

# Urgent Announcements

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(8/10/2017) Our next platform updates, VRI Direct 3.2.0 and VRI Direct for iOS 1.9, are scheduled to release on September 6, 2017 between 11:00 PM Eastern, ending September 7, 2017 at 2:00 AM Eastern. These updates reintroduce text chat tools, improve the behavior of the Call Control Bar when it's not in use during a call, and include other bugfixes and improvements.

While we expect downtime of less than five minutes during this maintenance window, unforeseen issues may cause intermittent or continuous connection failure at any time during the window. Please plan accordingly.

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We have uncovered an issue where, under some circumstances, the VRI Direct Mobile for iOS app fails to fully complete a call request, leaving the iPad/iPhone caller to think that the interpreters are not answering.

If you log in to the VRI Direct Mobile app on an iPad or iPhone, and you repeatedly try calling interpreters without the interpreters answering, please log out of the iOS app and log back in again, and then try placing your calls again.

We are pursuing a fix to this issue and will provide additional information as we learn more.

VRI Direct users on laptop/desktop browsers and Android tablet Chrome browsers are unaffected by this issue.

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When trying to place a call, some users may see the message "Internal Server Error" with no call getting established. This is not a critical issue, as subsequent call attempts work around the error situation, but we recognize that this is an inconvenience and we're investigating cause and fixes, and will roll out fixes as soon as they become available.

In the meantime, if you experience this situation, simply retry your call.