

Interpreter Access Instructions

All information on this document is confidential and belongs to the agency listed. Not for distribution outside of this agency

Agency Name: Syracuse Police Department Patrol

1. Dial: 1-866-998-0338
2. Enter your account number 33126
3. Enter your pin number 8419
4. Enter your Badge number followed by #, then Press "1" to confirm
5. Select the language you need
 - Press 1 for Spanish
 - Press 2 for Nepali
 - Press 3 for Arabic
 - Press 4 for Swahili
 - Press 5 for Somali
 - Press 6 for Kinya/Rwanda
 - Press 7 for Burmese
 - Press 8 for Mandarin
 - Press 9 for Russian
 - Or Press 0 for all others

(No need to listen to entire audio prompt)

Hold temporarily as you connect to an interpreter
Backup #1, 1-844-541-3961
Backup #2, 1-530-361-6782

For your reference:

Voiance Account Number: 501033126
Four-Digit PIN: 8419

Contact Voiance




Phone: 1-800- 481-3289 | support@voiance.com | www.voiance.com

ACCESS AN INTERPRETER

1. Login **USERNAME:** SyracusePD@cyracomvri.com

PASSWORD: video123

2. Select the Language

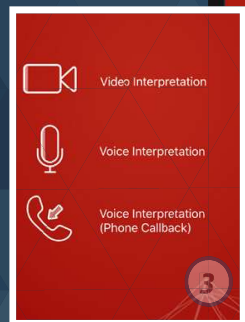
-  Favorite Languages Bar *(most frequently requested)*
-  Search Language Field, or
-  Scroll through Alphabetical List of Languages Provided.

3. Select Type of Session

4. Enter Session Data
(if prompted)

5. Session Connects

During the session, call functions are available.



AUDIO CONTROL

- Select speaker device
- Allows Bluetooth speaker connection



CAMERA CONTROL

- Flip between front and back facing camera



MICROPHONE CONTROLS

- Mute or unmute yourself



VIDEO CONTROL

- Enables privacy shade for patient



Account #: 501033126
Pin#: 1001
Username:
SyracusePD@cyracomvri.com
Password: video123