



DRAFT – NOT FOR DISTRIBUTION

FAQ

Customer FAQ

Q. How much does it cost me?

A. The prototype was developed at the CIC and AWS will provide the AWS credit to develop and test this solution, and the only cost required is the internet connectivity on the mobile to access the application and backend that is on the cloud.

Q. What mobile specs I need?

A. To run the MobileMate prototype a smart mobile is needed with basic features mainly Camera-enabled
Wi-Fi-capabilities

Q. Is there a video or user manual?

A. Yes, at the end of the Prototype and once published there will be a Video and user Manual.

Q. Any Support center for this service I can contact?

A. For this prototype there will not be any support center at this stage.

Q. Any specific helper software need?

A. For this prototype there will not be any specific helper software at this stage.

MIA Team FAQ

Q. Is there a video or user manual?

A. Yes, at the end of the Prototype and once published there will be a Video and user Manual.

Q. is a marketing brochure going to be available?

A. Yes, at the end of the Prototype and once published there will be a marketing brochure

Q. Is it free or paid?

A. The prototype is developed at the CIC and AWS will provide the AWS credit to develop and test this solution, and if the application will go on production and deployed for public access then there will be a cost to run the application backend systems on the cloud.

Q. What is bandwidth needed?

A. The requirement to run the prototype is a stable 4G Wi-Fi connection

Q. Is there any equipment needed and if so, who will provide?

A. The prototype is developed at the CIC and AWS will provide the AWS credit to develop And test this solution, and the user need to use his/her mobile to run the prototype

Q. How can use the service?

A. The prototype is deployed as mobile application and once activated it has the functionality to do sign language and it is translated into text and voice or other functionality to translate voice into sign language and text

Q. Is there a browser needed?

A. The prototype run on a mobile application and it doesn't need a browser.

Q. Is there a specific mobile needed?

A. The prototype runs on any smart phone that runs latest [Android Jelly Bean 10](#) and [Android 11 "R"](#)



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Q. How big space does the application need?

A. it is not yet defined depending on several factors like how the connectivity, cloud usage and local storage usage.

Q. what are the supported languages?

A. The prototype supports English language only

Q. Does it work with group or one person only?

A. the current prototype works with one person only

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