

# Manual

## Qtok installation



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# Introduction

Qtok is the innovative product of Network Communications Lab, Pte. (hereinafter Application or Qtok). It is the first application for the personal online translation: by means of Qtok not a machine, but a human — a highly skilled operator-interpretor will translate for you (hereinafter the Operator-Qtoker or the Qtoker).

This document explains the installation and registration process of Qtok application and can be used as the user manual (hereinafter the User).

Network Communications Lab, Pte. reserves the right to make changes to the software and documentation without prior notice to Qtok users.

For more information, please contact the Network Communications Lab, Pte technical support department.

# System requirements

- The application is designed for mobile devices on iOS operating system (version 8.0 and Android (version not older than 4.03).
- Internet access — WiFi, 3G or LTE (4G).

# Application installation

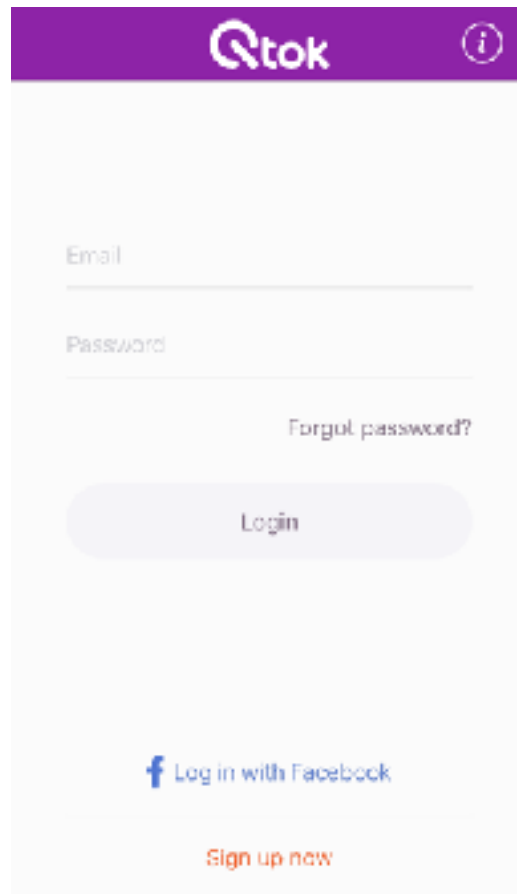
Qtok is available for free download on App Store or Google Play. Mobile application is downloaded and installed automatically.



To start Qtok click on its icon on the desktop on your smartphone or tablet.

# User Registration

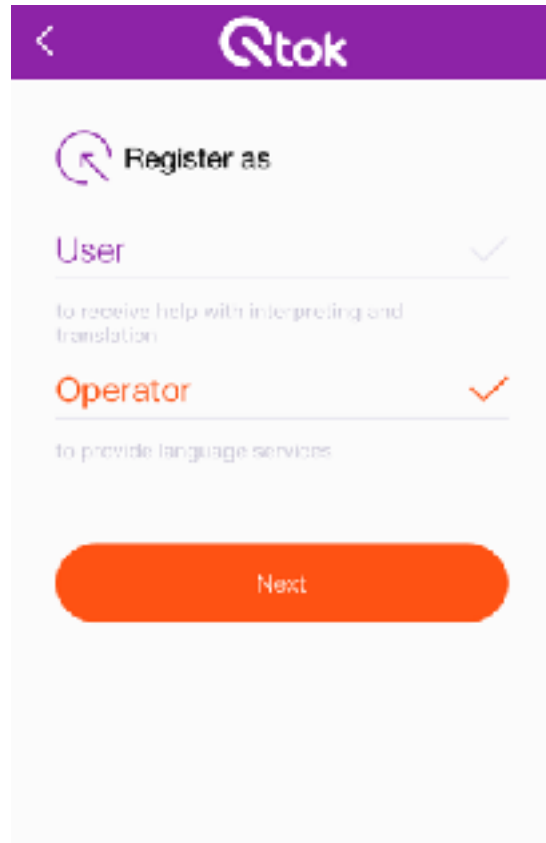
When you first run the application after installation the screen appears:



The screenshot shows the Qtok application's login interface. At the top, there is a purple header bar with the 'Qtok' logo on the left and an information icon on the right. Below the header, the main content area is white and contains the following elements: an 'Email' input field, a 'Password' input field, a 'Forgot password?' link, a large rounded 'Login' button, a 'Log in with Facebook' button with the Facebook logo, and a 'Sign up new' link at the bottom.

Select Registration and choose the way you want to use the app\*:

- As a user.
  - As an operator.
- and press Next



Once registered, you can edit these settings

\*Once registered, you can edit these settings

Get acquainted with Terms and conditions of the app and select Accept in the right top corner of the screen.

To login you should enter the following information:

- E-mail address (you will receive information messages from Qtok and this e-mail is used as your login in the application).
- Password and its confirmation.

After entering the data click «Next».

Operator

Email

Password

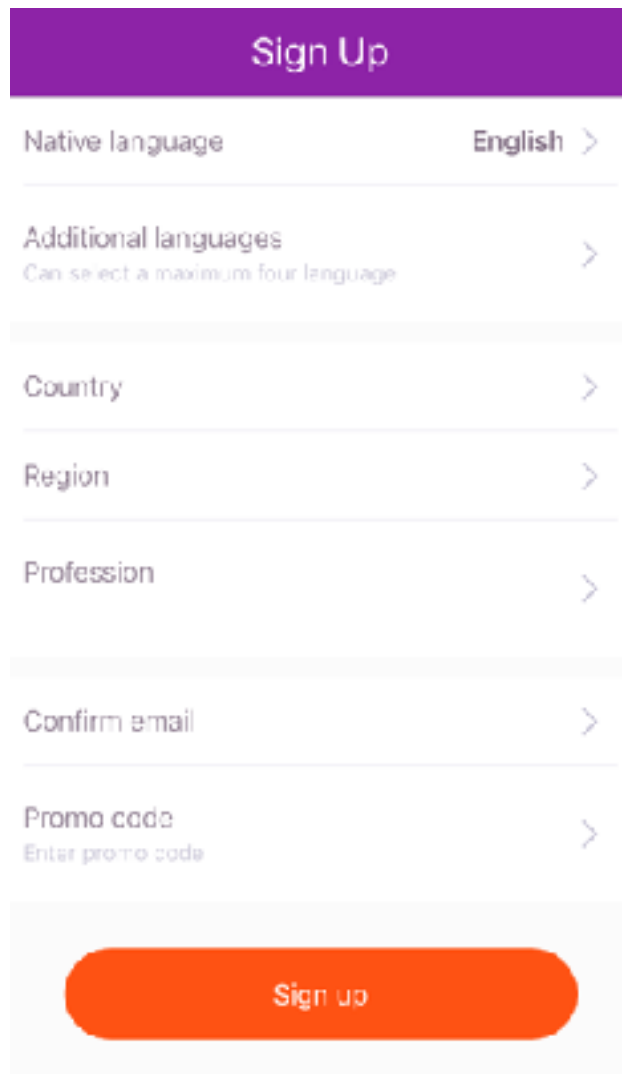
Confirm password

The password should contain at least 3 characters, at least one figure, one uppercase and one lowercase letter.  
Admissible characters: a-z, A-Z, 0-9.

Next

By signing up, you are deemed to accept the Conditions of using and to confirm that you are acquainted with our Privacy policy.

At the next stage of registration enter information about yourself: native language, additional languages you know, country, region and profession.

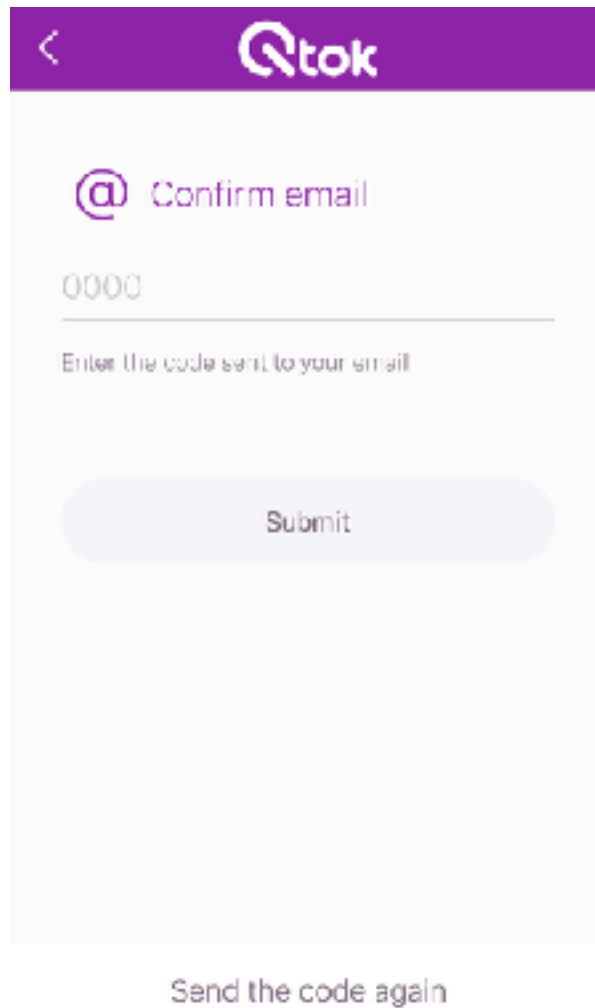


The image shows a registration form titled "Sign Up" in a purple header. The form consists of several fields, each with a right-pointing chevron icon indicating a dropdown menu:

- Native language**: Currently set to "English".
- Additional languages**: Includes the subtext "Can select a maximum four language".
- Country**
- Region**
- Profession**
- Confirm email**
- Promo code**: Includes the subtext "Enter promo code".

At the bottom of the form is a large orange button labeled "Sign up".

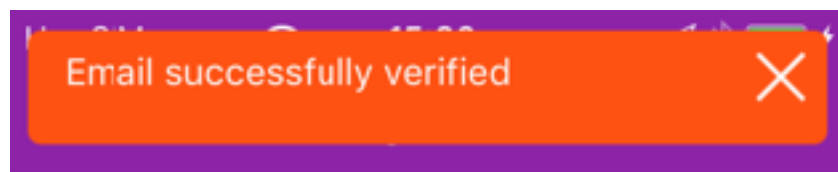
On the e-mail you will receive a code that should be entered to confirm the registration.



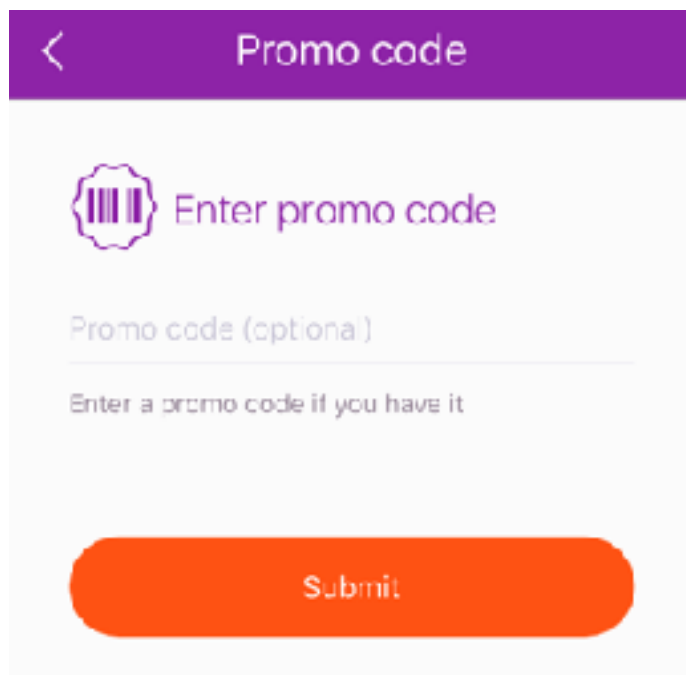
The screenshot shows a mobile application interface for Qtok. At the top, there is a purple header with a back arrow on the left and the Qtok logo in the center. Below the header, the text '@ Confirm email' is displayed. Underneath, there is a text input field containing four zeros (0000). Below the input field, the instruction 'Enter the code sent to your email' is shown. A large, light purple 'Submit' button is centered below the input field. At the bottom of the screen, the text 'Send the code again' is visible.

In the window opened enter the code and click «Apply».

After that, you will see a message on the top of the screen, that the e-mail was successfully confirmed.







If you have a promo code, go to the section Promo code. In the window that appears enter the promo code and press Submit. For registration completion press Login.

Next Qtok will ask you to complete the configuration of your Account:

- Enter your Name (Nickname) in the system, "Unknown" by default, that is seen by all users of the application.
- You can switch on and off Not Disturb mode
- In the section "Change Password" you can change the previously entered password, if necessary.
- In the "Language" select your native language and the languages you speak, it will help you to search operators.

- In the "Settings" you can specify additional information about yourself (language, country, region, profession), which can be used to search operators.
- In the section "Balance" you can top up your account by credit card through PayPal system or through the activation of a special voucher of fixed value.
- In the section "Info" you can obtain statistic information.
- In the section "Agent" you can leave a request, become the Qtok agent and to involve new operators.
- In the section "Interface language" you can choose the interface language of the app the most convenient for you.
- You can also always switch to the user mode and use services of other Qtokers!

Registration is completed. We recommend going to the "Help" section to get acquainted with all the application features.

## Settings section

1. Specify your profession in the section "Settings". \*

If your profession demands confirmation (if you are a lawyer or a medic), it will be necessary to download scan-codes of the documents confirming your qualification;

Pay attention, you can establish your own tariff, or leave unchanged the autotariff mode, which depends on rating

2. Select your country and region;

3. Go to "About me" and share some additional information about yourself, that you consider important \*

4. In the "Welcome message", enter a welcome message. It will be displayed in the chat automatically at the beginning of each session; \*

Account settings are completed

Go to the "Orders" menu and check for updates. To get started, respond to your first order. Notifications of new orders are available even in the background mode; To stop receiving orders, set the "Do Not Disturb" mode or exit «operator mode»;

Go to the site q-tok.com to the Personal Account and fill in billing information in the tab. In order to protect your financial information, this can be done only once and only on the website. If you want to change this information, please contact support.

\*We recommend to read the manual and "Recommendations for work of operators with users" before you start.

Please note — you can log in into the application under the same account simultaneously from multiple mobile devices, but the session can be launched only on one device at a time.

## Further application capabilities

We designed Qtok to be convenient both for the subscriber and the operator. We want communication to bring only positive emotions, that is why we developed several additional features that will help interpreting run smooth:

### During the session:

- Speakerphone — a handy feature for communication with more than two people;
- Sound alarm button - during a session, you will see a «bell» icon on the screen - notify the subscriber that you will press it when you need him to make a pause in the speech so that you can translate a passage heard.
- The possibility of combining voice call and chat modes - even during an oral conversation, you can communicate with the subscriber via chat, share photo and audio files;
- User reviews - the operator also has the right to evaluate the communication with the caller

### In standby mode:

- Notifications - You will be notified about new orders from subscribers even if the app is closed;
- "Do not disturb" mode — if you do not want to receive new orders from subscribers, set "Do not disturb" — and users will not see you in the list of available operators.

## Balance and banking information

For security purposes, all information relating to banking information, payment and transfer of funds can be introduced only in Personal Account (hereinafter PA) on the site.

To log in to Personal Account go to the site <http://operator.q-tok.com> and enter your user name and password - the same that you use in your application.

Here you can:

- Learn the statistic information about your sessions
- Enter the data for the withdrawal of funds
- Order the payment
- Communicate with Technical Support
- Receive information messages

If you switch to the "user mode" (you need to click the icon "subscriber" in PC), you will access the following functions:

- Balance
- Technical Support Communication
- Statistic information

## **Payment information settings**

Please note that the banking information can be inserted only once, further editing or changing the data in the Personal Account is not possible for the operator. For security reasons, we ask the operators to contact technical support in case of need to change bank details.

## **PayPal**

To use PayPal you just need to enter your e-mail box for PayPal. Please be sure to include your name, the other parameters are optional.

## **Bank settlement account**

Qtok allows you to withdraw funds to your bank account. To do this, you have to enter all the relevant details (IBAN, BIC, etc.).

Please note that, in the case of an operator request for withdrawal, all transaction costs are paid by operator. Depending on the location of the beneficiary bank, the cost of the transaction may vary from €25 to €50 . Therefore, we recommend to request

transfer to your account only if you have accumulated not less than €100.

Payment button is available immediately after filling in and saving your banking information in the Personal Account.

If you have questions, that were not cleared in the manual, please contact technical support.

# Successful work!