, Apple's OSX or Linux. I can even be a Chromebook.



To deliver interpretation you will use our Zipline 3.0 software, which is a web-based soft phone. You don't need to install any software to your computer, but **you must use Google's Chrome web browser.**

Chrome is available for free. If you don't already have Chrome installed on your computer [please install it now](#), and use it to complete the rest of this process.

Step #2: Wired Broadband Internet Access

To deliver interpretation over-the-phone you must have consistent, reliable internet access capable of at least 500 kbps (aka 0.5 mbps) in both directions. In practice, most cable or DSL-based internet service is more than sufficient.

We strongly advise *against* delivering interpretation over a wireless (Wi-Fi) network!



The occasional, random loss of connectivity common to wireless networks causes awkward gaps in conversation. This can result in an unsatisfactory experience delivering interpretation.

We strongly recommend using a **wired Ethernet connection** to your network switch or router.



What if my laptop doesn't have a wired network connection?

If you are using a laptop that does not have a built-in Ethernet adapter we suggest that you purchase a USB-to-Ethernet adapter. We recommend one manufactured by Pluggable that is conveniently available from Amazon.



What if my workspace doesn't allow me to run a long network cable?

In some buildings it's just not practical to run an Ethernet cable from your network router to your computer. In such cases we recommend using a Powerline Ethernet Extender. This will generally provide a **reliable, wired network connection** with minimal cost or effort.



Step #3: A Good Quality Wired Headset

You **must** use a headset to deliver interpretation via ZipDX.

We recommend a **wired headset** with **two earpieces** and a **boom-mounted microphone**. This will ensure that you hear the other participants clearly, without distraction. It also ensures that they hear your voice clearly.

There are two kinds of headsets to be considered; an analog headset or a USB-connected model.



Some older computers may have trouble delivering quality audio via USB; in this case, an analog headset will be required.

Recommended headsets

We have assembled [a list of recommended headsets](#) that includes a number of models and guidance on where they can be purchased.

Can I use a Bluetooth cordless headset when interpreting?

No! We do not recommend using a Bluetooth cordless headset to deliver interpretation. Most Bluetooth cordless headsets do not consistently deliver the call quality necessary to ensure a good experience on a multilingual call.



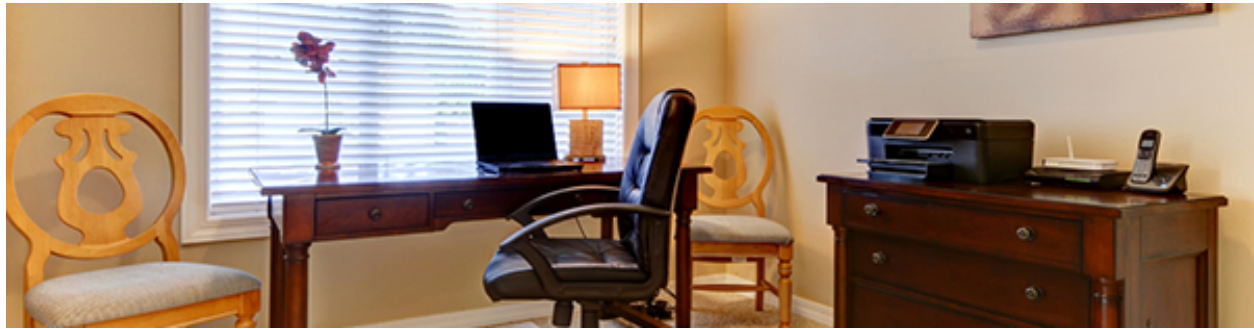
Can I use my iPhone headset when interpreting?

No! An ear-bud style headset with a microphone along the wire doesn't provide consistently good pickup of your voice. Also, it tends to pick up more ambient noise from your surroundings. Such headsets generally do not deliver a good experience to your audience.



Step #4: A Quiet Place to Work

We understand that interpreting is hard work. It takes serious concentration to keep pace with the conversation. The task is made easier if you can find a quiet place to work, free from common office or household distractions.



Take any steps possible to guard against possible interruptions. You can make your work space distraction-free with just a little planning ahead.

- Close the door.
- Put the dog outside or in another room.
- Mute the ring on your mobile phone.
- If you have desk phone set it to "Do Not Disturb."
- Put a note on the door telling others that you're busy.

Step #5: Test Your Network Speed

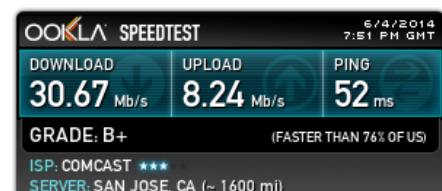
The next step is to test your internet connection to ensure that it is sufficient. We recommend that you use the speed test offered at www.speedtest.net.



The speed test allows you to select a server against which to test. Since the ZipDX servers are located on the US West Coast you should select a West Coast server when performing the speed test. Ideally, choose either "San Francisco" or "San Jose" as this will most closely match your call path to ZipDX.

With the west coast server selected, begin the test and verify that your "download speed" and "upload speed" are both at least 0.5Mb/s.

The example test result shown confirms that the San Jose server was selected and the measured speed is more than adequate.



Step #6: Making a Test Call

If you are using Chrome to view this web page you can conduct a test call to experience Zipline 3.0 for yourself. There are four goals in making this test call:

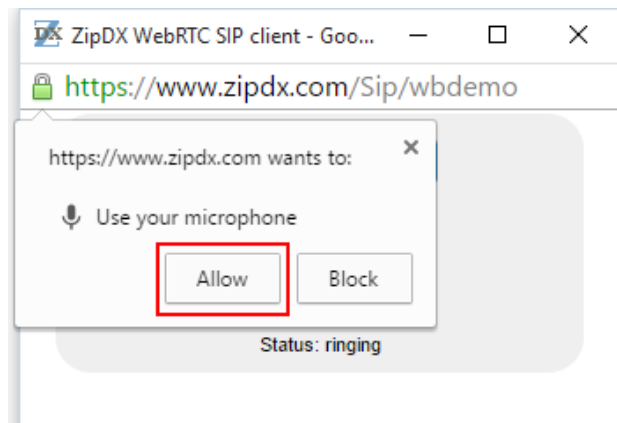
1. Tell Chrome to allow Zipline 3.0 access to the microphone
2. Verify proper network connectivity to ZipDX servers
3. Confirm that you can hear the call in your headset
4. Ensure that Chrome is using the correct microphone

Before you make that initial test call it's helpful to know in advance how you will be prompted by the browser, and how to respond in each case.



1. Allow Microphone Access

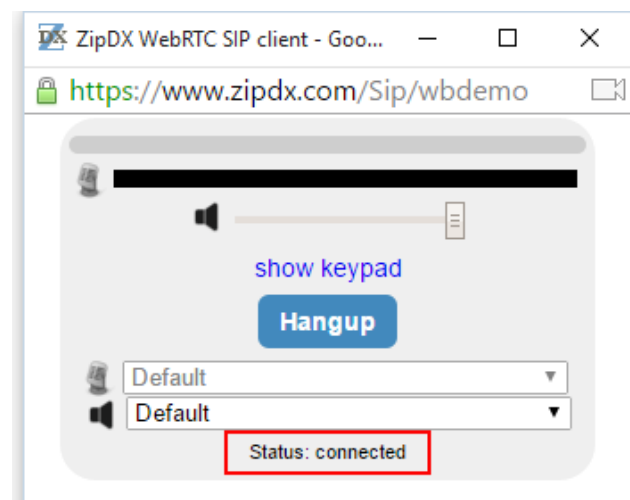
When Zipline 3.0 opens in a new browser window it requests access to the microphone. Chrome will initially prompt you to ask if this should be allowed. Click on the **Allow** button.



Chrome remembers this decision, so you will not be prompted again when accessing Zipline 3.0 on this computer.

2. Confirm Network Connectivity & Audio Playback

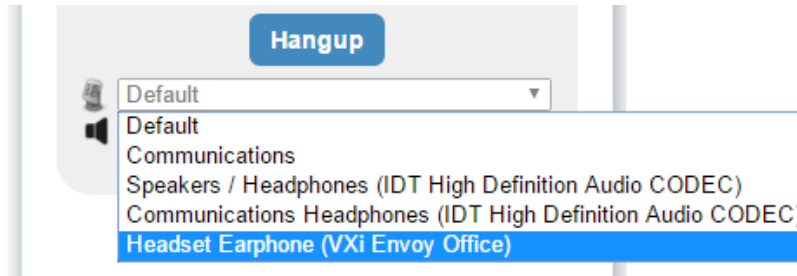
Once connected to the ZipDX demo service you should hear a brief welcome announcement, followed by a recorded NPR story. If you don't hear anything at all check the **status** indication at the bottom of the web phone.



If it indicates something other than **“connected”** there is a problem with your local network. Something is blocking connectivity to the ZipDX servers.

You will need to enlist the help of local IT support to allow SIP connections to ZipDX. You won't be able to use Zipline until this matter is resolved.

If the status is shown as **connected** but you **don't** hear the playback in your headset use the speaker pull-down menu to select your headset as the audio playback device.



If your headset is not explicitly listed (as pictured above) try different options until you hear the sound in your headset.

Once you **do** hear the NPR story in your headset you can proceed to check the microphone setting.

3. Confirm Correct Microphone Selection

When connected to the demo service the Zipline 3.0 user interface is very simple.



The line to the right of the microphone icon is a voice activity meter. It should be animated, moving as you speak. There's also a volume control that allows you to reduce the volume in your headset.

There's a link labelled **show keypad**. Click on this to reveal a standard telephone-style dial pad.

Click on the **9** button to invoke an echo test. This will help you confirm that your headset microphone is the one actually in use.

You'll hear a brief announcement, then your voice will be echo'd back to you slightly delayed.

Tap on your headset microphone.

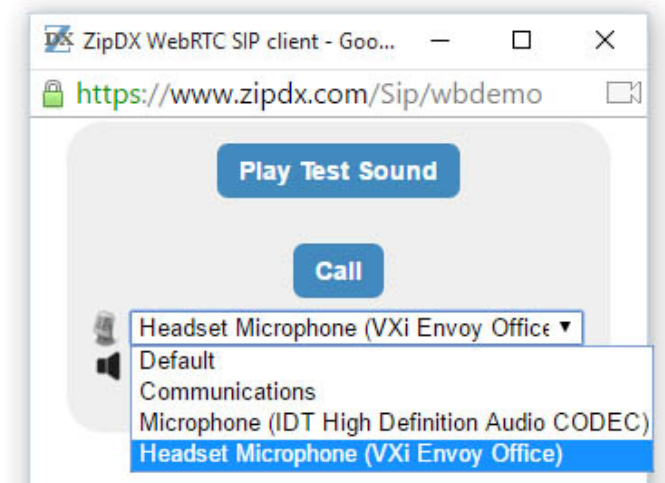
If you hear the tapping returned as loud, clear thumps then you know that the headset microphone is active. You can hang up the test call.

If you **don't** hear the tapping returned as loud, clear thumps then a different audio device is in use. You need to change which microphone Chrome will use for Zipline 3.0.

4. Changing the Active Microphone

To select a different microphone you must first click the **Hangup** button. You may be prompted to be certain that you wish to hangup the call.

Once disconnected you can use the microphone pull-down menu to select a different microphone. Select the one that corresponds to your headset.



If you have an analog headset the appropriate device may be listed as merely "Default" or "Microphone." If you have a USB-attached headset it should be listed by name, as was the case with the VXi Envoy Office, pictured above.

Once you've selected a different microphone click on the **Call** button to rejoin the test call.

Revisit the prior step, pressing 9 to start the echo test, then tapping on your microphone to confirm that the headset microphone is the one actively in use by Chrome.

5. Make the Test Call

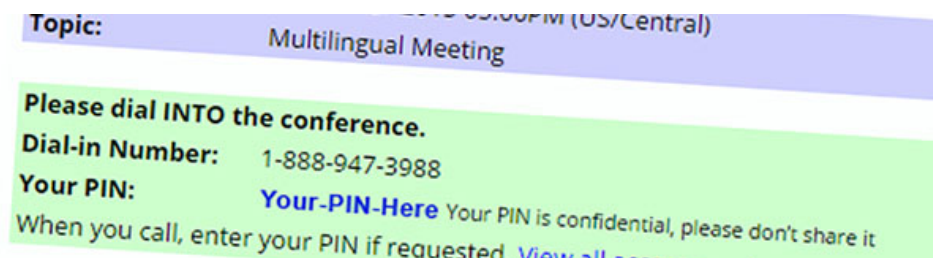
Now that you know what is supposed to happen, and what you need to do, go ahead and [make the test call](#).

When the Web Phone window opens please go through the steps outlined above.

Once you have successfully completed a test call press the **Hangup** button to end the call, then proceed to the next step in this introduction.

Step 7: Joining a Call Using the ZipLine 3.0 Web Phone





When you arrange a live training call you will receive an invitation via email. That email includes your PIN. Login to www.ZipDX.com using your email address and PIN.




The very first time that you login you will be prompted to add some contact information to complete your profile. With your profile completed you will be presented with a Home screen that includes areas for **In Progress Conferences** and **Pending Conferences**.

[Access an in-progress conference](#) not shown below using a conference code.

[Call Me Now](#)

| In Progress Conferences | | Conferences not showing up? Refresh. | | | |
|-------------------------|----------------|--|---|---|---|
| Topic | Organizer | Online Tools | | | |
| Meeting | Michael Graves |  WebShare |  Transcript |  Web Phone |  Dashboard |

If the call you are scheduled to join has already started you will see it listed under In Progress Conferences. Clicking on the Web Phone link will launch Zipline 3.0 and place you into the call.

| Pending Conferences | | | |
|---------------------|----------------|------------------|---|
| Topic | Organizer | Scheduled Start | Code |
| Meeting | Michael Graves | 2017-03-22 13:37 | 541042 |
| | | | Delete Set opt-out |
| | | |  Web Phone |

If the call is scheduled to start soon, but has not yet started, it will be shown in the list of Pending Conferences along with a Web Phone link.

In this case, clicking on the Web Phone link will cause the call to be started, launching Zipline 3.0 and making you the first participant in the call.