

Guide to Audio/Video Setup

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You can access audio and video controls while in a call from the Call Control Bar. You can also access additional camera configuration options through your browser (Google Chrome and VRI Direct Desktop App for Windows users only).

Webcam Selection

Please make sure you follow our [Webcam Recommendations](#) to purchase and configure your webcam.

To select a webcam:

1. While in a VRI call, click the Options icon on the Call Control Bar.
2. Click Settings.
3. Select a webcam from the drop-down. If your webcam isn't shown, make sure your webcam is plugged in and that you have installed the latest webcam drivers, and make sure your browser sees your webcam (see below). You may have to close and reopen VRI Direct for the webcam to show up.

Browser Configuration

To configure your browser to use your webcam (Google Chrome users or VRI Direct Desktop Application for Windows users; other browsers do not provide this level of configuration):

1. Log into VRI Direct
2. Press CTRL-T to open a new browser tab
3. Click the Options icon at the top right of your browser (has three horizontal lines)
4. Click "Settings"
5. In the "Search Settings" field, search for camera. Visual indicators will show up on the page. Follow the indicators to get to the "Content Settings" pop-up window
6. In the Content Settings window, scroll down to Media
7. Select your camera from the "Camera" drop-down. If your camera isn't listed, you may need to reinstall your webcam and close/reopen all web browsers.
8. Select "Ask when a site requires access to your camera and microphone"
9. Under the Media section, click "Manage Exceptions"
10. In the Exceptions window, find all entries that contain "vridirect.com".
 1. If you find no entries, the browser will ask for permission to use your camera the next time you place or receive a VRI call; be sure to click "Allow" at that time.
 2. If you find entries in the list, ensure that both the Audio and Video columns say "Allow". If they do not, then hover over each "vridirect.com" entry and click the "X" to delete the entry. The next time you try to place or receive a VRI call, you'll be asked if you want to allow access to the camera; be sure to click "Allow" at that time to allow the browser to use your camera.
3. Click "Done" in the Exceptions window.
12. Click "Done" in the Content Settings window.
13. Close the Settings tab and close/reopen your browser.

Microphone Controls

To select one of your available microphones:

1. While in a VRI call, click the Options tab on the Call Control Bar.
2. Click Settings.

3. Select a microphone from the "Microphone" drop-down
4. Speak into your microphone and watch for the green bars to appear, indicating your mic is active. If you don't see green bars while speaking, change your microphone sensitivity using your computer's microphone controls, make sure your mic is plugged in, or select another microphone.

To mute/unmute your microphone:

1. While in a VRI call, click the microphone button on the Call Control Bar.

Speaker Controls

To test your speakers:

1. While in a VRI call, click the Options tab on the Call Control Bar.
2. Click Settings.
3. Under "Speakers", click "Play test sound" and listen for the music.
4. If you don't hear the music, adjust your speaker volume, or check your computer's speaker settings.

To adjust your speaker volume:

1. While in a call, hover over the speaker icon and drag the slider
2. You can also click the speaker icon to mute and unmute your speakers

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