



# Hello!

## USER GUIDE

# Overview

## Users

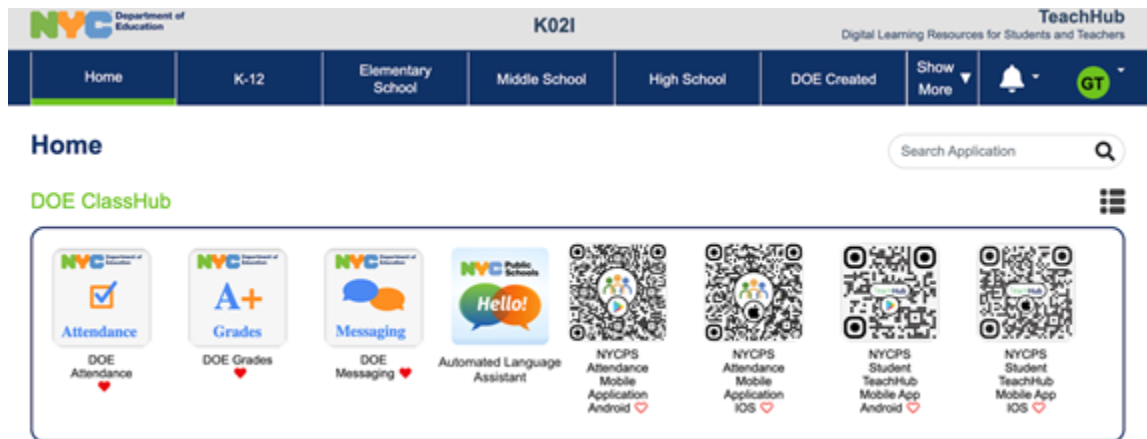
All NYCPS Staff

## What is Hello! and What It Does

Hello! is an automated language assistant providing real-time translation and interpretation in the top non-English languages spoken by NYCPS families.

The new custom-built tool allows NYCPS staff to engage multilingual families during impromptu conversations and interactions.

It is available on the web ([TeachHub](#)).



## Before You Start

- Sign in using NYCPS Single Sign-On (SSO)
- When prompted, allow microphone access
- Ensure you have a stable internet connection

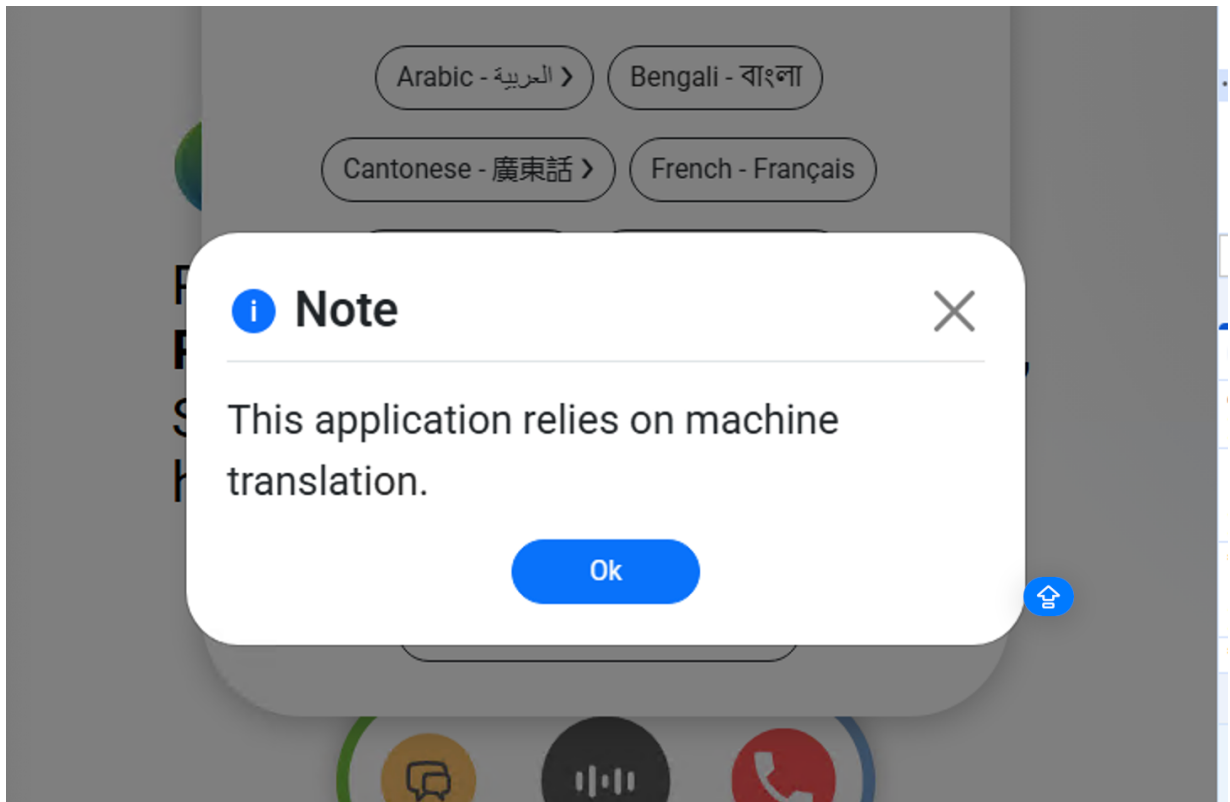
## Tips for Best Results

- Choose a quiet space with minimal background noise
- Confirm the app is actively listening before you speak — it may still be processing the previous statement
- Speak slowly and clearly
- Speak at a natural, steady volume
- Keep sentences short and simple
- Pause briefly between speakers for the transcription and translation to complete before replying.
- Avoid interruptions
- Use plain, direct language
- Spell out acronyms and avoid jargon (i.e., NYCPS "lingo")
- Avoid idioms and play on words
- Provide sufficient context to improve translation accuracy
- Use consistent language and terminology

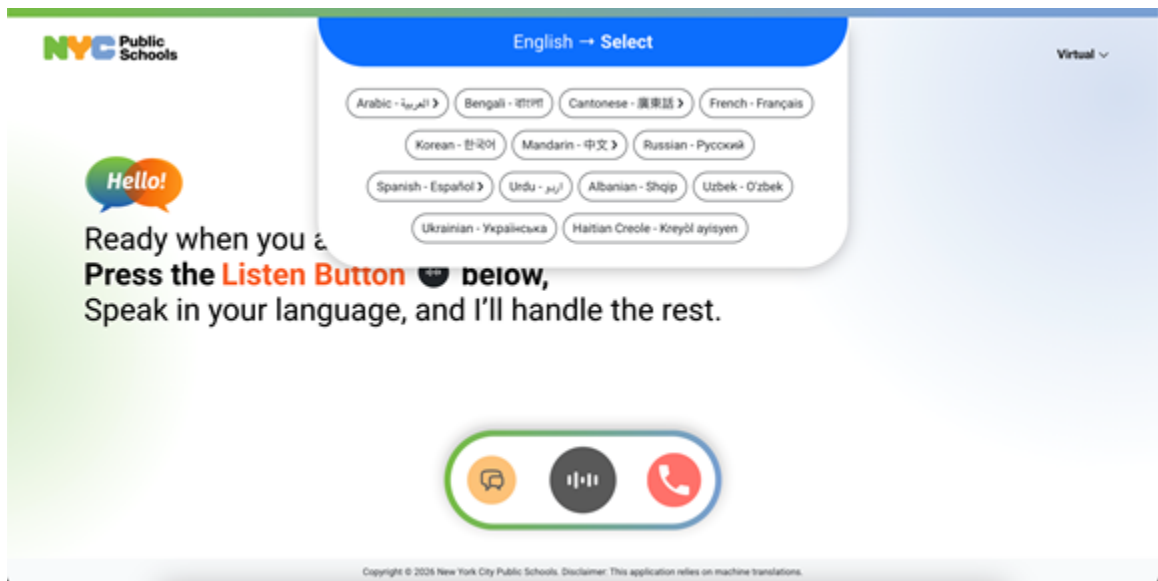
## Let's Begin

### Start a Translation Session

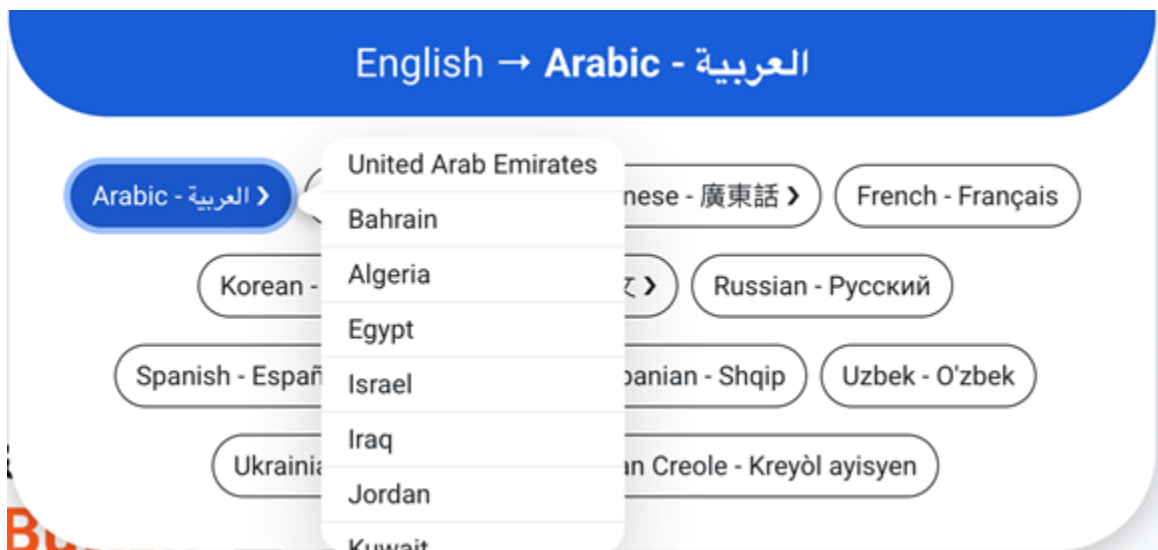
1. Open the Hello! web application, sign in using SSO and review the disclaimer before proceeding.



2. Confirm English is selected as the Source Language (default).



3. Select the Target Language and Dialect/Region from the dropdown, if applicable.

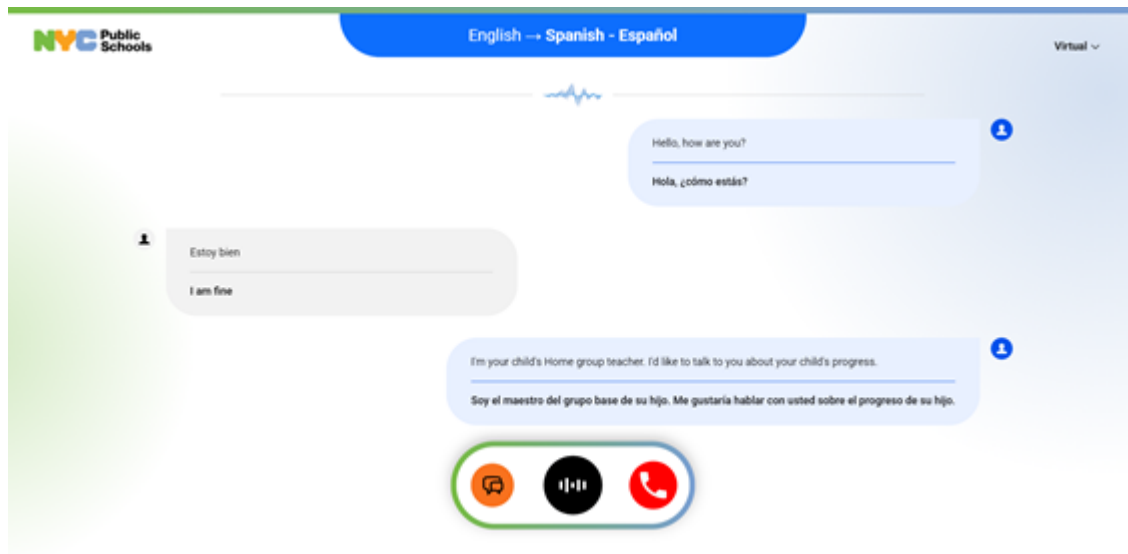


4. Click the Listen button  to begin the session. The app will capture, transcribe, and translate speech automatically. You do not need to press Listen for each sentence—unlike push-to-talk apps, Hello! continues listening until you stop the session.
5. Either person can begin speaking. The listening indicator is displayed only once, before the conversation begins. After the conversation begins, the indicator will no longer appear even while the microphone remains active, to prevent interference with the translated text display.
6. Pauses of up to two (2) seconds within a sentence are treated as intentional speech pauses and will not cause the conversation to end or reset.
7. A continuous period of complete silence lasting ninety (90) seconds will automatically reset the session to ensure system availability and prevent inactive sessions from remaining open indefinitely.
8. If the application becomes unresponsive, please refresh the page and try again.
9. Post-Deployment Note: If the application remains open in an idle browser, users must perform a hard refresh and/or clear the browser cache, then reopen and restart the application.

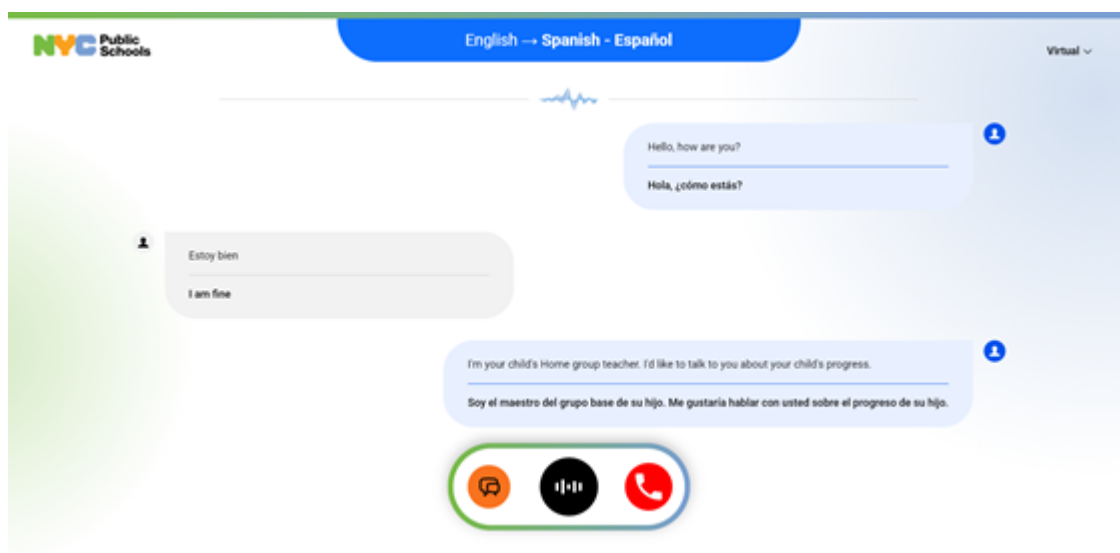
## Conversation Mode (Conversation Page)

Conversation Mode provides a live, bi-directional view of the conversation, displaying both the original spoken text and its translated output in real time.

1. Select Conversation Mode to open the Conversation Page.



2. Click Listen to continue capturing speech.

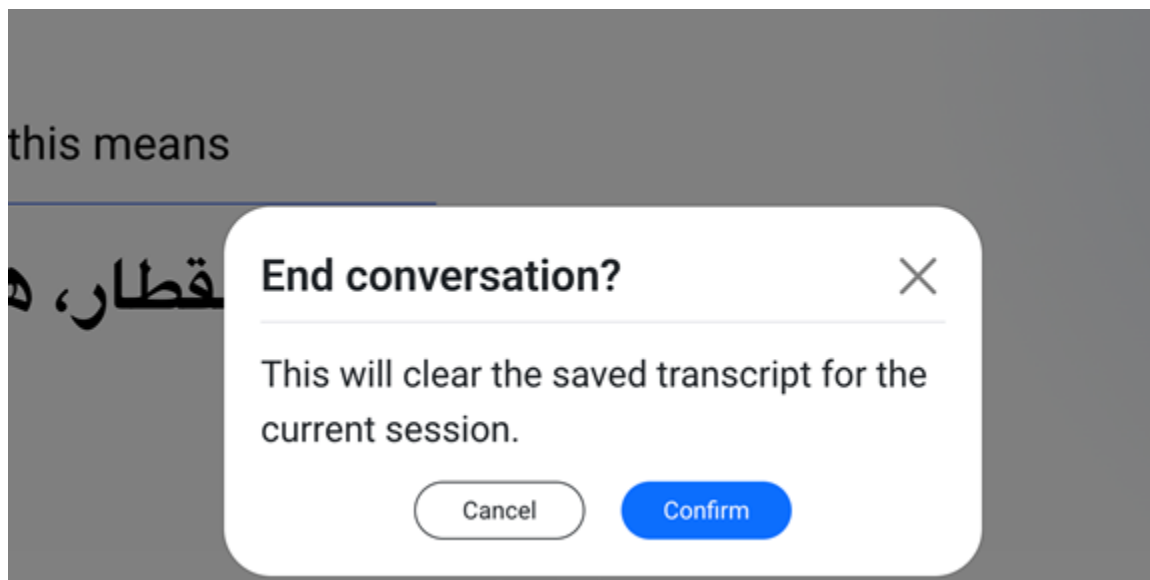


3. Use Live Page button to return to Live Page view.



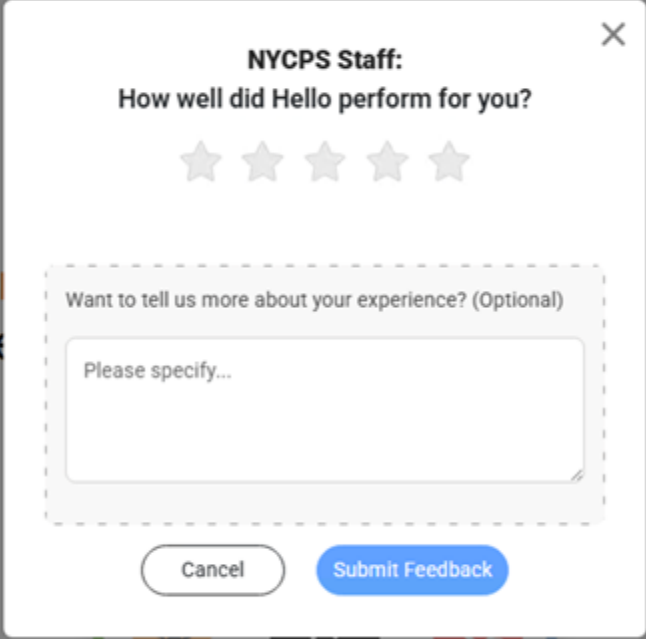
## End Conversation & Feedback

When you end a session, Hello! displays a confirmation pop-up followed by a feedback pop-up.



## Feedback Pop-up

You can also share your experience with the Hello App by rating it out of five stars and providing your feedback.



A feedback pop-up window titled "NYCPS Staff:" with a close button (X) in the top right corner. The main question is "How well did Hello perform for you?". Below the question are five empty star icons for rating. A dashed box contains an optional section titled "Want to tell us more about your experience? (Optional)" with a text input field labeled "Please specify...". At the bottom are two buttons: "Cancel" and "Submit Feedback".

**NYCPS Staff:** ✕

How well did Hello perform for you?

★ ★ ★ ★ ★

Want to tell us more about your experience? (Optional)

Please specify...

Cancel Submit Feedback

## Logout

Use **Logout** to securely sign out of Hello! and end your session. Find it under your username in the top-right corner of the application, under your username.

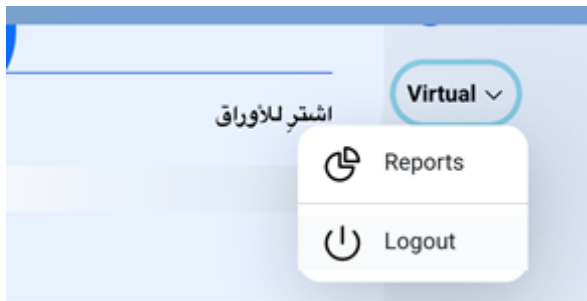
### Where Available

The **Logout** button can be accessed on the following pages:

- Landing Page
- Live Page
- Conversation Page

### How to Logout

1. Click **Logout**. Your session will end immediately, and you will be returned to the sign-in page.



### What Happens After Logout

- You will be signed out of the Hello! app
- Any active listening or translation session will stop