

VRI Direct Desktop Installer Program for Windows

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Attention: Google Chrome 52 or newer is required prior to installing our app. Please install Chrome from here: <https://www.google.com/chrome>

What is the VRI Direct Desktop Application for Windows?

The VRI Direct Desktop Application for Windows is a downloadable application that installs and configures VRI Direct to run from your desktop. It works with the Google Chrome browser that you already have installed on your computer by running it in a "sandboxed" mode, with its own configuration and with no addins enabled.

You can customize it to display your custom login page; you can also set up the application to use multiple login pages if you use multiple accounts.

How do I download the installer?

The download link is in the Attachments section at the bottom of this article.

Do I need the VRI Direct Desktop App?

No, but it's helpful if you want to add a VRI Direct icon to your Windows desktop. It also addresses the following situations:

1. You need to log into more than one account simultaneously (applies to interpreting agencies providing overflow coverage to other agencies);
2. You are an IT professional and want to deploy VRI Direct across your organization's Windows domain using automated deployment scripts. Please [click here to download an MSI version](#) of our application.

Can I still use my existing Web browsers with VRI Direct?

Yes, all modern Web browsers work well with VRI Direct.

Is there a desktop application for Apple operating systems?

We do not currently have a desktop application for the Mac. Mac users can use Google Chrome, Mozilla Firefox, or Apple Safari.

How do I install the application?

[Check the prerequisites](#), then follow the installation and configuration instructions.

Installation Prerequisites:

1. Microsoft Windows XP SP3, Windows Vista, Windows 7, Windows 8, Windows 8.1
2. .NET Framework 3.5 (included with Windows 7/8/8.1; other users will be prompted to install it)
2. **Google Chrome version 52 or newer -- please install Chrome prior to installing the VRI Direct desktop app. Get Chrome here: <https://www.google.com/chrome>**

Basic Installation:

Basic installation sets up a single VRI Direct desktop icon that opens our default login screen.

1. Click the download link in the Attachments section at the bottom of this article.
2. Open the folder where you downloaded the file, then double-click the file.
3. If necessary, follow the on-screen instructions to download and install .NET Framework 3.5, then rerun the installer.

4. When prompted for "Advanced" or "Next", click "Next"
5. On the *Ready to Install* screen, click "Install" then click "Finish" when the installer finishes. The installer will create a link on your desktop that you can now use to access the VRI Direct login screens.
6. [Follow the Configuration instructions](#) to configure your desktop application

Custom Installation:

Custom installation lets you set up VRI Direct desktop icons that open to your VRI Direct-assigned custom login screens. After installing, please configure each icon separately following the Configuration instructions, below.

1. Click the download link in the Attachments section at the bottom of this article.
2. Open the folder where you downloaded the file, then double-click the file.
3. If necessary, follow the on-screen instructions to download and install .NET Framework 3.5, then rerun the installer.
4. When prompted for "Advanced" or "Next", click "Advanced"
5. On the **Installation Scope** screen, click "Next"
6. On the *Shortcuts* screen:
 1. In the "Licenses" field, enter the first part of your company's login URL. For example, if your VRI Direct login page is at <https://mycompany.vridirect.com>, enter **mycompany** in the "Licenses" field.
 2. **If you also log into a pool account or if you want to install VRI Direct's own login page, checkmark the "Install the default VRI Direct login shortcut" box.**
 3. **Click "Next"**
7. **On the Ready to Install screen, click "Install" then click "Finish" when the installer finishes. The installer will create one or more links on your desktop**
9. [Follow the Configuration instructions](#) to configure each desktop icon

Configuration:

For each desktop icon you installed, configure your system by setting up a test call between you and another individual:

1. Double-click the desktop icon to open VRI Direct.

Hang up and retry the call if necessary

- Log in.
- If you are the agent, set yourself to Available. If you are the caller, search for the agent and place the call.
- During the call:
 1. If prompted to install a plug-in, click Download, then run the downloaded file.
 2. If prompted for user consent, note the message "Allow vridirect.com to run AddLivePlugin?" and then click the Always Allow button at the top of the window.
 3. If prompted at the top of the window for access to your webcam, click Allow
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