LanguageLine Solutions®

Connect to LanguageLine® InSight℠ Video/Audio Interpreting

Accessing LanguageLine Solutions' professional interpreters through the InSight application is quick and easy. InSight is typically accessed via our iOS application found in the App Store, and is accessible at insight.languageline.com on Windows® PCs, MacOS®, and Android™ devices using the latest version of Firefox® (depending on the device model) or Google Chrome™. For Windows devices, an installer is also available for enterprise distribution.

SAFETY AND SECURITY

Connections through InSight are encrypted end-to-end, which supports compliance with privacy regulations including the Health Insurance Portability and Accountability Act (HIPAA). Our application utilizes WebRTC and SIP/TLS, with encrypted data and video streams using industry standard encryption methods like HTTPS, DTLS, and SRTP. Endpoints use the AES cipher with 128-bit keys to encrypt audio and video, and HMAC-SHA1 to verify data integrity. There is no need for VPN tunnels; InSight is designed to work with most standard firewall configurations.

NETWORK REQUIREMENTS

The customer must provide a wireless network with enough coverage and capacity for a sustained 384kbps of bandwidth per simultaneous video call, and 64kbps per simultaneous audio call. In addition, the InSight application may require access to specific ports in order to work. A network administrator in your organization can configure these firewall settings.

TABLETS SUPPORTED

Running iOS Version 9 or higher.

- iPad® (2017)
- iPad Pro®
- iPad Air® 2 / Air
- iPad Mini® 4 / 3 / 2
- iPad (3rd and 4th Gen)
- iPad 2

Recommended: *2017 iPad / iPad Pro / iPad Air 2*

SMARTPHONES SUPPORTED

Running iOS Version 9 or higher.

- iPhone® 7 and 7 Plus
- iPhone 6, 6S, and 6 Plus

MAC OPERATING SYSTEM

Using the latest version of Google Chrome or Firefox.

- Mac OS X® 10.9 or later
- Processor: 64-bit, 1gigahertz(GHz) or more
- 1G of free disk space
- 2G of RAM

Recommended: *MacOS 10.12 Sierra*

ANDROID DEVICES

Some Android devices are compatible with InSight using the latest version of Google Chrome.

WINDOWS OPERATING SYSTEM

Using the latest version of Google Chrome or Firefox.

- Windows 7, Windows 8, or Windows 10
- Processor: 64-bit, 1gigahertz(GHz) or more
- 1G of free disk space
- 2G of RAM

PERIPHERAL CAMERAS RECOMMENDED

- Logitech® HD Pro C930, C920, C910

FOR A FREE DEMONSTRATION, TRIAL, OR MORE INFORMATION

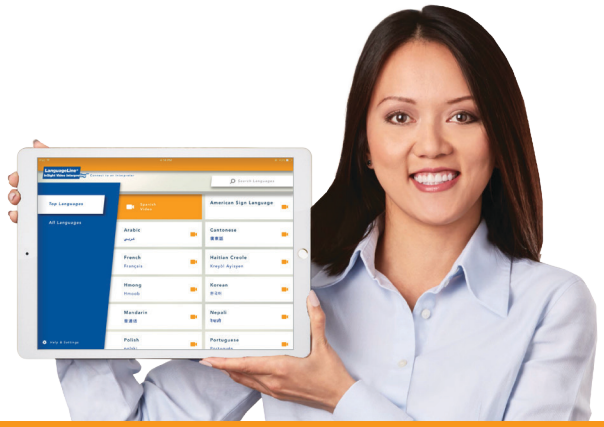
Contact your Account Executive

FOR CUSTOMER CARE

Call 1-800-752-6096 or email CustomerCare@LanguageLine.com

FOR TECHNICAL ASSISTANCE

Call 1-844-373-1951



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