

## 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.



### Scheduled VRI

Calls are scheduled in advance and assigned an interpreter.

The screenshot shows a mobile application interface for 'Scheduled VRI'. At the top, there are two tabs: 'On Demand' and 'Scheduled'. The 'Scheduled' tab is selected and highlighted with a yellow circle. Below the tabs, the appointment details are shown: 'APPOINTMENT #2583330908', interpreter name 'Interpreter Jay 29866161', and appointment time '03/19/2019 11:00 AM for 0h 30min'. A callout points to the 'Scheduled' tab with the text: '# of scheduled VRI appts that day.' Below the details, there is a 'Begin Call' button and a 'Join' button. A callout points to the 'Join' button with the text: 'The call lobby can be joined up to 7 minutes prior to start time. Click here to JOIN the call lobby.' Below the buttons, there is a 'Test Scheduled VRI' section with a 'Scheduled' status. A callout points to the 'Begin Call' button with the text: 'Once requestor and interpreter have joined the call lobby, this button will become active. Click to BEGIN CALL.' Another callout points to the appointment details with the text: 'Details for the next scheduled appointment.'

## 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