



Video Remote Interpreting (VRI) Fact Sheet

What is Video Remote Interpreting (VRI)?

VRI uses videoconferencing technology to allow an off-site interpreter to translate conversations from English to American Sign Language (ASL) or vice versa as if they were on site. VRI is utilized by hospitals, corporations, federal agencies, law enforcement, and more to provide on demand interpreting services especially when no on-site interpreting is available.

What is the difference between Video Relay Service and VRI?

VRS is for telecommunications purpose where a phone conversation takes place between a sign language user and a non-sign language user in separate physical locations. VRI is used to facilitate a conversation where both the sign language user and non-sign language user are in the same room.

When and where is it available?

VRI is available nationwide on-demand at anytime (24 hours a day, 7 days a week, and 365 days a year).

What are the qualifications of The ZTM's Video Interpreters for VRI use?

The ZTM uses the highest quality video interpreters, which all are nationally certified. For more information on interpreter certification, please visit www.rid.org.

What videoconferencing device do I need to connect to VRI?

The ZTM offers various videoconferencing products ranging from desktop phones to mobile phones to allow you and your organization the freedom to choose what best fits your situation. The prices depend on which videoconferencing technology you choose at <http://zvrs.com/z-series>.

How does the audio and video work?

With a Z videophone, you do not need any other audio systems. One call will connect you with the video interpreter with both clear, crisp video and audio.

How much does VRI cost?

The rate for VRI is \$3.49 per minute with a minimum of 15 minutes per session. There is no need to pre-schedule and no cancellation fees.

Does ZTM offer bulk minute packages for on demand VRI services?

Yes, for further information on our bulk packages, please send an email to mjohnson@zvrs.com

How do I pay for VRI?

The ZTM accepts all major credit cards (Visa, MasterCard, Discover and American Express). The ZTM will also accept purchases orders for VRI services upon approval.

How do I get VRI?

Please contact ZTM at mjohnson@zvrs.com for further information or with your credit card information to set up your account.