

21.11.2016



CHABLA

Chabla User Guide

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Highlights

What is Chabla

With Chabla, sign language users can make and receive interpreted calls to any phone number. The person you call does not need Chabla.

You can also get an interpreter for f2f situation with LIVE call feature.

How it works?

Chabla makes first a video call between you and the interpreter, and then connects the voice call. This is to make the conversation as natural as possible.

Making interpreted calls

Select a Contact, recent call recipient, or dial the number – Chabla works just like phone.

Live call – instant interpretation for f2f situation

Let's imagine you pop in to a store, and want to talk with a hearing sales person who doesn't know sign language. Tap "LIVE call" to start instant video call with interpreter to communicate with the sales person.

Receiving interpreted calls to you Chabla number

You can subscribe to Chabla number, and receive voice calls interpreted to sign language. This way you have a number you can give to people who need to reach you.

Free video calls between Chabla users

You can make free video calls between Chabla users.

Charging for the interpretation

You are charged for the interpretation time.

Multi language support

When you set up Chabla, you are asked to set default spoken language for interpretation. However, you can set a different spoken target language for a Contact if you wish so. For example, if you have Spanish speaking friend called Javier, you can set Chabla to interpret your calls with Javier to spoken Spanish.

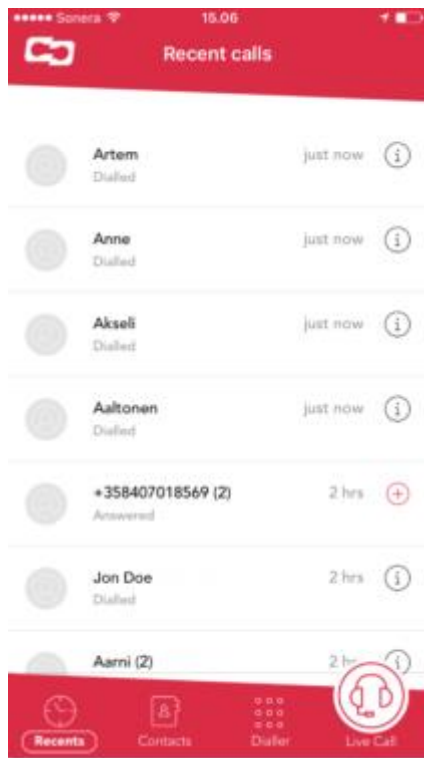
You can also add several sign languages. This can help in finding interpreter for certain language pairs.

Interpreter availability

The interpreters in Chabla work as they can and want. Also some language pairs has limited amount of interpreters available.

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User interface basics



RECENTS – Shows your recent Chabla calls. Just tap to call.

CONTACTS - Find all your phone contacts here. You can languages for your contact.

DIALLER - Use dialer to enter a number

LIVE CALL - Tap to make video call to interpreter for f2f situation

MENU – Here you find how to update your profile, add credits, check your credits usage and more.

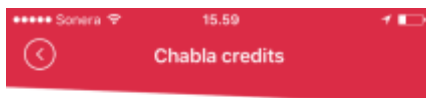
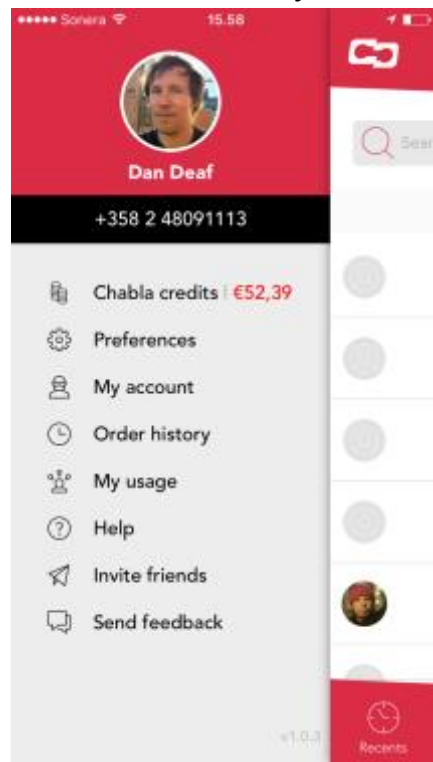
Setting up for Chabla calls

Adding Credits

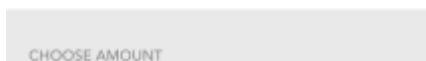
To add credits, got to **Menu > Chabla Credits**. Select the amount you wish to add. The purchase is done via your Apple account.

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If you are on a call when credits are about to end, Chabla will remind with notification that let's you add credits also during the call.



Purchase credits to make interpreted calls



Add €10 Chabla credits

Add €30 Chabla credits

Add €60 Chabla credits



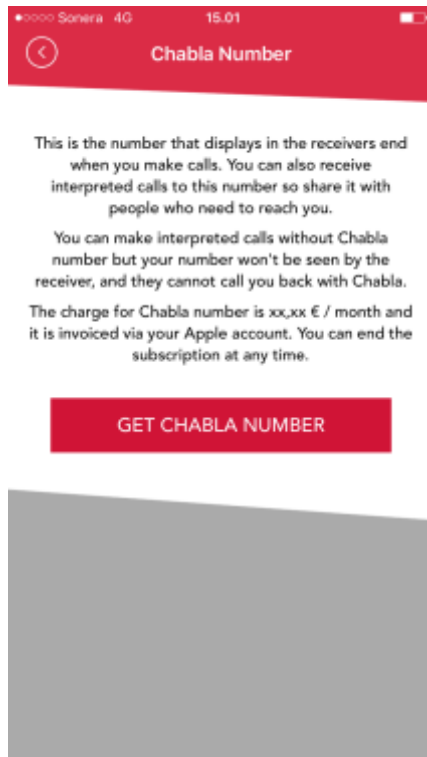
Getting Chabla number

With Chabla number, you can receive interpreted calls. You can give the Chabla number to people who need to reach you via voice calls.

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To subscribe or unsubscribe from Chabla number, go to **Menu -> Chabla number**. Select "**Subscribe**". The purchase is done via your Apple account.

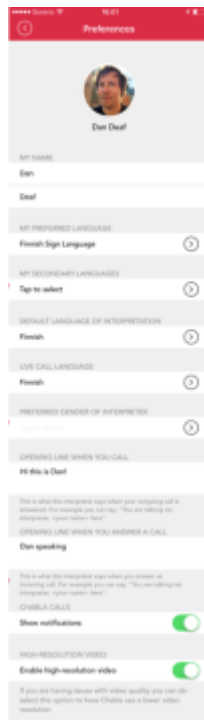
You can subscribe or unsubscribe from Chabla number at any time.



Call languages

You will set your preferred language and the default language for interpretation during First Time Use. You can change the languages at any time in **Menu > Preferences**

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Add secondary languages!

In addition you can select secondary languages if you know several sign languages. This might help you to find interpreter for language pairs which have only few interpreters.

Making interpreted calls

Before calling

You need internet connection to make Chabla calls. Better network leads to better video call quality. It's also good to check that there's enough light for the video. In addition you can check that you have enough credits to make the call.

Selecting call recipient

You can make calls in many ways:

- Go to Recents tab and tap a list item
- Go to Contacts and pick one. You can use Search to find right contact.
- Go to Dialler and enter the number and press Call

Call start - finding your interpreter

When you start the call, Chabla finds an interpreter for you. Depending on the situation this might take from 5 seconds to few minutes.

Once the interpreter has been found, the interpreter name displays in top pane and the video call is started.

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Call start – starting voice call

Now you see the interpreter in video call, and you can brief her about the call if you wish.

To start the voice call, tap start phone call icon. You will see the phone call status updated in the lower pane below the video.



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During call

When the call is answered, you will see the call time and charge counters in voice call pane. This way you can follow the cost of the call.



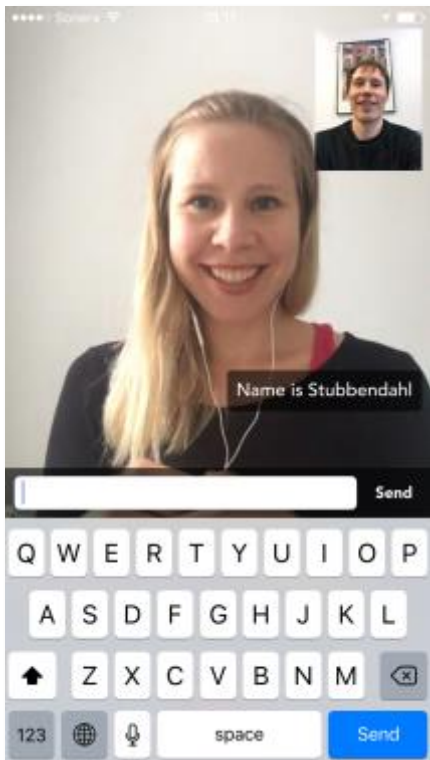
Ending voice call - You can end the call any time by selecting End call icon. Once the call is ended, you can either make a new call with the same interpreter or end the session by tapping Hang Up icon.

Full screen - The call goes to full screen after 5 seconds and interpreter information and voice call panels are dismissed. You can get them back by tapping the screen.

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Chat – you can chat with interpreter during the call. This might come handy e.g. with long names, addresses and numbers. To start the chat, tap Chat icon. After sending the message, tap the screen to dismiss the keypad and messages.



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Menu – rest of the during call actions are in menu. Keypad can be used to send DTMF tones to automatic voice services. Mute mutes voice from your device. Voice – sets the audio altogether on or off between you and the interpreter.

After the call

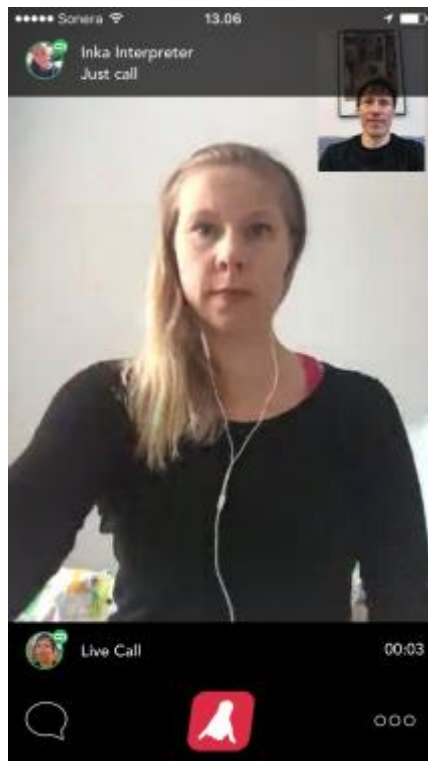
Once the session is ended, a call summary will display. It shows the call details like cost, duration, and interpreter used.



Live calls for f2f meetings

Live calls come handy when you want to communicate with a spoken language user in the same space.

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Starting Live call

To start Live call, tap LIVE call icon. Chabla will find an interpreter for you, and once she's ready a video call with voice is started to your device.

You will see the video of interpreter, and the hearing person next to you will hear the voice from your device's speakers.

During live call

Ending call - You can end the call any time by selecting End call icon.

Menu - Mute mutes voice from your device. Voice - sets the audio altogether on or off between you and the interpreter.

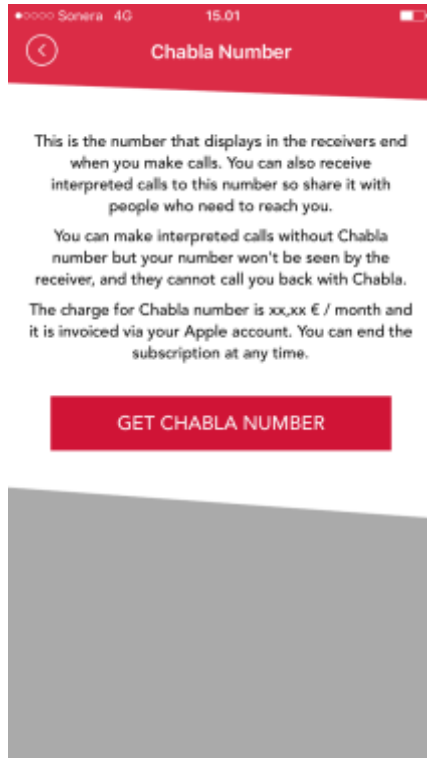
Receiving interpreted calls to you Chabla number

You can receive interpreted calls to your Chabla number.

Subscribing to Chabla number

Subscribe to Chabla number during First Time Use, or **Menu > Get Chabla number**.

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Answering incoming call

When you receive a call to your Chabla number, you will see incoming call view. You can either Reject or Accept the call. You will also see the caller's details and indication if the interpretation is charged from your Chabla account.



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If you choose to **Accept**, Chabla finds an interpreter for you. Depending on the situation this might take from 5 seconds to few minutes.

Once the interpreter has been found, the interpreter name displays in top pane and the video call is started.

Now you are ready to connect the voice call with Answer phone call button. If you wish, you can brief the interpreter about the call before answering the voice call.

During call

When the call is answered, you will see the call time and charge counters in voice call pane. This way you can follow the cost of the call.

Ending voice call - You can end the call any time by selecting End call icon. Once the call is ended, you can either make a new call with the same interpreter or end the session by tapping Hang Up icon.

Full screen - The call view goes to full screen after 5 seconds. You can get them back by tapping the screen.

Chat - you can chat with interpreter during the call. This might come handy e.g. with long names, addresses and numbers. To start the chat, tap Chat icon. After sending the message, tap the screen to dismiss the keypad and messages.

Menu - rest of the during call actions are in menu. Keypad can be used to send DTMF tones to automatic voice services. Mute mutes voice from your device. Voice - sets the audio altogether on or off between you and the interpreter.

Interpreter availability

In case there's no interpreters available at the moment you make or receive a call, you will see a notification informing about the situation.

Chabla can notify you when the interpreters are available. Select **Notify me**, and as soon as there's interpreter available you will get to know. If you don't want to be notified select **No thanks**.

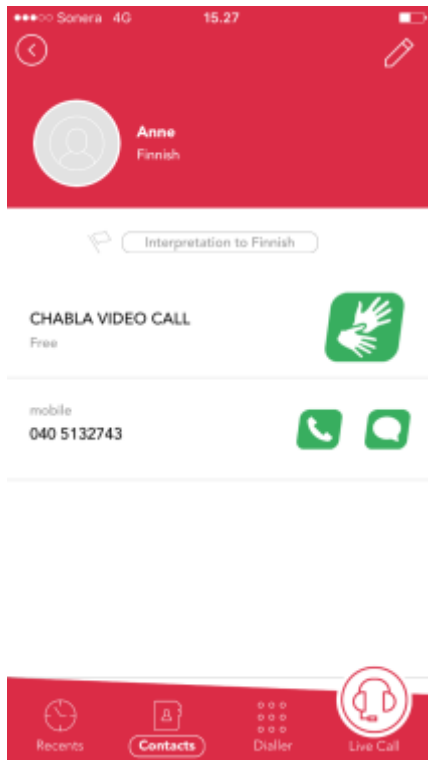
Free video calls between Chabla users

You can make free video calls between Chabla users. Chabla users are indicated with Chabla icon in Contacts list.

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Selecting free Chabla call recipient

Your Contacts that are Chabla users have **Chabla Video call button** in contact card. Tap this button to start free video call with the contact.



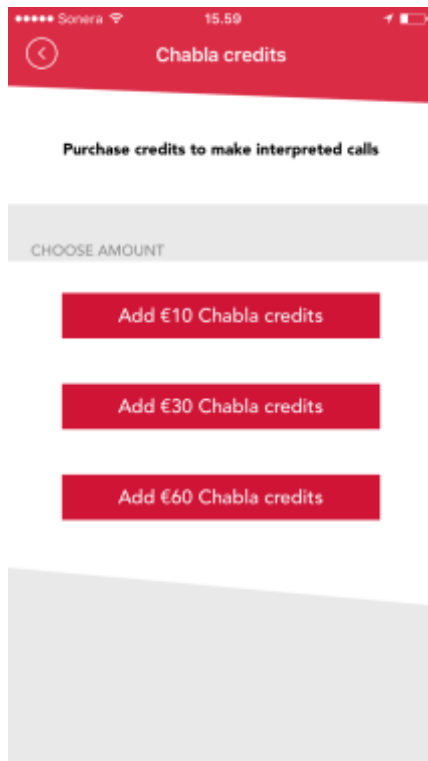
Charging and adding credits

Adding credits

To add credits, go to **Menu -> Chabla credits**

Select the amount you wish to add. The purchase will be invoiced via your Apple account.

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Following credit orders

You can follow your credit purchases in **Menu > Order history**

The screenshot shows the 'Order history' app interface. At the top, the status bar displays 'Saunalahti' and the time '15:41'. The app title 'Order history' is centered at the top. Below the title, a list of credit purchases is displayed in a table format. Each row contains the date, the purchase type, and the amount.

| | | |
|-------------|-----------------|--------|
| Nov 17 2016 | In-App Purchase | €10,00 |
| Nov 17 2016 | In-App Purchase | €30,00 |
| Nov 17 2016 | In-App Purchase | €10,00 |
| Nov 17 2016 | In-App Purchase | €10,00 |
| Oct 25 2016 | In-App Purchase | €30,00 |
| Oct 25 2016 | In-App Purchase | €10,00 |
| Oct 24 2016 | In-App Purchase | €10,00 |
| Aug 16 2016 | In-App Purchase | €60,00 |
| Aug 16 2016 | In-App Purchase | €60,00 |
| Aug 16 2016 | In-App Purchase | €60,00 |
| Jul 19 2016 | In-App Purchase | €60,00 |

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Managing contacts

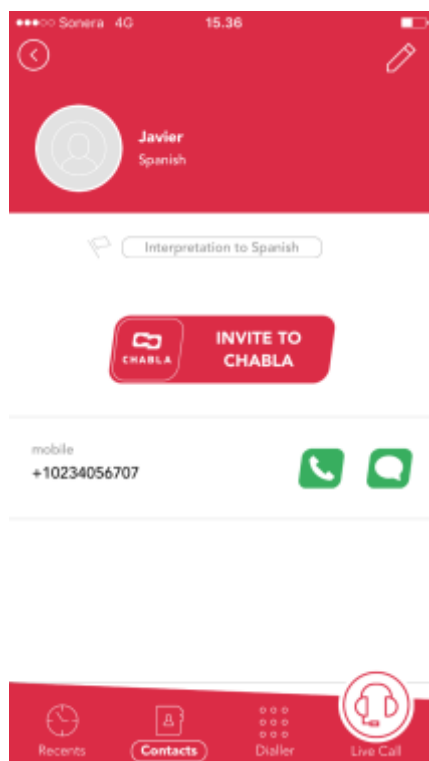
To make communication easy, Chabla shows automatically all your phone Contacts. If you add a contact via Chabla, it will show also in phone Contacts.

To view a contact, select it from **Contacts** or tap **Info icon** in **Recent calls** view. Contact details display including different phone numbers, allow sending message, weather this contact is a Chabla contact (for free video calls) and more.

Change language for a contact

To change the interpretation language for a contact, go to **Contacts > Contact card > Edit > Edit language**.

However, you can set a different spoken target language for a Contact if you wish so. For example if you have Spanish speaking friend called Javier, you can set Chabla to interpret your calls with Javier to spoken Spanish.



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Add and remove contacts

To add contacts, you can use either **Recent calls > Add icon** or **Contact > Add contact** or **Dialler > Add icon**

Inviting contacts to Chabla

Video calls between Chabla users are free. You can help your friends to find Chabla by sending invites in **Menu > Invite friends**.

Also contact card has **Invite to Chabla** -button, if the contact is not in Chabla.

The invites are free for You and for the receiver, and they contain a link to App Store.

Managing Preferences and account

Change profile image

You can edit your profile image by selecting **Menu > Preferences > Tap profile image**.

Editing preferences

You can edit the preferences below

Name

Edit your name

My preferred language

Choose the sign language you prefer to use

My secondary languages:

You can add secondary languages which are used in case Chabla can't find you an interpreter for your primary language right now. In this case Chabla asks you if you want to find and interpreter with secondary language pair. This can be handy if there's not too many interpreters for certain language pairs.

Default language of interpretation

This is the spoken language used in case you have not defined other language for the contact.

Live call language

By default, Live call language is the same as above. However, if you travel you might want to change the Live call language to local language. Chabla also reminds you about this when it detects that you

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are abroad.

Preferred gender of interpretation

If you wish, you can prefer certain gender of interpreters. Say if you are female, and would like to be interpreted via female voice.

However if it's not possible to find interpreter according to your preference, Chabla will offer you an interpreter of any gender.

Opening line when you call

To make communication as smooth as possible, you can add an Opening line which the interpreter says when your voice call is answered. This helps with starting the communication, as the interpreter can provide instant feedback to your call recipient.

Opening line when you answer a call

To make communication as smooth as possible, you can add a text which the interpreter says when you answer a voice call. This helps with starting the communication, as the interpreter can provide instant feedback to the person who calls you.

Chabla call notifications

You can choose to not view Chabla call notifications, but then Chabla cannot alert you about incoming call.

Changing mobile number

You can change the phone number associated with Chabla. Chabla notifications are sent to this number. Go to **Menu > My Account > Change mobile number**

Changing password

You can change your Chabla password. Go to **Menu > My account > Change Chabla password**

Logging out

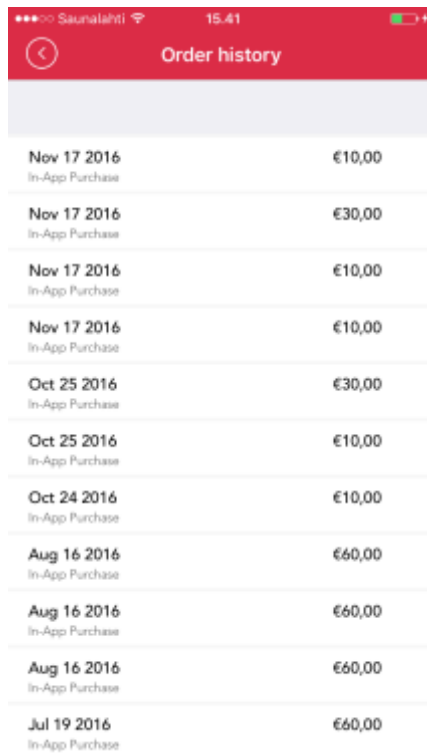
In case you want to log out of Chabla, you can do it via **Menu > My account > Logout**

Following orders and usage info

Viewing Chabla credit orders

Go to **Menu > Order history** to view your purchases

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| Date | Amount |
|--------------------------------|--------|
| Nov 17 2016 In-App Purchase | €10,00 |
| Nov 17 2016 In-App Purchase | €30,00 |
| Nov 17 2016 In-App Purchase | €10,00 |
| Nov 17 2016 In-App Purchase | €10,00 |
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| Oct 24 2016 In-App Purchase | €10,00 |
| Aug 16 2016 In-App Purchase | €60,00 |
| Aug 16 2016 In-App Purchase | €60,00 |
| Aug 16 2016 In-App Purchase | €60,00 |
| Jul 19 2016 In-App Purchase | €60,00 |

Viewing Chabla call info and credit usage

Go to **Menu** > **My usage** to view the calls and credit spending



| Date | Time | Call Type | Cost | Duration |
|---------------|-------|------------------------|---------|--------------|
| November 2016 | | | | |
| MY USAGE | | | | |
| November 14 | | | | |
| | 14:49 | Live call (EA7EX2) | 0,41 € | 0 min 30 sec |
| | 12:32 | Live call (GGJ586) | 0,44 € | 0 min 30 sec |
| November 11 | | | | |
| | 14:51 | Dialled call (HS2O17) | 6,79 € | 2 min 51 sec |
| | 14:44 | Dialled call (OR943H) | 10,36 € | 4 min 11 sec |
| | 13:56 | Answered call (HDBY94) | 0,55 € | 0 min 13 sec |
| | 13:53 | Dialled call (O1V3BG) | 2,42 € | 0 min 54 sec |
| | 13:52 | Live call (DL7DL1) | 0,74 € | 0 min 37 sec |
| November 10 | | | | |

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Support and feedback

Finding help

Go to **Menu > Help** to find guidance on your issues.

Communication problems and call quality

We'd love to know if you have issues with call quality. After the call, in Call summary view, tap the link **Report issues or abuse** and describe your problem. Please also include the call ID found from My Usage (e.g. Live call (1VMCU0))

Sending feedback

We appreciate your feedback. Please let us hear from you for example via Menu > Send feedback.

Privacy and security

Interpreter sees your name, your profile photo and opening lines. This is to help them to make better job. Interpreter also sees the number you are calling, so she can adjust to the situation e.g. if there's a foreign country code.

The call recipient sees only your Chabla number, if you have subscribed to one. If you have not subscribed to Chabla, the receiver sees generic Chabla number.

Service administrator can access your profile info in case needed.

User consent and Chabla application info

You can find user consent and info about Chabla app at chabla.zendesk.com.