Technical Requirements:

Portal: https://genevaworldwide.interpretmanager.com/app/account/sign-in

Recommended browsers are Google Chrome and Mozilla Firefox. Please note platform is not currently supported on Microsoft Internet Explorer.

MOBILE HARDWARE AND SOFTWARE:

For optimal use of the application, check for the following requirements.

Intel: 2.0 GHz or faster second-generation Intel Core i3, i5, i7 CPU or newer
Quad-core processors or newer

AMD: 1.8 GHz or faster AMD Athlon 64 X2 processor

NOTE: Faster processors provide higher video frame rates. While multi-core processors slower than 2.0 GHz will work, they are not guaranteed to provide the best video quality. Video pixilation and freezing may occur on systems that do not meet processor requirements.

Memory: 2 GB RAM or more

Video Chipset: Discrete video card, or integrated Intel HD Graphics 3000 or better (found on second-generation (Sandy Bridge) or newer Core i3, i5, i7 processors).

Webcam: Any external, HD 720p or better webcam
Additional: Speakers/Headset/Microphone
Apple Mobile Devices: Requires version 8.1 or later. Compatible with iPhone, iPad and iPod Touch
Android Devices: All devices with mic and cam are supported and require Android version 4.0 and up
NOTE: Video on older Android tablets and older iPads may not be suitable for VRI.

DESKTOP/NOTEBOOK/WINDOWS TABLET SOFTWARE:
For optimal use of the application, check for the following requirements.
Microsoft OS (32-bit/64-bit): Windows 7, Windows 8.1 (Desktop mode), Windows 10
Apple Desktop OS: Mac OS X 10.8 (Mountain Lion) or higher
Web Browsers:
Google Chrome 52 (56 or newer recommended)
Mozilla Firefox 35 (40 or newer recommended)
Bandwidth: 2 Mbps upstream/downstream strongly recommended; minimum 1 Mbps upstream/downstream supported 4G LTE connections/mobile hotspots are sufficient for most situations with an adequate connection to your LTE service provider; however, LTE quality is heavily influenced by your location and by the number of users connected to the same cellphone tower as you.
3G connections/mobile hotspots not recommended but may be sufficient for two-party calls when the 3G connection is not in use by other Internet applications and you have a strong connection to your 3G service provider