



Better. Different. Purple.



Workstation/Computers on Wheels
(WOWs/COWs)

IT User Guide



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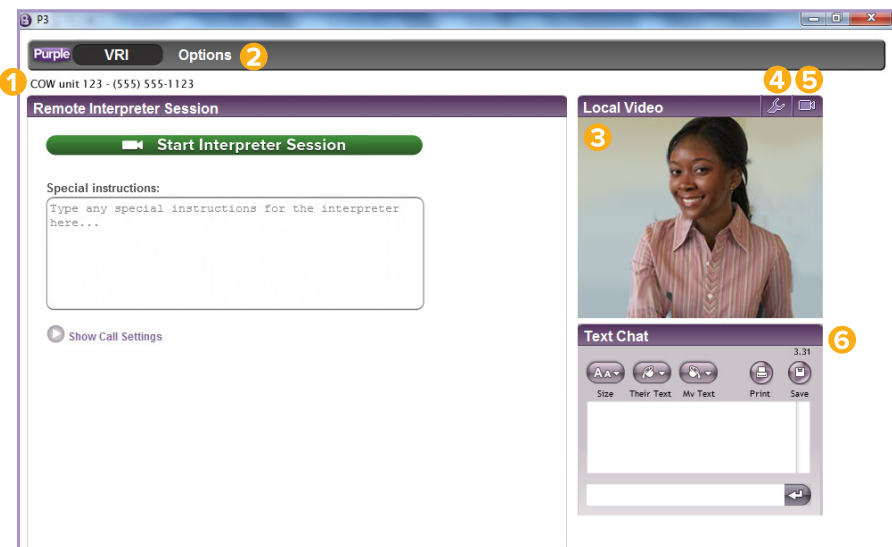
Purple VRI

The mobile Purple VRI (Video Remote Interpreting) station allows deaf patients to communicate with hearing medical staff using a remote Video Interpreter (VI). The VI signs to the deaf person what is being said vocally. When the deaf person signs, the VI relays with voice what is being signed.

Logging into Purple VRI

Purple VRI should be ready to use. If you see the log-in screen, please contact your IT administrator. Only one username can be logged into one workstation at a time.





Using Purple VRI

- 1 Station ID: displays WOW/COW account log-in ID
- 2 Purple VRI Options: Purple VRI setting preferences
- 3 Local Video: projects self-view
- 4 Camera/Speaker: camera/speaker setting adjustments
- 5 Privacy: privacy screen preference (VI cannot see you when the privacy screen is on)
- 6 Text Chat Box: text/chat option

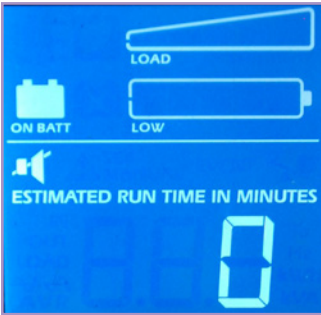
Making a Purple VRI Call

- 1 Enter any special instructions that you may have for the VI
- 2 Click “Start Interpreter Session”
- 3 When the VI appears on the screen, you are connected
- 4 To disconnect the call, wait for the VI to end the session or click the “Hang Up” button above the VI screen (the **Hang Up** button appears during an interpreting session)

COW/WOW Equipment Overview

BATTERY

With a fully-charged battery, the WOW/COW runs up to five hours. The battery is located near the rear of the workstation and has a digital display showing battery life. When not in use, it is recommended the WOW/COW remains plugged-in to ensure the battery is always fully-charged.



LOGITECH® HD PRO WEBCAM C910

Logitech Fluid Crystal™ Technology allows smooth video capture, ensuring high-quality and clear communications. The webcam is installed at the top of the workstation and plugged-in via USB connection located below the workstation desktop.



CHAT™ 50 SPEAKERPHONE

The Chat 50 Speakerphone delivers clear audio and is connected via USB. Easily accessible, the Chat 50 speakerphone is located near the workstation keyboard.



ADJUSTING HEIGHT

- 1 Firmly grip both sides of the desktop
- 2 Lift up or down and adjust to preferred height



LOCKING WHEELS

- 1 To lock, press tab located on the wheel firmly down until it stops
- 2 To unlock, lift the tab located on the wheel firmly up until it stops



COW/WOW Troubleshooting

VIDEO QUALITY

The VI says your video is blurry

A blurry video connection is usually caused by a weak WiFi signal. Please check your Internet connection speed at <http://speedtest.net>.

Network Speed Requirements

A download/upload speed of at least 512kbps (0.52Mbps) or better is recommended. A ping of 90ms or lower is also recommended.

Your WiFi signal is strong, but the VI still says the video is blurry

The “Find/Follow my Face” setting on your webcam may be on. This can cause the video to seem blurry.

Disabling “Find/Follow my Face” Feature

- 1 Access Purple VRI settings by clicking the wrench icon located in the “Local Video” window. (figure 1, below)
- 2 When the “Video Configuration Wizard” opens, choose “Camera” and click “Camera Settings.” (figure 2, below)
- 3 Please ensure that your autofocus is enabled. (figure 3, page 9)
- 4 In the “Webcam Control” window, please uncheck “Follow my Face” and “Find my Face” features. (figure 3, page 9)
- 5 Access the “Advance Settings” by clicking the tab located at the top of the screen. Select “Auto” for gain. This feature allows the camera to self-adjust and ensures the camera captures all video details displayed. Save your settings before exiting. (figure 4, page 9)

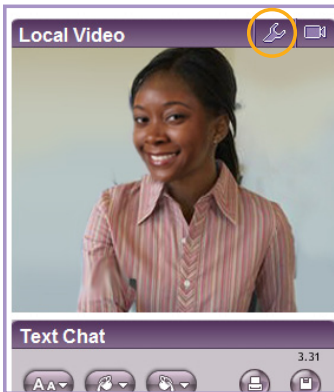


Figure 1

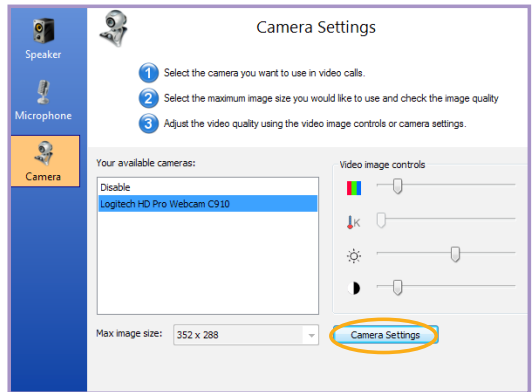


Figure 2



Figure 3



Figure 4

You see yourself blurry in the “Local Video” screen

If your self-view is blurry, it may indicate the “RightLight™” feature is on. This feature needs to be disabled by accessing the “Camera Settings” option.

- 1 Access Purple VRI settings by clicking the wrench icon located in the “Local Video” window. (*figure 1, page 8*)
- 2 When the “Video Configuration Wizard” screen opens, choose “Camera” from the left menu and click “Camera Settings” to access the webcam control. (*figure 2, page 8*)
- 3 When the “Camera Settings” window opens, click “Advanced Settings” and uncheck the “RightLight” box. Save your settings before exiting. (*figure 4, above*)

SOUND AND VOICE QUALITY

The VI can hear me, but I can’t hear the VI

You may need to adjust the Purple VRI volume settings.

Adjusting Purple VRI Volume Settings

- 1 Access Purple VRI settings by clicking the wrench icon located in the “Local Video” window. (*figure 1, page 8*)
- 2 Choose “Speaker” from the menu located on the left and slide the bar to adjust the volume. (*figure 5, page 10*)

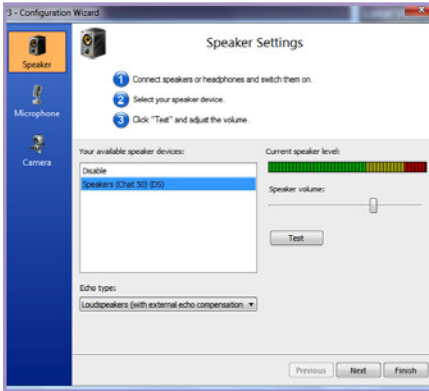


Figure 5

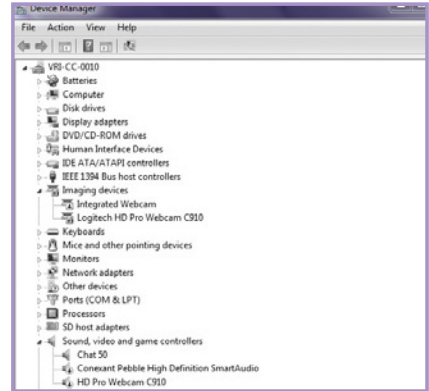


Figure 6

There is an echo when speaking to the VI

You may have more than one speaker or microphone on. This will cause an echo. The “Device Manager” (figure 6, above) allows you to disable any unnecessary devices.

Video Device

Please verify the Logitech HD Pro Webcam C910 is enabled and all other video devices are disabled.

To enable the Logitech HD Pro Webcam C910, go to the “Device Manager,” (figure 6, above) click “Logitech HD Pro Webcam C910” and choose “Enable” from the “Action” menu (figure 7, below). Please be sure other video devices are disabled.

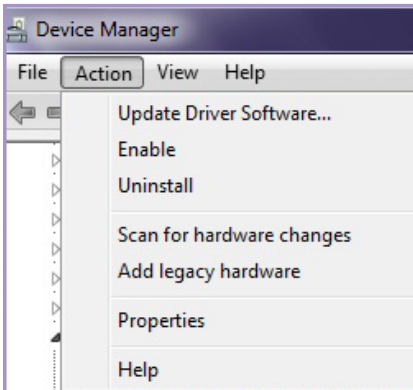


Figure 7

Speaker Device

Please verify the Chat 50 device is enabled and all other speaker devices are disabled.

To enable the Chat 50 device, access “Device Manager” (*figure 6, page 10*) and click “Chat 50.” When Chat 50 is highlighted in blue, click the “Action” menu and select “Enable” (*figure 7, page 10*). Please be sure other speaker devices are disabled.

Purple Premier Support

For technical questions, a dedicated agent is available to answer any questions 24 hours/7 days/365 days a year. Call **888-430-9656** or email **premiersupport@purple.us**.

Please have the following information ready when contacting Purple Premier Support:

- Full name of organization
- Point of contact phone number and title
- Secondary phone number for point of contact
- Point of contact email address
- Description of technical issue

Glossary

Anti-Flicker Camera Setting – This setting reduces the appearance of horizontal lines on sharp-still images. It is also helpful with preventing blurry video feedback.

Autofocus Camera Setting – This enables the camera to focus on primary objects on the video screen, and it is recommended to enable the autofocus camera setting; however, with video communication where multiple people may be on the screen at once, it is best to turn this feature off.

Brightness Camera Setting – This controls the brightness of the video feedback and may be adjusted to avoid extensive background lighting.

Color Intensity Camera Setting – This may be used to adjust colors displayed in video feedback.

Contrast Camera Setting – This setting adjusts video sharpness and saturation.

Download Speed – The download speed refers to your Internet connection's capture and display data capabilities. A slow download speed can cause a delay when a VI signs or speaks, and you hear or see the VI's feedback. It is recommended to have a download speed of at least 512kbps (0.52Mbps).

Exposure Camera Setting – This setting controls the total amount of light captured by the camera. A longer exposure setting allows more light to display. The default settings on the Logitech Camera used with Purple VRI should be adjusted slightly to the right of the center of the exposure bar.

Find my Face Camera Setting – The camera focuses on the face of the user. If you plan on using Purple VRI to make a call with more than one person on the screen at once, it's recommended this feature is disabled.

Follow my Face Camera Setting – This unique feature allows the camera to follow your face as you move throughout the conversation. It is not recommended to use this feature during a Purple VRI call since American Sign Language (ASL) is a language that requires visibility of the hands and not just the face of the user.

Gain Camera Setting – This setting is used to capture small details. It is recommended not to change the current default setting.

Glossary *continued*

Image Orientation – The two available options for this setting are “Normal” and “Mirrored.” A mirrored image means you appear as you would if looking in a mirror, with writing and movement displaying backwards to the other person viewing you.

Ping – The ping refers to your Internet connection response time. The ping rate is displayed in milliseconds. A higher ping rate means a longer connection time and usually leads to a lag in video feedback. A lower ping setting results in a quicker response and smoother video connection.

RightLight – This setting causes the camera to dim the background and brings more light to the subject in front of the camera. An issue with RightLight is by using a light close to the camera causes the camera to focus solely on that light, making the video extremely bright and the user hard to see. It is best to disable this feature if making Purple VRI calls from well-lit areas.

Upload Speed – The upload speed refers to your Internet connection speed. A low upload speed means it requires more time to retrieve and display video. This can cause a delay in video feedback. It is recommended to have an upload speed of at least 512kbps (0.52Mbps).

VI – Video Interpreter. A VI signs to the deaf person what is being said vocally in American Sign Language (ASL). When the deaf person signs, the VI relays with voice what is being signed.

About Purple VRI

Purple VRI incorporates both voice and video into a call and is used to help in situations where interpreters are immediately needed to assist deaf, hard-of-hearing or speech-impaired individuals and hearing individuals communicate when they are in the same room. For more information, please visit www.purple.us/vri.



www.purple.us

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