# VIDEO REMOTE INTERPRETING (VRI)

VRI service allows hearing and deaf or hard of hearing individuals to communicate with each other in the same room. Our video interpreters interpret the dialog back and forth between the two parties to ensure a full conversation experience.

## VRI SET-UP INSTRUCTIONS

### PC/Mac
- To download our VRI software to your PC/Mac, please click this link: http://www.purple.us/p3 and click on either "Download P3 for PC" or "Download on the Mac App Store."

### Tablet/Smartphone
- To download our VRI software to your tablet, please go to the app store and download "Purple VRI" - (be sure you do not download P3 or Purple VRS as this is a separate service).
- Or point your browser to account.purplevrs.com – no download required!
- **Login (case sensitive)**
  Username:  XXXXXXX
  Password:  XXXXXXX



## PURPLE VRI BASICS

- **How should I start a VRI Session?**
  - ➢ Provide the data collection information, if requested.
  - ➢ Provide a brief overview of the topic that will be discussed.
  - ➢ Introduce who is in the room to the interpreter on the screen.
- **Where should I sit during a VRI Session?**
  - ➢ Stand beside or close to the video screen.

**Additional tips:**
- One master account can be used by multiple people at the same time.
- For the best communication, the hearing individual needs to be near the microphone and the deaf individual needs to be in front of the camera.
- To ensure you and your participants receive the best VRI session experience, the interpreter may ask you to re-locate or make some adjustments to the placement of the VRI device or lighting.
- If you are getting a gray/black screen while using the app, this may be a firewall issue, so switching to Cloud VRI would be best – open the browser, type account.purplevrs.com and use the same login credentials.

If you have any technical questions, you can contact vri@purple.us or 800-618-2418.