

Frequently Asked Questions

What is Vialink?

Vialink is a method of direct communication that combines video conferencing technology and skilled interpreters to make it easier than ever to conduct business in the new global economy.

How does Vialink work?

Vialink provides a secure video conference call with a skilled remote interpreter using a laptop or personal computer. The interpreters are typically located in call centers and office locations, and appear on the computer device to provide interpretative service. Vialink is utilized by business professionals in the healthcare, legal, IT and manufacturing industries, and offers on-demand access to qualified interpreters to meet the following communications needs:

- Used for communication between a signing and non-signing party in a face-to-face meeting
- Service provided for two or more parties in the same location
- Interpreter is in a separate location than the other parties

What are the benefits of Vialink?

✓ Skilled interpreters on-demand	✓ User-friendly
✓ Reduced travel time	✓ Cost-effective
✓ Reduced waiting time	✓ Culturally-sensitive
✓ No expensive equipment needed	✓ Visual interactive communication
✓ Increases productivity	✓ On-demand communication
✓ Provides expert customer support and assistance	✓ Available in many languages
✓ 24/7 accessibility	✓ Encrypted and HIPAA-compliant

What equipment or special set-ups are required to use Vialink?

No special video units are required. Vialink™ is available on any computer capable of streaming video. With Cisco software and a VPN Client provided by Vocalink, an internet connection, good quality speakers and a good camera, any computer workstation can easily become video remote capable.

How much does Vialink cost?

Vialink is charged by the minute, and is based on a tier model – much like your cell phone bill. Contact Vocalink Sales at via@vocalink.net for more details.

How do I connect to Vialink?

When you need an interpreter, just log on to the application via the Internet and request your desired language. You will then be connected to an interpreter.

What kind of Internet connection do I need to connect to Vialink?

A high-speed Internet connection.

How do I set up an account for Vialink?

Please contact Vialink's corporate office at [937.223.1415](tel:937.223.1415), or toll-free at [877.492.7754](tel:877.492.7754). For more information, you may contact Vocalink online at via@vocalink.net.

Where can I find a demonstration for Vialink?

A demonstration of Vialink is available on the Vocalink website at <http://www.vocalink.net>.

Who will train me on how to use Vialink?

Vialink is as easy as 1-2-3. For your convenience, a step-by-step instructional video can be downloaded directly from our website.

How do I request additional information about Vialink?

You may visit Vocalink online at <http://www.vocalink.net>, e-mail us at via@vocalink.net or call us toll-free at [877.492.7754](tel:877.492.7754).

