Video Remote Sign Language Interpreter Services
Instructions for Set Up and Use

Video Remote Interpreting (VRI) should be used when you are working with an individual who uses American Sign Language to communicate. It can be used to provide them with simultaneous signing of a conversation or meeting.

Our primary vendor is SignOn. Our secondary vendor is DeafLink. Schedule your VRI session with SignOn when you have advanced notice of the meeting (24 hours or more.)

Generally, SignOn and DeafLink work if there is access to the City's computer network (with adequate bandwidth) and without firewalls to prevent access. Most agencies in the City-County and Municipal Buildings can use SignOn without a problem. Check with Information Technology to determine if bandwidth is adequate and that firewalls will not be a problem.

The City has a number of sets of equipment. The following departments have their own equipment: Emergency Operations Center/Water Utility, Fire, Health, Monona Terrace and Police. Each of these agencies should have their own contacts for reserving their equipment. For other locations, see information below on reserving the equipment.

We recommend trying out the equipment prior to the scheduled meeting so that any connection problems can be worked out well ahead of time.

RESERVE THE EQUIPMENT

You will need to reserve the Polycom equipment. You may do this by contacting the Department of Civil Rights, Jason Glozier at 266-4910 or jglozier@cityofmadison.com.

CHOOSE A VENDOR

You will also need to notify the SignOn company of the date, time and approximate meeting length in advance. You may call them at:

- (206) 230-4372 (24 hour Answering Service)

DeafLink can be called for emergency, unscheduled services. However, it is best to call them in advance when possible. They will also ask for the date, time and approximate meeting length. You may call them at:

- (210) 590-7487

EQUIPMENT PICK-UP/SIGN OUT

City-County Building

The City-County Building equipment is stored in Room 519, City-County Building. First, pick up the access key in Room 523 (Department of Civil Rights) and then proceed across the hall to pick up the equipment in Room 519. When you pick up the access key, you will be asked to sign out the equipment (similar to signing out a City car).
The equipment is sitting on a cart with wheels in a small alcove located on your immediate right once you enter Room 519.

Polycom camera, base, remote control and microphone (clockwise) in CCB:

Madison Municipal Building

The equipment for the Madison Municipal Building is stored at the Madison City Channel in Room 210. You will need to email Brad Clark ahead of time (bclark@cityofmadison.com) to schedule when you can pick up the polycom.

Polycom camera, subwoofer, microphone, and remote control (clockwise) in MMB:
**It is recommended that equipment be set up and tested at least a half-hour prior to your meeting.**

**EQUIPMENT SET-UP**

1. **Position:** Locate the cart so the computer monitor faces the individual that the interpretation is being performed for. They need a clear line of site, and the camera needs to be pointed at them so that the sign language interpreter can see them and provide a translation for you of anything they say using American Sign Language. No one else needs to be in the camera’s line of sight. The interpreter will hear you through the microphone and translate your words for the deaf individual.

2. **Power:** The monitor and the Polycom Unit should already be plugged into the cart. You will need to plug the cart’s electrical cord into a working grounded electrical outlet. The power connectors are circled in red in the diagrams above.
   - In the CCB, turn the Polycom on by pressing the button on the front of the base box. You should see a blue indicator light.
   - In the MMB, press the power switch on the right side as you face the back. You will see a green indicator light on the front when the Polycom unit is on.
   Turn the monitor on by pressing the power button in the lower right-hand corner.

3. **Network:** Connect the Polycom unit to the City network. A network cable should already be plugged into the Polycom. If not, a computer cable should be stored in the lower compartment of the cart. Connect one end to the back of the Polycom unit and plug the other end into a City Network connection (see the yellow circle on the diagrams.) You may also plug the computer cable into a working Cisco IP phone jack.
You should see an IP address starting with either “192.168.x.x” or “172.23.x.x” on the bottom of the screen. If instead you see 0.0.0.0, try moving the cable to a different network jack or to an IP phone jack. Also be sure that you have plugged the network cable into the correct jack on the Polycom unit. If you still have a bad IP address, call the Help Desk at 266-4193 and ask for the Network Communications team.

4. **Microphone**: Be sure the microphone is connected. The microphone can be placed anywhere in the room. See the green circle in the diagrams for connecting the microphone.

5. **Focus the Camera**: Remove the foam from around the camera so that it can move freely. When you turn on the unit, the camera will usually swivel a few times and should then focus on the person the interpretation is being performed for. If it is not pointing at them, you can adjust the angle of the camera with the remote control. Several preset angles have been set up. Use the number buttons on the remote to move through the presets until you find the right camera position.

**Test**
You will see the following list of speed dials on the Home screen:

1. SignOn (69.164.170.72)
2. SignOn (69.164.170.73)
3. SignOn (69.164.170.74)
4. Test SignOn
5. DeafLink VRI (66.211.1.170)

To test the system, arrow down to “4 Test SignOn” and press the “Call” button on the remote. If you connect to the test site, everything is set up correctly. Press the Hang Up button to end the test. (See last page for diagrams of remote controls.)

**Start Your Meeting**
When you are ready to begin, select the SignOn station from the menu and press the Call button. **If this does not connect you to SignOn, call SignOn at (206) 230-4372.** If your VRI session is with DeafLink, arrow down to the last option on the Home screen labeled “5 DeafLink VRI.”

An interpreter should appear on screen. Be sure to tell him or her you are calling from the City of Madison.

Keep track of your connection time. The City’s contract with SignOn provides a limited number of minutes each month. If we are close to exceeding this number, we may try to postpone some meetings until the next month to avoid per minute charges from SignOn.

**Ending Your Meeting**
When you have completed your meeting, tell the interpreter you are disconnecting. Then press the “Hang Up” button on the top of the remote. This will disconnect you from SignOn or DeafLink.

You may now disconnect all the equipment and put it back on the cart the way you found it.
Return the SignOn cart and equipment to Room 519 and return the access key to the Department of Civil Rights in Room 523, City-County Building. If you are in the Municipal Building, return the cart to room 210.

Please also email DCR at chill@cityofmadison.com and let them know how many minutes you were connected to SignOn.

If Your Meeting is Cancelled
1. Remember to contact the Department of Civil Rights to notify them of the cancellation, and
2. Contact SignOn or DeafLink and let them know about the cancellation:

   SignOn
   Email: terps@signonasl.com
   Phone: (206) 230-4372
   Fax: (206) 632-0405

   DeafLink
   Email: info@deaflink.com
   Phone: (210) 590-7487
   Fax: (210) 590-7203

Problems?
You may call Christie Hill at the Department of Civil Rights, 267-8634, or the HelpDesk, 266-4193.

Troubleshooting Tips for Network Connectivity
- If you can plug your laptop into the network jack and check your email without using VPN, the jack will work.
- If there is a working Cisco IP Phone in the room, the jack it is using will work.
- Check network connectivity lights on the NIC. You should see a green and amber light.
- On the lower right corner of the monitor, you should see an IP address starting with either 192.168.x.x or 172.23.x.x. If you see 0.0.0.0, call the Help Desk at 266-4193 and ask for the Network Communications team.
- Whenever possible, test the network connection well in advance of your video conference. For assistance, call the Help Desk at 266-4193.
- If you have trouble connecting to SignOn, but you have an appointment and your test was successful, call the SignOn emergency line 1 (866) 446-6496, or call Karen Graham (1-847-387-9000) or Alyson Picus (1-206-838-0413) for help with SignOn.
Remote control in City County Building:

Remote control in Municipal Building:

Dial

Hang up

Navigate to Home screen

Mute microphone

Dial

Hang up

Navigate to Home screen

Mute microphone