Instructions for the Migam Translator service at the University of Lodz

Introduction

In order to eliminate the communication barrier in contacts with the Deaf who communicate in Polish Sign Language (PJM), we have launched the Migam Translator at the University of Lodz.

Migam Translator is a service for instant video connection with a Polish sign language Translator from a web browser on any device that has a camera and an active Internet connection.

- Deaf people can use the service online or on-site at a university facility.
- The Migam translator at the University of Lodz is open 7 days a week from 8:00 a.m. to 8:00 p.m.

What is needed to connect to Migam Translator?

1. A device equipped with a camera and a microphone - this can be a computer, laptop, tablet or mobile phone.
   It is good practice to use headphones with a built-in microphone - this will ensure comfort and privacy when talking to the Translator.
2. Stable Internet connection.
3. Access to any web browser and updated to the latest version, for example: Google Chrome, Mozilla Firefox, Microsoft Edge lub Safari.

Online Deaf Person Service,

or the Sign Translator calls us on behalf of a Deaf person

- The Deaf Person places a call to the Translator from anywhere - the Translator sees the Deaf Person.
- The Translator calls the University of Lodz employee on behalf of the Deaf person at the provided University of Lodz telephone number.
- The University of Lodz employee speaks to the Translator only by voice, as during a traditional conversation.

  telephone connection, without any additional systems.
- The Translator transmits the entire statement to the deaf person in Polish Sign Language.

On -site Deaf service

- A Deaf person comes to the University of Lodz facility in person and indicates that they need PJM translator.
- the connection to the Migam Translator can be initiated by:
  - A University of Lodz employee in the presence of a deaf person, on any device (komputer, laptop, tablet, smartfon).
  - A Deaf person on their own device (laptop, tablet, smartphone).

You can watch a film prepared by Migam "On-site service for Deaf people" - click on the graphic below.
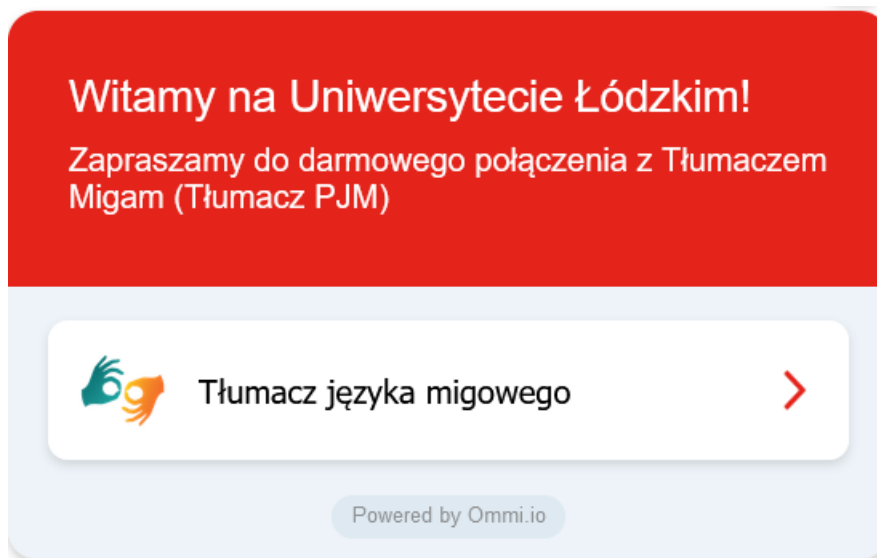
How do I contact Migam Translator?

1. Open the website of the University of Lodz in your web browser
    (at the University of Lodz the recommended browsers are Google Chrome and Mozilla Firefox).

2. Click on the widget for quick connection to the Migam Translator, which is located at
    the bottom right of the browser window (graphic of two hands).

3. When you hover your mouse over the widget, the following text will appear in a bubble:

    Witamy na Uniwersytecie Łódzkim!
    Porozmawiaj z nami w języku migowym

4. Click on the widget (graphic of two hands) - you will see a greeting and an invitation to
    free connection to the Migam Translator:

    Witamy na Uniwersytecie Łódzkim!
    Zapraszamy do darmowego połączenia z Tłumaczem Migam (Tłumacz PJM)

    Tłumacz języka migowego
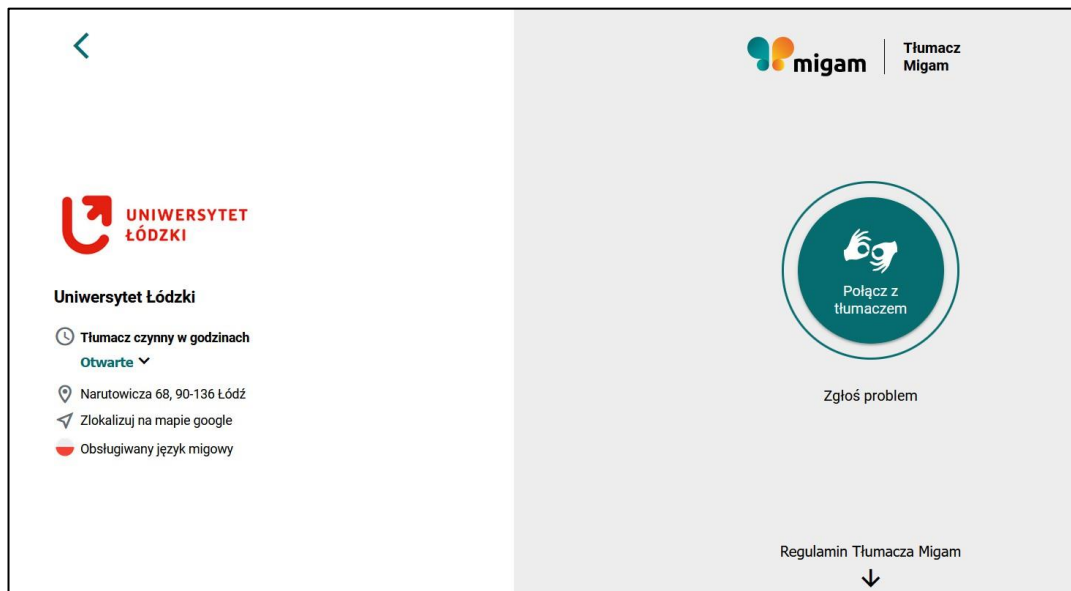
    Powered by Ommi.io

5. Click on the red arrow next to the text "Sign Language Translator" - it will redirect
    You will be directed to the website of a Polish sign language Translator.

    Tłumacz języka migowego

6. The Migam Translator website, dedicated to the University of Lodz, will open in a new browser window.
   On the left side of the window there is the logo and address of the University of Lodz, as well as information about the sign language supported and the opening hours of the Migam Translator. On the right side of the window there is a green graphic with the words "Connect to Translator".

7. Click on the green button that says "Connect to translator" and wait a few seconds to connect to an Translator.

IMPORTANT! If you cannot connect to the Translator within a few seconds, it means that all Translators are busy at the moment.

In such a situation, do not hang up, wait on the line until one of the Translators becomes free and connects. Reconnecting puts us at the end of the waiting line.

How to contact Migam Translator using QR Code?

- Using your smartphone, scan the QR code below, which will redirect you to the Migam translator website dedicated to the University of Lodz.

- Then click on the green button that says "Connect to translator" and wait a few moments. seconds to connect.

The course of the conversation

- Once you have connected to the Translator, point the device towards the Deaf person so that could see the Translator.
- Urządzenie udostępniane do komunikacji z tłumaczem nie może być w tym samym time used for other activities.
- During a conversation, maintain eye contact with the Deaf person and speak directly to them, for example: "What is your name?", instead of through an Translator: "Please ask the gentleman what his name is."
- Speak at a normal pace - if necessary, the Translator will ask you to speak. slowing down or speeding up the pace.

If you cannot connect to the Migam Translator service

- If you have problems connecting to the Migam Translator, on the UŁ website tlumacz.migam.org click on the text: "Report a problem." There you will find instructions on what you should do before contacting the Migam Translator Support Department .

- If the steps provided there do not help, please contact the Migam Translator Support Department at +48 692 49 16 67 or send an email to help@migam.org. The Migam Support Department is open from Monday to Friday, 8:00 a.m.- 5:00 p.m.

Migam Translator Regulations

If you want to learn more about the terms and conditions of the Migam Translator service, click the inscription "Migam Translator Regulations" on the website tlumacz.migam.org for the University of Lodz.

There you will find the rules for using the Migam Translator internet service in text form and translated into Polish sign language (PJM).