



DRAFT – NOT FOR DISTRIBUTION

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 laptop specs I need?

A. Minimum Processor: i5 8th Generation and Minimum RAM: 6GB

Q. Do I need a specific camera?

A. to run the prototype, the laptop webcam is sufficient.

Q. How would I know how to join the call?

A. Once the conference call is established, the user can select a button to access the deaf labeled button. Once clicked the services will invoke the API and the user can start with sign language and the conference attendees will hear the translated voice. When the attendees speak, it will invoke a small window that shows the translated sign language avatar on his or her laptop.

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. How can I use the service?

A. Once the conference call is established, the user can select a button to access the deaf labeled button. Once clicked the services will invoke the API and the user can start with sign language and the conference attendees will hear the translated voice. When the attendees speak, it will invoke a small window that shows the translated sign language avatar on his or her laptop.

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 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.



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Q. Is there a browser needed?

A. The developed Prototype is accessed through web conferencing tool and Google Chrome is recommended.

Q. Is there a specific conference tool to be used?

A. PoseMate, our developed Prototype can be accessed by an API, and for the purpose of this Prototype, PoseMate can be implemented and tested with Amazon Chime.

Q. What is the supported languages?

A. PoseMate at its current Prototype supports English only.

Q. Who will provide the support for this service?

A. For this prototype there is no support provided.

Q. Is the software configured to work with all conference's software?

A. the developed API can be configured to work with most conferencing software's like Chime, Zoom.

Q. How accurate is this service?

A. PoseMate Prototype has high percentage of Accuracy and it accurately detects both multi-hand and dynamic sign language gestures.

Q. Is there a way to enhance accuracy by providing feedback? Optimize ML model?

A. The developed prototype has a high percentage of accuracy; meanwhile, the accuracy has still areas of improvement and can be enhanced by gathering more data and optimizing ML model.

Q. Is there latency / delay in the translation?

A. PoseMate at its current stage as prototype, the latency around 0.080s – 0.12s

Q. Service availability/ failover/ redundancy?

A. PoseMate at its current stage as prototype wasn't developed to cater for high availability, failover or redundancy.

Q. Simplicity of using for non-technical users (starting, stopping, etc....)?

A. PoseMate at its current stage as prototype, has one icon to activate the sign language translation and it is meant to be a proof of concept and there is an area of improvement and enhancement.

Q. If there is any renewal fees for any related thing for this services who will handle it?

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