Customer manual Capio Live Interpreters App

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General:
1. The Capio-app is **developed** to support remote consecutive and conversation interpreting in situations of small groups of participants in one room, face-to-face conversations or in situations in which each conversation participant is elsewhere on the world.
2. Capio also supports sign language interpreting.

Usage:
- Consecutive interpreting is as follows: Applicants pause after they have said a couple of sentences. The interpreter then translates what is said. Your different language interlocuter(s) will also take breaks, just like you, between what he or she says.
Consecutive requires full concentration, therefore participants should not talk at the same time and let each discussion participant and the interpreter finish talking before you react. Only in this way can the conversation continuous smoothly.

Register as a customer and access the interpreters:
1. After the download from the App Store register your customer data once (name, address, e-mail and password etc.). The 'Register' button is located in the bottom of the opening screen, underneath the 'Login' button. By pressing 'next' you automatically go to the next registration entry field and finally press the register button.
2. After completing your registration as a customer Capio you immediately receive a welcome e-mail containing your information.
3. To realize access to the interpreters for you, Capio needs to verify your account once. To authenticate your account, Capio requires a payment of 1 euro. Capio informs you about this invoice by e-mail right after registration. After this 1 euro transaction (once-only after your first registration as a customer) has been completed our interpreter services and interpreters are immediately available without further delay or payments on beforehand.
4. Capio developed the Capio-app that you remain permanently logged in, in this way the app is permanently on standby and the next deployment of an interpreter is realized quickly and easily.
5. If you log out and want to log in again afterwards, you can do so with your e-mail address and your password.
6. With your registration you admit that you have read and accepted the disclaimer, the privacy statement and the conditions of use.

Select and enable an interpreter:
1. Select a language combination of your choice by pressing the left language box (box with flag, language code and language description), scroll through the language list and click on the language of your choice. Then confirm your choice by pressing the left language box. The language of your choice turns black in color after confirmation.
Repeat these steps for the right language box.
2. Mark the desired specialization(s) that the interpreter of your choice must have. Marking the specialization(s) is not required.
CEF levels stands for Common European Framework for languages levels. The C2 level stands for 'near native'. C1 is the highest level, native. Almost interpreter is qualified C2 for their studied language. Sworn interpreters are active in the judicial system.
A maximum of 3 specializations are shown on your telephone screen for each interpreter. A tablet shows more. In spite of your specialization selection, is always taken into account selecting the interpreter of wishes.
3. The interpreters who match your choice criteria will appear on the screen. Interpreters having a small 'green dot' in front of their name can be called immediately, or you can just make an appointment with them. Interpreters with a 'gray dot' in front of their the name can only be scheduled an appointment via 'Plan meeting'.
4. Making a connection may technically need a bit of time also the interpreter must need the time to respond, it is advisable to let the ringer signal transferred to the interpreter ring at least 8 times.
5. If no interpreter appears on your display please try your second best language.

Select and enable a sign language interpreter:

1. Select a sign language corresponding to your own language by pressing the left language box (box with flag, language code and language description), scroll through the language list and click on the language of your choice. Then confirm your choice by pressing the left language box. The language of your choice turns black in color after confirmation.
   Repeat these steps for the right language box. The chosen languages (left and right) should be the same.
2. Only mark the 'Sign language' specialization that the interpreter of your choice must have.
3. Maximum of 3 specializations are shown on the screen of your telephone for each interpreter, a tablet shows more. Your specialization selection, however is always taken into account.
4. The interpreters who match your choice criteria will appear on the screen. Interpreters having a small 'green dot' in front of their name can be called immediately, or you can just make an appointment with them. Interpreters with a 'gray dot' in front of their the name can only be scheduled an appointment via 'Plan meeting'.
5. Making a connection may technically need a bit of time also the interpreter must need the time to respond, it is advisable to let the ringer signal transferred to the interpreter ring at least 8 times.
6. If no interpreter appears on your display please try your second-best language.

Making appointments with an interpreter:

- Planning a meeting with an interpreter in CE(S)T (= Central European (Summer) Time). Scroll through the calendar of the interpreter of your choice and mark your desired date and start and end time, in blocks of 15 minutes. To secure enough conversation time, the reservation time is 30 minutes. In this way you're assured of sufficient available time of the interpreter not have afraid immediately after your reserved time the interpreter is working for someone else. It is up to you as customer how long a call or conversation actually lasts. The gray marked parts in the interpreter's calendar signals that the interpreter is NOT available. You receive a notification if the interpreter is not available at your desired date & time, use the button at the top left of the screen to go back one step and see if another interpreter is available for that specific date and time. Menu option 'Appointments' lists your appointments.
- Check your appointment list regularly.
  At least 30 minutes before appointments (CE(S)T) the interpreter and yourself will be reminded for the appointment by e-mail. The initiative to start the conversation in every appointment is to the customer. You as a customer starts the conversation call with the interpreter at the beginning of the appointment by pressing the appointment in your appointment list and start conversation.
  If an appointment in your appointment list colors in a red, the interpreter has refused your appointment request. By clicking on that 'red marked' appointment you can immediately make a new appointment request with this specific interpreter. You can remove your own appointment requests yourself by swiping it to the left. If you want a previously enabled interpreter again for a next conversation, click on 'the former appointment' and plan a new appointment with the relevant interpreter. In this way you can select your favorite interpreter easily.
- Cancellation of an appointment must be made at least 24 hours prior to the appointment. Failure to comply with a planned appointment or without (timely) notification of cancellation gives Capio the right to charge you up to 100% of the reserved time x interpreting rate, depending on the moment of cancellation.
  In the case of a clear 'over-reservation' of the time for an appointment (the blocked time in the agenda of an interpreter is more than longer than you actually use interpreter support and also longer than the standard margins within Capio), Capio is entitled to these costs to charge up to 100%.

Invite a (third) discussion participant (invitee):

- During your conversation with an interpreter, you can also invite one (or more) participant (s) to the conversation. All participants need their own device and must have the Capio-app installed on beforehand to the conversation. The invitee (s) can simply download and install the Capio-app for free from the App Store or the Capio website. As soon as you wish to invite additional participants to join the conversation, press the 'person +' button in your conversation screen. An access code is immediately copied to your clipboard, which you can 'paste' into an SMS-message, Whapp-message or e-mail, to send during the conversation to the invited interlocutor. Meanwhile you can continue your conversation with the interpreter. Announcing the conversation code to the participant by a normal telephone call is a possible. Invitees copy or type this code in menu option "Join directly" in their opening screen of the Capio-app. The original connection with the interpreter always remains during inviting new participant(s).
- As a customer you decide if and when you want to involve other participants in the conversation.
- Invitee(s) or participants download the Capio-app on beforehand to the conversation.
- The invitee does not have to register themselves as a customer and just fills in a display name and the conversation code. To join the conversation invitees copy or type this received code in menu option "Join

directly" in their opening screen of the Capio-app. Their usage of the Capio-app is for free without prior registration. Invitees can't start conversations with interpreters themselves, therefore they need a full registration as a customer.

- As a registered customer you can use your Capio-app as an invitee as well.

The connections and connection quality:

The Capio developed her system with the utmost care for a top quality of video/image and audio. However, the connection quality also depends on the equipment, the camera quality on the devices and the connection (-provider). The Capio system automatically adjusts video and audio to optimize the connection within certain margins. However, it is possible that the connection quality becomes so bad due to local circumstances that delays in image and sound occur. The conversation participants then should act in the following way:

a. Switch of the video by one or more participants.

b. If the interruptions continue, the applicant asks the interpreter to disconnect the connection and then to restart the conversation again. If so you as a customer ends the conversation by pressing the 'red telephone button' at the bottom of the screen. After that you select the same interpreter again and start the conversation, the conversation can continue. It is important that the interpreter also presses the red button to end the conversation call, otherwise the connection to the interpreter cannot be re-established. The registration of your costs will show the net time of all calls, including the 'recovered' calls. So no additional costs will arise.

General instructions and Central Main Menu Capio-app:

1. The button at the top left in your screen in the app is the central menu and also acts as a 'Go 1 step back' in the menu. Pushing this button also refreshes the data and runs a new search.
2. During the conversation, each participant can switch on and off their microphone and / or camera independently by pressing the buttons at the bottom of the screen.

The conditions for deploying interpreters, the invoices, payments and reminders:

- After the download from the App Store and registration as a customer Capio immediately sends you a welcome e-mail containing your information. Capio needs to authenticate your registration once-only. To authenticate your account, Capio asks a once-only transaction of 1 euro. Capio informs you about this invoice by e-mail right after your first registration as a customer.
  Over your first Capio-call Capio subtracts this fee (1 €) on your invoice. Only after this 1 euro transaction has been payed our interpreter services and interpreters are immediately available.
- All rates quoted by interpreters are per minute including 21% Dutch VAT (Value-added Tax).
- As long as you are in connection to the interpreter, you are charged for the language support costs of the interpreter.
- Any connection costs for your telephone are charged by your Telecom provider.
- Capio handles invoices and payment requests by e-mail.
- After each call /conversation, Capio sends you the invoice by e-mail.
- To view and pay your invoices you log in in the secured payment environment with the same login credentials as for the Capio app. If 'invoice e-mails' are removed from your e-mail box, the unpaid invoices remain visible as unpaid within the Mollie payment environment.
- After payment you will receive a payment confirmation by e-mail and the paid invoice will disappear from the list of invoices.
- Invoice amounts include 21% Dutch VAT (Value-added Tax).
- Capio handles payments in the secured environment of Payment Provider Mollie.
- As a reminder for the outstanding invoices Capio sends an e-mail every 2-weeks.
- Delays in your payments after the deployment of interpreters may result in a temporary deactivation of our interpreting services for you till the open payment(s) are successfully completed.
- Reminders you receive after registering without actually deploying interpreters or using the app are purely intended to remind you that your access to the interpreters has not yet been completed. There are no financial consequences for you if the verification payment of 1 euro is not made. You will not receive any formal reminders and no collection process will be started.
  If there is a considerable amount of time between your registration as a customer and the first actual use of the app (read: the first deployment of interpreters you wish), the e-mail with the 1 euro invoice may have disappeared from your e-mailbox. Then follow the steps described above to view and pay your invoice.

Privacy statement:

- The interpreter guarantees the privacy of the conversation participants.
- The interpreter guarantees the confidentiality, with regard to the conversation itself, the conversation content and the participants of the conversation.
- As customer / applicant you respect the privacy of your interlocutors and the interpreter, as well as the confidentiality.

- Capio handles carefully the personal details of interpreters and customers. The data and information might be used to execute agreements, to carry out a financial administration and to inform customers and interpreters about the Capio services. Capio can contact a customer directly to check the service. In addition, data and information might be used in the context of handling complaints or requests for service. Capio does not collect and process substantive data or information directly from discussions. For more information, please refer to: www.capioliveinterpreters.com.

Updates and new releases:
In case of an update or new release Capio automatically sends her customers a notification. If necessary a new instruction manual will be sent.
Newly registered interpreters or changes in the qualifications of available interpreters are instantly at your service without any up-date.

Liability of Capio Live Interpreters BV:
Capio accepts no liability for the connection failure, the connection quality, or the unexpected loss of the connection.
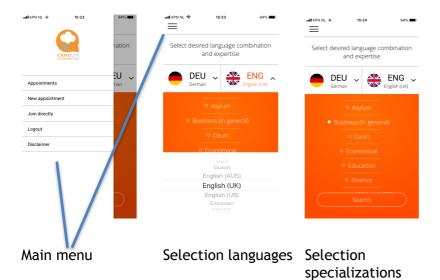The electronic accounting and data processing of Capio is, unless written evidence to the contrary, as proof.
Capio is not responsible and not liable for setting up the conversations, the conversation times, the call duration and the conversation content, as well as the content and communication about assignments between the client and the interpreter.

Your experiences are welcome:
Capio always develops and therefore your experiences and remarks are welcome. Please send your experiences and/or remarks to customer@capiolive.com.

Important:
- <u>Always end the conversation by pushing the red button</u>. Only in this way your connections stay open for a next call.
- The Capio system is real-time so it is important that you regularly refresh the data in the app by pressing the button at the top left of the screen in the app. In this way you are always assured of up-to-date information about appointments and interpreter availability.
- By staying logged in, the interpreting service is immediately at your disposal.

Main menu   Selection languages   Selection   Mute/camera off/
                                            specializations   add participant +