

VIDEO RELAY SERVICE

INSTALLATION GUIDE



*These instructions apply to both P3 and Z5 VRS apps, which are available to download for PC, Mac, iOS, and Android.

**Please note that this installation guide is for VRS use only, and does not apply to the use of VRI services. For guidance on this please consult the "VRI How-To" guide on signlanguage.com/vri.

Instructions for iOS mobile devices.

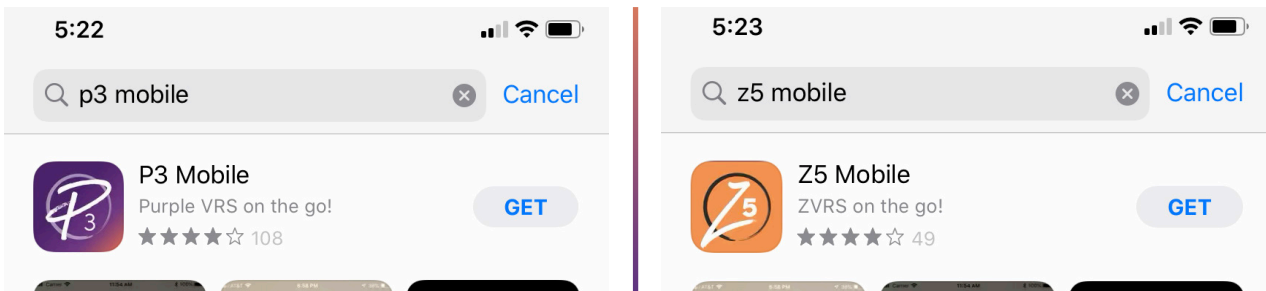
1. Tap 'App Store'



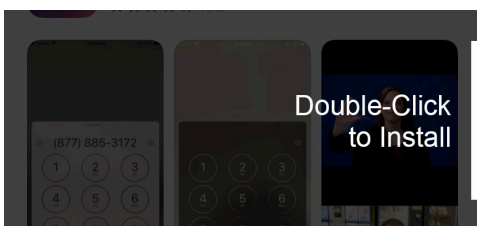
2. In the Search box, type 'P3 Mobile' or 'Z5 Mobile'

3. Find and tap 'P3 Mobile' or 'Z5 Mobile' from the search list

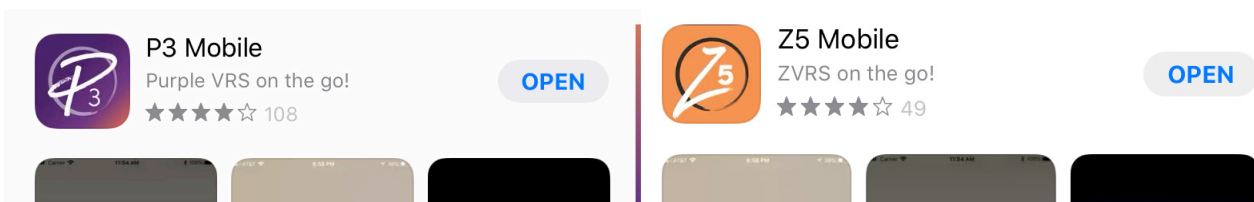
4. Tap 'Get'



5. Double Click to 'Install'



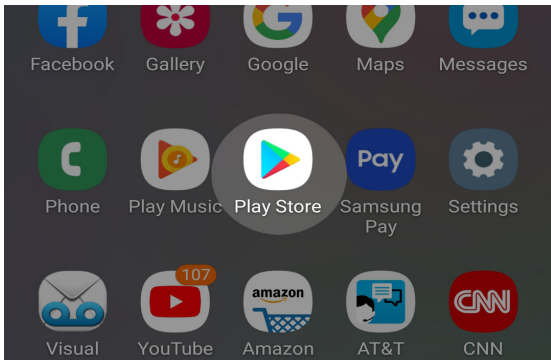
6. Tap 'Open'



You will need to use an account to sign in. If you do not have one, please register at Purple – account.purplevrs.com/registration or ZVRS – www.zvrs.com/registration.

Instructions for Android mobile devices.

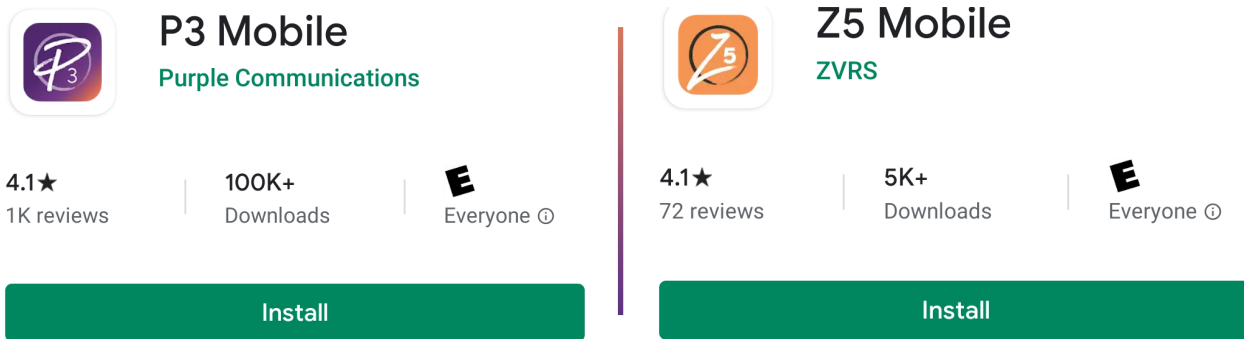
1. Tap 'Play Store'



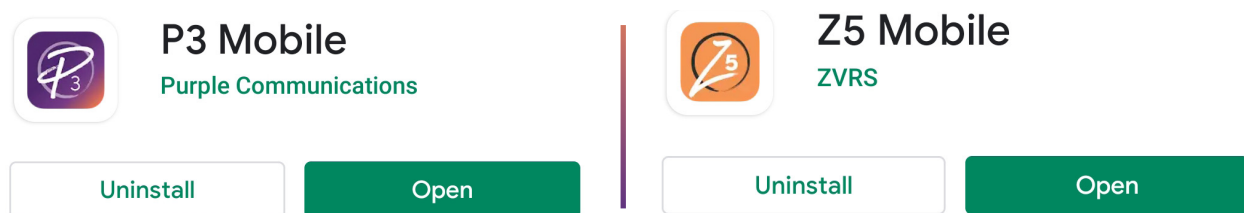
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4. Tap 'Install'



5. Tap 'Open'



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Instructions for PC Desktop Computers.

Go to any browser and visit the app web page to download.

For P3 Desktop, visit – purplevrs.com/solutions

1. Click on “Download P3 for PC”

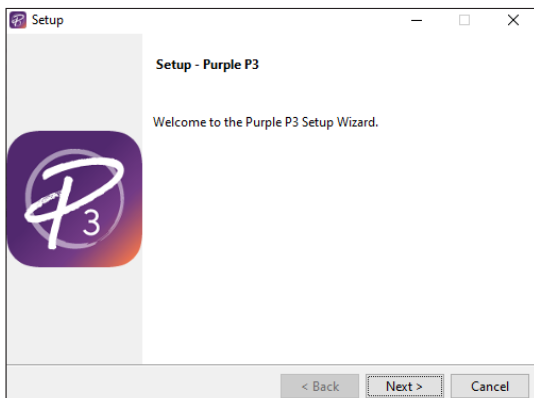
P3 for PC or Mac®

At work or at home, P3 connects you to anyone, anywhere, anytime, using your computer. Available for PC or Mac, P3 brings the best VRS interpreters directly to your computer screen.

Download P3 for PC

Download on the
Mac App Store

2. Save to your desktop.
3. Double-click the file on your desktop to open your “Purple P3 Setup Wizard.”



4. Follow the instructions to install the application, then the installer will open P3 Desktop automatically.
5. Type in your Purple username and password to log in.

Sign in Spanish English

☐ Remember me
☐ Sign me in automatically

Sign in

For Z5 Desktop, visit – zvrs.com/Z5

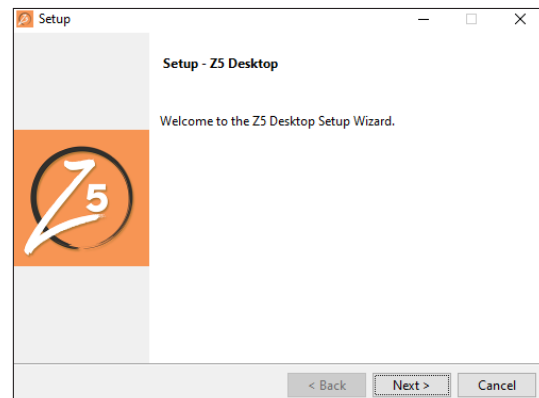
1. Click on “PC Download”

and Z5 desktop today

PC DOWNLOAD

MAC DOWNLOAD

2. Save to your desktop.
3. Double-click the file on your desktop to open your “Z5 Desktop Setup Wizard.”



4. Follow the instructions to install the application, then the installer will open Z5 Desktop automatically.
5. Type in your Z username and password to log in.

Sign in Spanish English

☐ Remember me
☐ Sign me in automatically

Sign in

You will need to use an account to sign in. If you do not have one, please register at Purple – account.purplevrs.com/registration or ZVRS – www.zvrs.com/registration.

Instructions for Mac Computers.

Go to any browser and visit the app web page to download.

For P3 Mac, visit – purplevrs.com/solutions

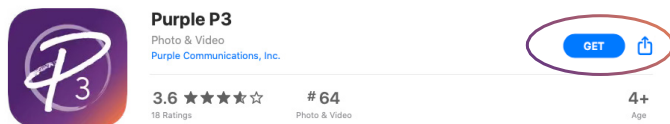
1. Click on “Download on the Mac App Store”

P3 for PC or Mac®

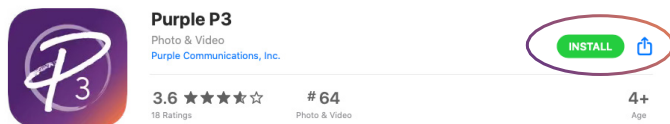
At work or at home, P3 connects you to anyone, anywhere, anytime, using your computer. Available for PC or Mac, P3 brings the best VRS interpreters directly to your computer screen.



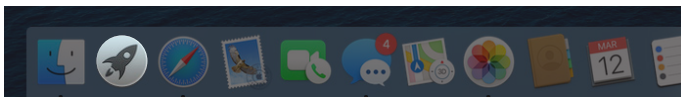
2. From the Mac App Store page click “Get.”



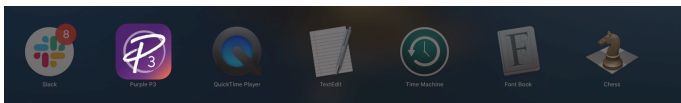
3. Click “Install.”



4. Click on the launcher icon from your dock.



5. Click on the P3 icon.



6. Type in your Purple username and password to log in.

Sign inSpanishEnglish

☐ Remember me
☐ Sign me in automatically

Sign in

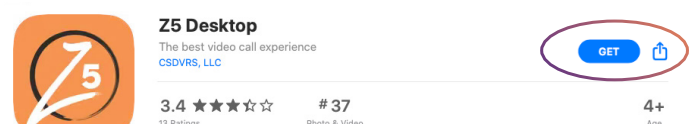
For Z5 Mac, visit – zvrs.com/Z5

1. Click on “Mac Download”

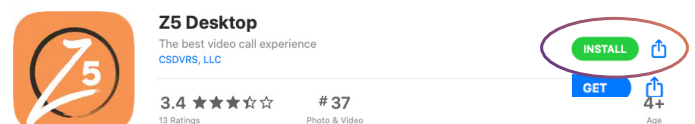
Download Z5 Desktop today



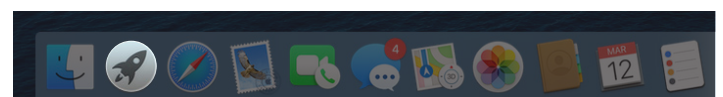
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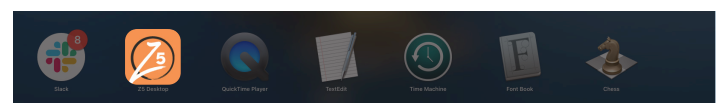
3. Click “Install.”



4. Click on the launcher icon from your dock.



5. Click on the Z5 icon.



6. Type in your Z username and password to log in.

Sign inSpanishEnglish

☐ Remember me
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Sign in

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If you do not have a username and password yet,
please fill out our user-friendly online registration form at

Purple - account.purplevrs.com/registration

ZVRS - www.zvrs.com/registration

and follow the prompts to set up your account.

Once your registration is complete, please contact our
Customer Experience Team at 877-885-3172 to finalize your account.



Purple

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zvrs.com | purplevrs.com

Video Relay Service – Overview

Video Relay Service (VRS) is a video calling service for the deaf that uses video to allow for sign language between parties or through VRS interpreters. VRS is used to place a video phone call as a replacement and/or complement to traditional TTY devices. VRS interpreter services are funded by the FCC and therefore the VRS calls are provided at no cost to users.



The VRS app has a simple and secure design whereby the caller simply selects an English or Spanish speaking interpreter and then dials the phone number of the friend or family member they wish to call. The call will automatically be routed through a VRS video interpreter.



Videophone

The deaf caller signs into the camera to a video interpreter.



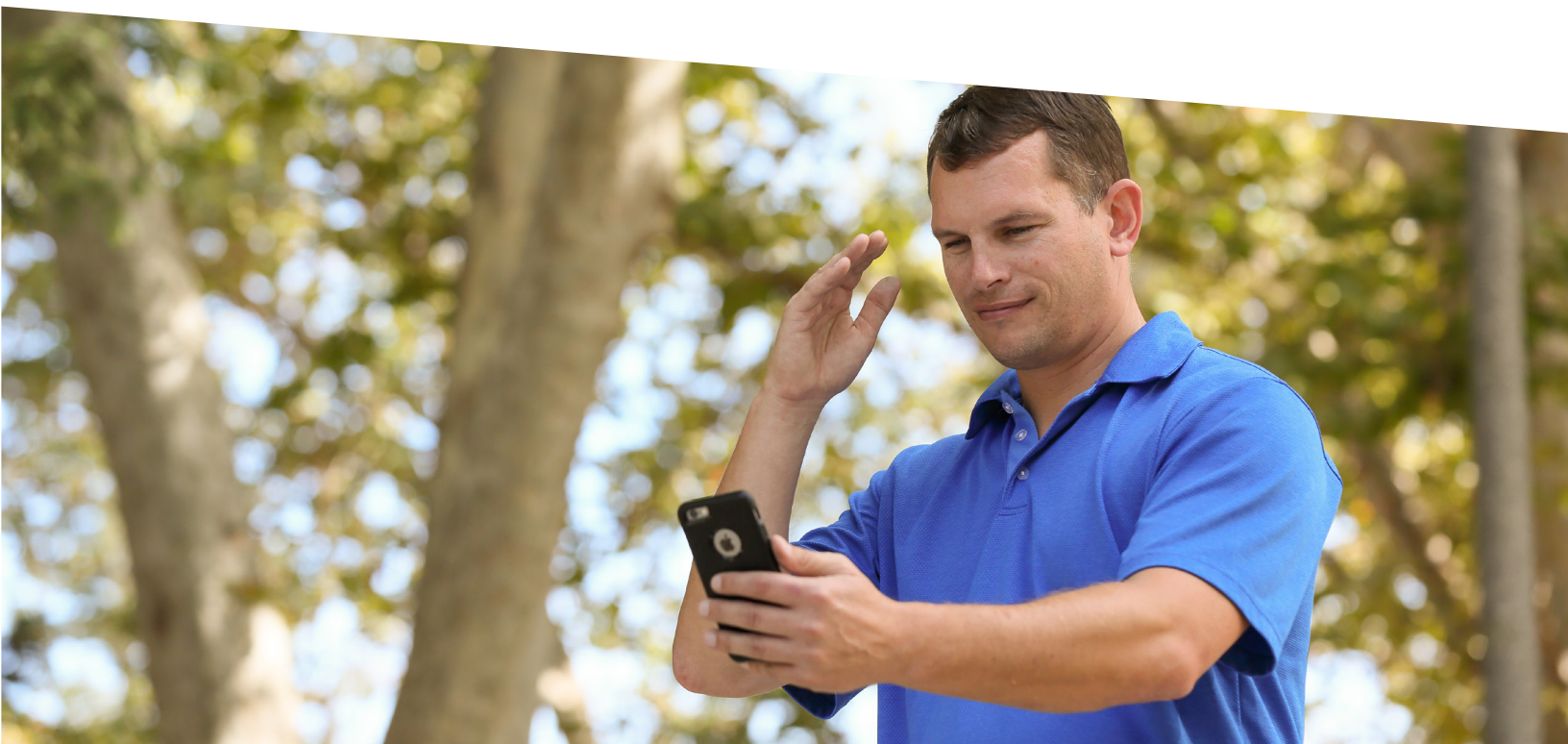
Video Interpreter

1. The Video Interpreter voices what the caller signs to the hearing person on the phone.
2. The Video Interpreter signs the response back to the deaf caller.



Voice Phone

The hearing person voices back to the interpreter.



VRS/Videophone Calling Instructions



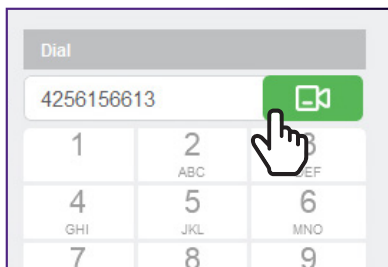
STEP 1

Touch the on-screen “P3 or Z5” icon to launch the application. The application will take a moment to launch after touching the icon.

OPTIONAL SETTINGS



- Select English or Spanish option for Video Relay Services interpreters in these languages (English is selected by default).
- Select Off or One-Line option for Voice Carry Over (VCO). Select One-Line if you want the person you are communicating with to hear your voice (VCO Off is selected by default).



STEP 3

Input telephone number of the party you wish to call and click on green “Call” button.



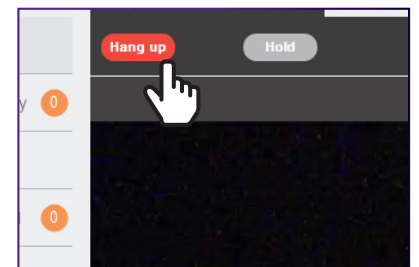
STEP 4

Point to Point call:

You will be connected to another videophone user automatically.

VRS call:

You will be connected to a Video Interpreter who will connect and relay your call to a hearing person.



STEP 5

When the call is completed, tap the screen once and then touch the red “hang up” button that appears and you will be disconnected.