

VRI Transform Your Communication Experience


www.govineya.com


Things to Know


- For jobs scheduled well in advance, the email with the Vineya VRI link will be sent 24 hours prior to the job.
- If a job is scheduled in less than 24 hours, the Vineya VRI link will be emailed immediately.
- The Vineya VRI link becomes active 15 minutes prior to the start of the appointment.
- Clicking on the Vineya VRI link more than 15 minutes prior to the scheduled time will not work.
- The Vineya VRI link can be copied and shared with other participants.


For a test call access:
<https://tokbox.com/developer/tools/precall/>

Important Information for Vineya VRI

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Connect a wired Ethernet to your computer.
OR, if using WiFi, conduct your VRI call near the WiFi access point.
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Desktop, Laptop, Android and iOS devices should be three-years-old or newer.
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An external HD webcam is recommended regardless if there is a built-in webcam.
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A headset and/or an external microphone is recommended.

Before You Start

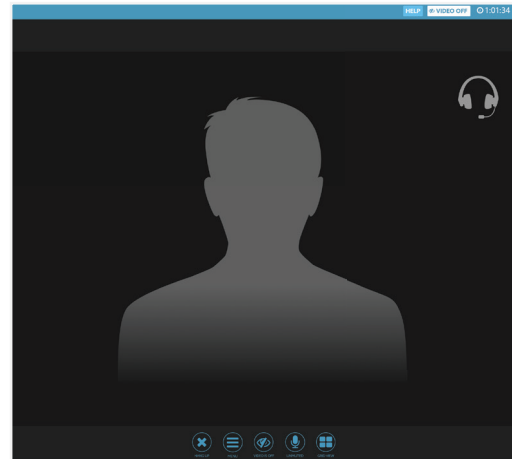
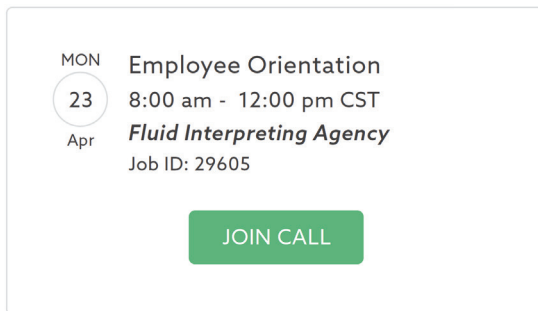


You will need Chrome or Firefox. Internet Explorer and Safari will not work.



From iPhone or iPad, the user must download Vineya iOS App from the Apple APP Store.

Steps for Joining a Vineya VRI Call



When you open your Vineya VRI email, click the green "Join Call" button.

Once in the VRI call, you can change your views and utilize a chat feature. You may wish to test these features prior to your first VRI call.

Buttons



Ends the VRI session



Expand to view the chat feature



Turn video on/off



Turn audio on/off



Change the view; important in a call with many participants

If you encounter problems during your Vineya VRI call, do not use the "Hang Up" button. Close the browser and reopen the Vineya VRI link. At the end of the session, use the "Hang Up" button.