

# Activate the VRI Application

Make sure the device is connected to the **staff Wi-Fi or Cellular data (Public or guest Wi-Fi will not work)**

The screenshot shows the LanguageLine Solutions VRI activation interface. At the top, there is a blue header with the LanguageLine Solutions logo on the left and a 'Help & Settings' link on the right. Below the header, the main content area features the slogan 'Enabling Communication, Empowering Relationships' in blue text. To the right of the text is a photograph of a smiling woman holding a tablet. The tablet screen displays a video call in progress with a male agent wearing a headset. Below the main content area is a dark blue footer containing three numbered steps for activation:

- 1 Authenticate Your Device**: This step includes a white input field with a green checkmark icon, indicating successful authentication.
- 2**: This step includes a white input field with a green checkmark icon, indicating successful name entry.
- 3**: This step includes a green button labeled 'Activate Device'.

Below the footer, three yellow callout boxes provide instructions for each step:

- Step 1: Enter the Authentication Code provided by PLS
- Step 2: Enter the name provided by PLS
- Step 3: Click on **Activate**

# Test the VRI Application

LanguageLine Solutions® Connect to an interpreter.

Top Languages

All Languages

Spanish español

Arabic عربي

Remember authentication  ON

Disable call surveys  OFF

Frequently Asked Questions

Video Interpreter Availability

Contact Us

Call History

**2** Network Diagnostics

Place Test Call

**1** How to Use

Help & Settings

If you are having issues with InSight, please run this network diagnostic tool. This tool will run a set of tests that will validate your connectivity and network/firewall settings to our InSight services. Please run this tool prior to calling InSight support with issues related to connectivity.

**3** Run Network Diagnostic

3:27 PM Tue Feb 25

Close

**4** Diagnostics Tool

✓ API Connectivity

✓ Video Calls

✓ Audio Calls

If you have other results, check the Wi-Fi connection, try again.

If the issue persists, contact your site lead or the Language Service Coordinator of PLS

video: 3

r

audio: 22.0