

Krisp Installation Guide

December 10, 2021

You must have Windows 10 to install and use Krisp

Krisp must be installed on your personal device OUTSIDE of the JPMC Desktop (Citrix Session)

Instructions

6 Steps to install and setup Krisp

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Step 1 – Identify Your Default Browser

How to Determine Default Browser To Be Used For Krisp Download

You must use your default browser to download and install Krisp. If you are unsure what your default browser is, follow these steps:

1. Search “Default” in your windows task bar search box OUTSIDE of the VDI
2. Select “default Apps”
3. Your default browser is listed under “Web Browser”.
 1. NOTE: Your browser could be Chrome, Firefox, MS Edge, etc. It is not limited to the browser shown in the image.
 2. If you have problems using your default browser, simply click the icon to change it to Chrome.

Use your default browser when following the steps on the next page.

1

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Could be any one of these

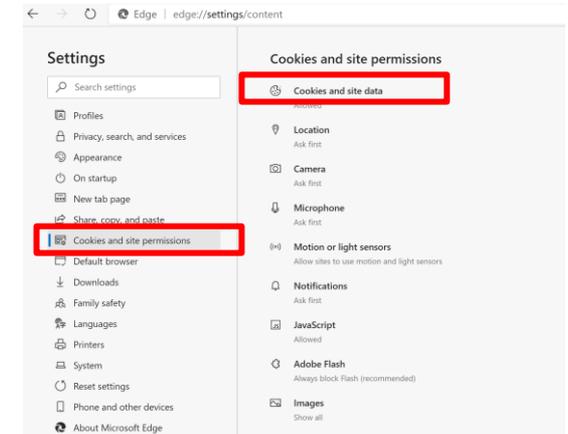
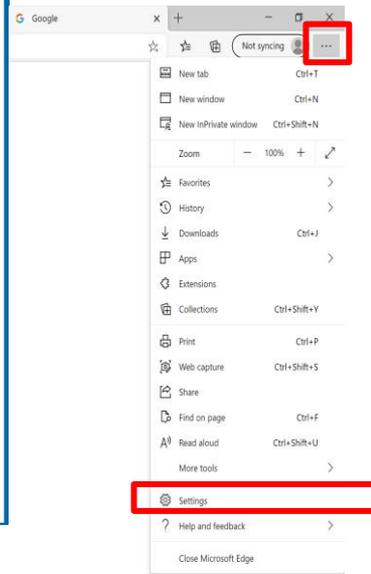
Step 2 – Delete IDA Cookie

Remove “ida.jpmorganchase.com” cookie

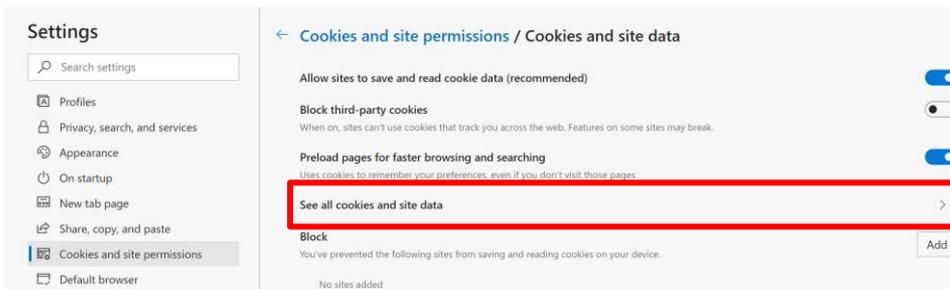
In your DEFAULT BROWSER, please check for an IDA cookie, and if present, delete it.

1. Click the 3 dots in the upper right corner of your default browser OUTSIDE of the VDI, then select “Settings” from the menu
2. Select “Cookies and site permissions” in the left nav, then select “Cookies and site data”
3. Select “See all cookies and site data”
4. Type in “ida” in the upper right search box; *if you have the “ida.jpmorganchase.com” cookie*, please **delete** it before following the instructions on the next page.

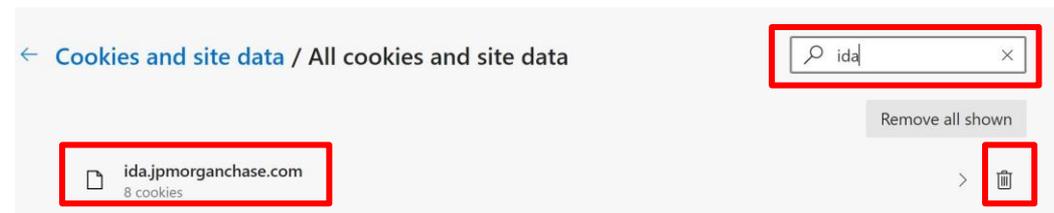
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Step 3 – Download Krisp Software

Downloading the Software

Before starting – make sure your headset is not muted.

1. Type the following into your **DEFAULT** browser window **OUTSIDE** of Citrix: jpmchase.krisp.ai - click “Sign In”
2. Enter your Single Sign-On (SSO) User ID and **DESKTOP** Password.
3. Click “**Download App**”

If you are prompted to enter a domain name – you need to start over.

1

JPMORGAN CHASE & CO.

krisp

By downloading the Krisp application, you acknowledge that you have read, understood, and agree to the following terms of use:

Your download and use of Krisp is completely voluntary and not a condition of your employment. If you choose to download and use Krisp, you may stop using it at any time for any reason. As you download and use Krisp, Krisp may collect information such as employee email address, Standard ID (SID) and device used. The data collected will be used on an aggregate and individual basis for analytical reporting purposes and Pilot evaluation. No data will be collected regarding performance metrics nor will the data that is collected be used for performance metrics.

Install Krisp on your personal device outside of your JPMC Desktop:

1. Please close your Citrix session **BEFORE** installing Krisp.
2. Click here for installation instructions. This will open in a separate window. Please it open and reference for step-by-step guide to successfully install Krisp.
3. Go to your device and select the installation file from your JPMC desktop for additional instructions after you complete the steps outlined above.

[Sign In](#)

2

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Authentication is required

Please login with your desktop password to continue

Standard ID

Password

[Sign in](#)

Forgotten your password? [Click here for help.](#)

3



Krisp for Desktop

Start having meetings without distractions and background noise

[Download App](#)

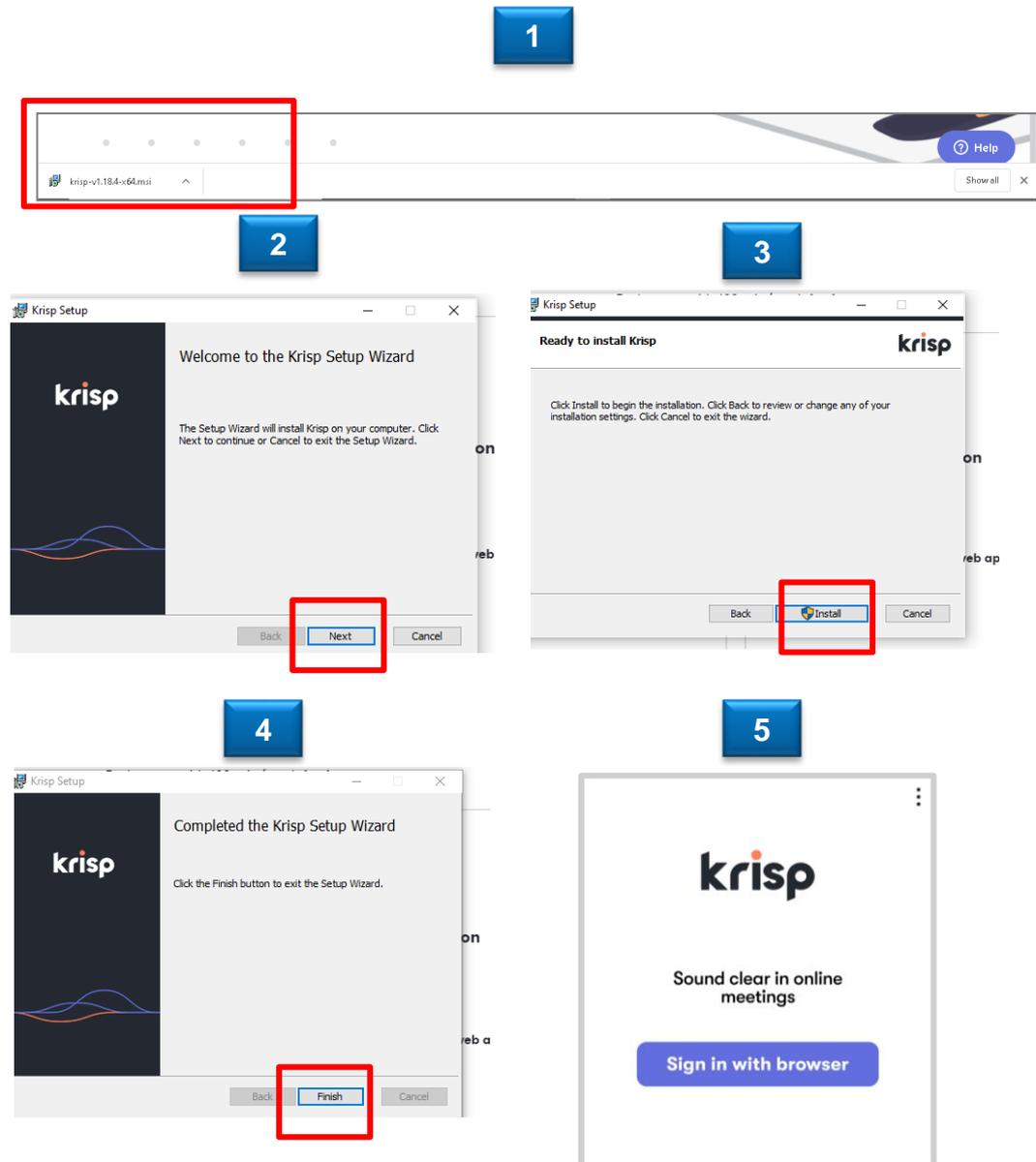
For Mac and Windows.

Already downloaded?
Please Install the app to Sign in.

Step 4 – Install Krisp Software

Installing the software

1. Open the **“.msi”** file in the bottom of your browser to launch installation
2. Click **“Next”**
3. Click **“Install”**
4. Click **“Finish”**
5. The Krisp desktop application will open. [Go to next page for remaining instructions.](#)



Step 5 - Sign In to Krisp Application with latest version

Signing In to Krisp

1. Click **“Sign in with browser”**.
The application will then recognize you have authenticated via JPMC SSO.
2. A new window will open announcing you are signed-in with Krisp.
 - Click **“Open Krisp app”**
3. A window pops up asking you to allow Krisp to open. Check the box to **“Always Allow”** and select **“Open”**.
4. A window opens with links to videos on how to use Krisp in common applications. Close that window.
5. Please validate you are logged into the **JPMC ANS** account.
 1. Upper left corner – should have **“JPMC ANS”** next to the Krisp image. If you don't, please go to page 10 in this deck.

❖ **NOTE:** OR, if you see **“Free”** in the upper right corner, and/or **“You have 120 minutes”** in the bottom of the screen, please reference the troubleshooting guide on page 13.

Step 5 - Sign In to Krisp Application with an older version

Signing In to Krisp

1. Click **“Sign in with browser”**. The application will then recognize you have authenticated via JPMC SSO.
2. A new window will open announcing you are signed-in with Krisp.
 - Click **“Open Krisp app”**
3. A window pops up asking you to confirm the login attempt. Click **“Confirm sign in”**. A window will pop up that says successfully signed in.
4. A window opens with links to videos on how to use Krisp in common applications. Close that window.
5. Please validate you are logged into the **JPMC ANS** account.
 1. Upper left corner – should have **“JPMC ANS”** next to the Krisp image. If you don't, please go to page 10 in this deck.

❖ **NOTE: OR, if you see “Free” in the upper right corner, and/or “You have 120 minutes” in the bottom of the screen, please reference the troubleshooting guide on page 13.**

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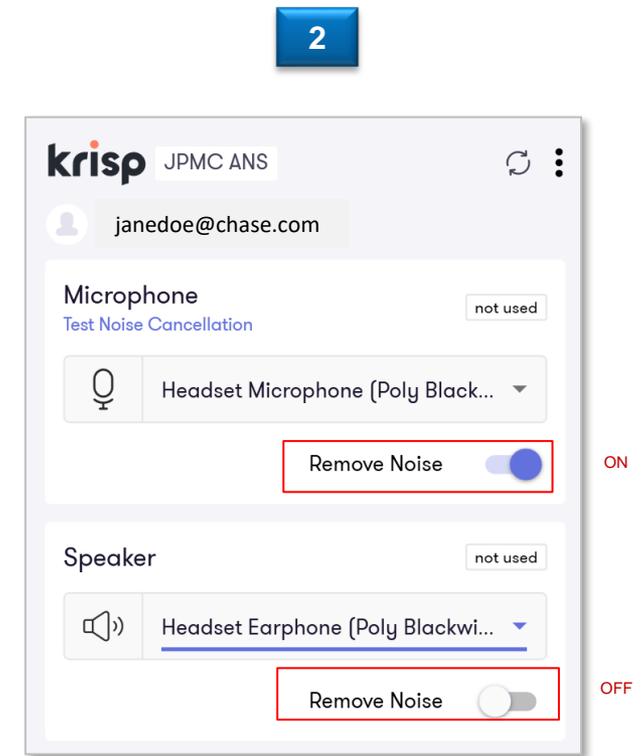
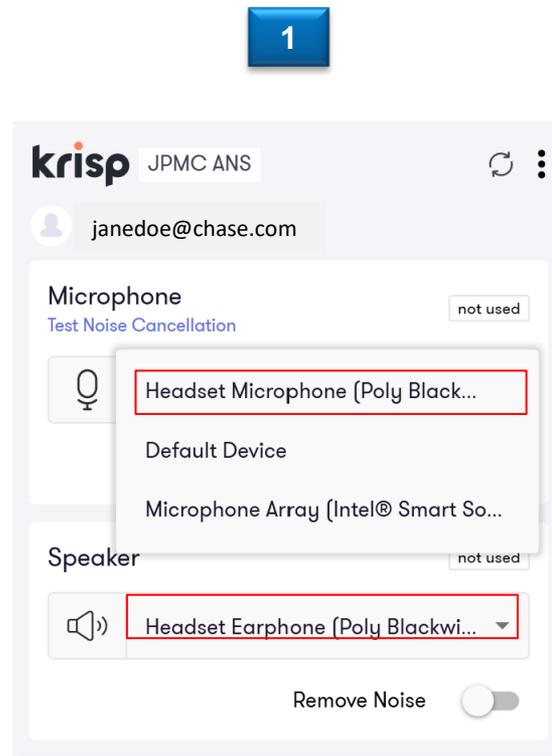
NOTE

Step 6 – Setup Krisp

Select microphone and turning on noise cancellation

1. Select the headset you are using in the Microphone and Speaker drop-downs in KRISP.
2. Make Krisp available for use in applications using the buttons to turn “ON” noise cancellation .

FCPS Specialists Only: The speaker noise cancellation is not to be used by Fraud teams. Please turn the “Speaker” button to the left (off), ensuring you can hear the background noise from the customer side.

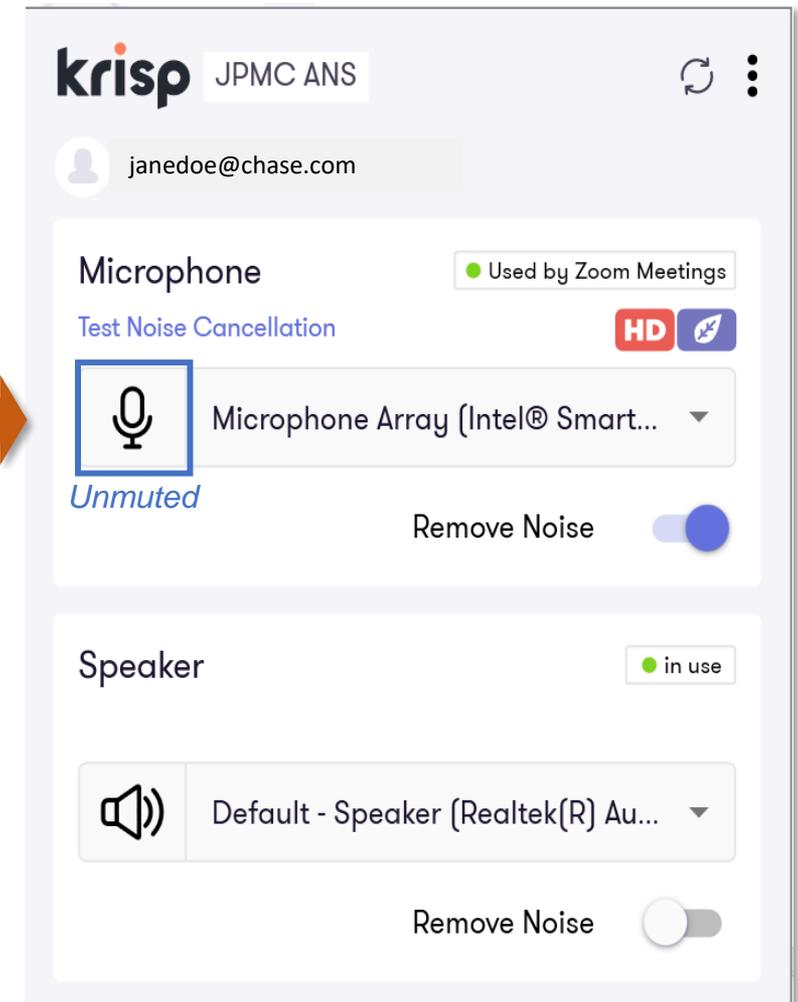


Krisp Features Overview

Krisp Version 1.22

- Mute/Unmute System Sound setting in Krisp.**
 You can now unmute your system microphone using the Krisp application (instead of going through system sound settings). *If you see the “mute” icon, simply click it to unmute.*
- Better CPU Performance and Battery Usage.** Krisp will automatically switch to a new “Low Power” mode if the CPU performance on your computer is not enough to save battery and still provide good noise cancellation and voice quality. *When Krisp is running in this mode, you will see this icon. Krisp will determine when your system needs to operate in this mode automatically.*
- HD Voice.** If you have a powerful enough computer and a compatible microphone, your voice will now sound in HD! This will bring a very noticeable improvement in voice quality. *When Krisp is running in HD mode, you will see this icon on the app. Krisp will determine when your system can support the HD mode automatically.*

Muted



Trouble Shooting Guide & Support

Find the most up-to-date troubleshooting and installation guides on the product page [Go/NoNoise](#)

*(In a web browser inside the JPMC desktop, type in **Go/NoNoise**)*

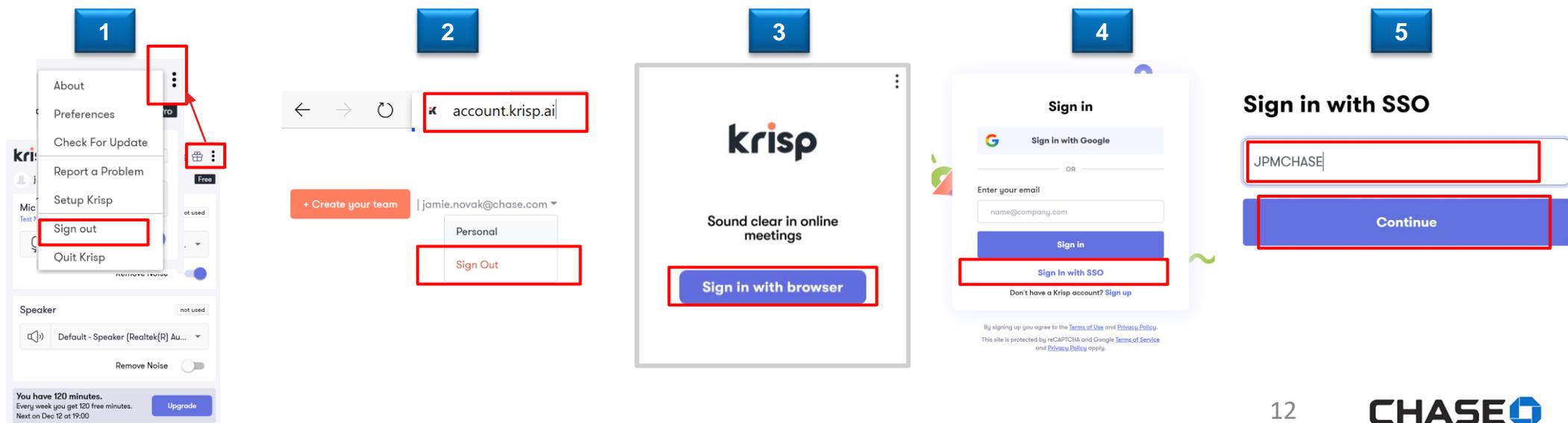
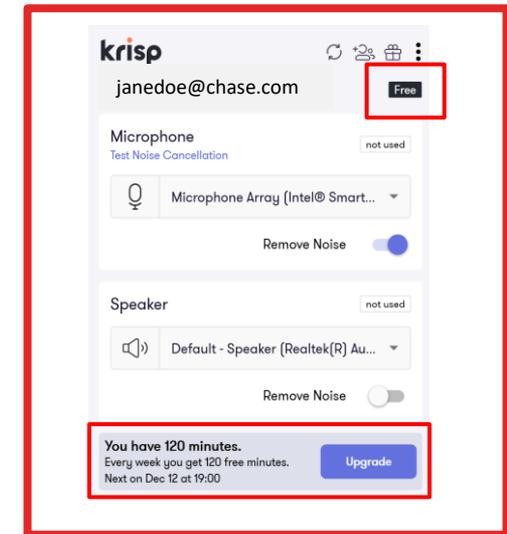
Created a Personal Account - Trouble Shooting Step 1

Signing into JPMC ANS Account

If your Krisp Application says “Free” in the upper right, or “You have 120 minutes” at the bottom, please follow these steps to log into your **JPMC account** with unlimited minutes:

1. Click the 3 dots on the Krisp Application and click “Sign Out”
2. Open Default Browser, navigate to <http://account.krisp.ai>, and click your email address drop-down in the upper right corner of the page. Select “Sign Out”
3. Go back to the Krisp application and click “Sign in with Browser”
4. Select “Sign in with SSO”
5. Enter “JPMChase” in the box and select “Continue”

Please see next page for expected results



Created a Personal Account - Trouble Shooting Step 2

Signing into JPMC ANS Account

Continued

You should see the following:

1. Upper right corner – should have **“JPMC ANS | your JPMC email address”**
2. The application should say **“JPMC ANS”**

If you see “JPMC ANS” as noted above, close the browser window and refer to **page 8** for selecting your microphone and speaker in the Krisp app.

If you do not see these results, please contact your Team Lead or use the support resources provided in the email notification of Krisp availability.

The screenshot displays the Krisp application interface. At the top left is the Krisp logo. In the top right corner, a blue box labeled '1' highlights the text 'JPMC ANS | janedoe@chase.com'. The main content area shows a 'Successfully Signed in' message with the Krisp logo and the instruction 'Look for Krisp on your taskbar and Start Setting up!'. Below this is a taskbar screenshot with a green circle highlighting the Krisp icon. On the right side, a blue box labeled '2' highlights the 'JPMC ANS' text in the system tray. Below the system tray, the Windows settings window is open, showing 'Microphone' and 'Speaker' settings, both with 'Remove Noise' toggles turned on. The bottom navigation bar includes links for 'About Krisp', 'Downloads', 'Sales', 'Support', and 'Lang'.

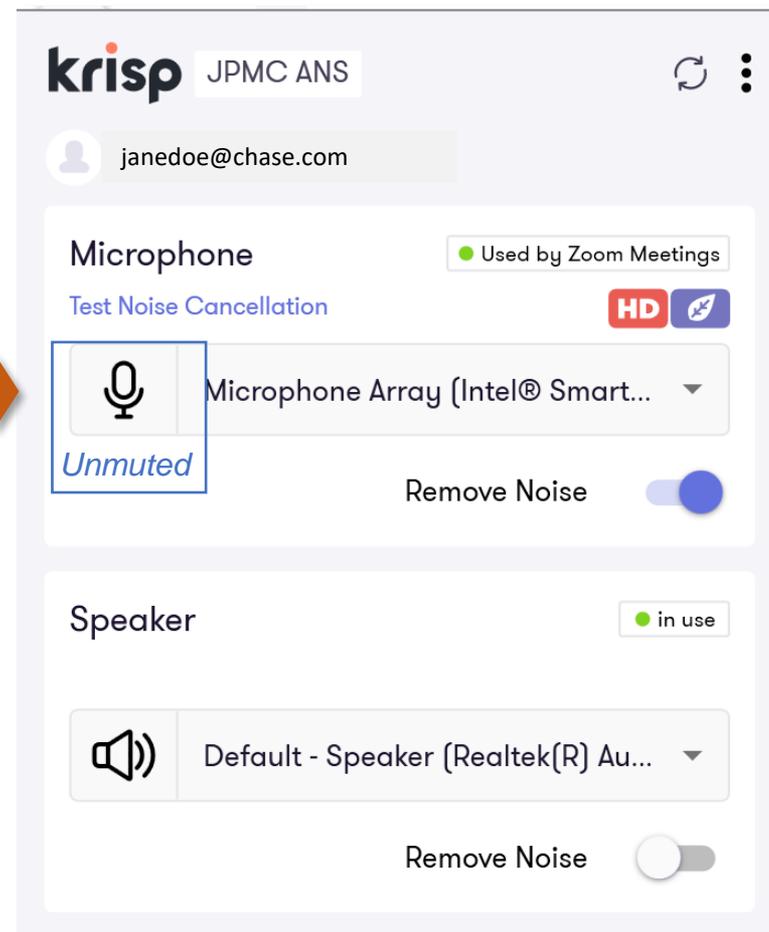
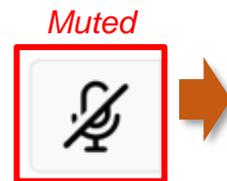
Microphone not working – Unmute the microphone

Make sure your microphone is not muted

Mute/Unmute System Sound setting on the Krisp app.

You can unmute your system microphone using the Krisp application (instead of going through system sound settings).

If you see the “mute” icon, simply click it to unmute.

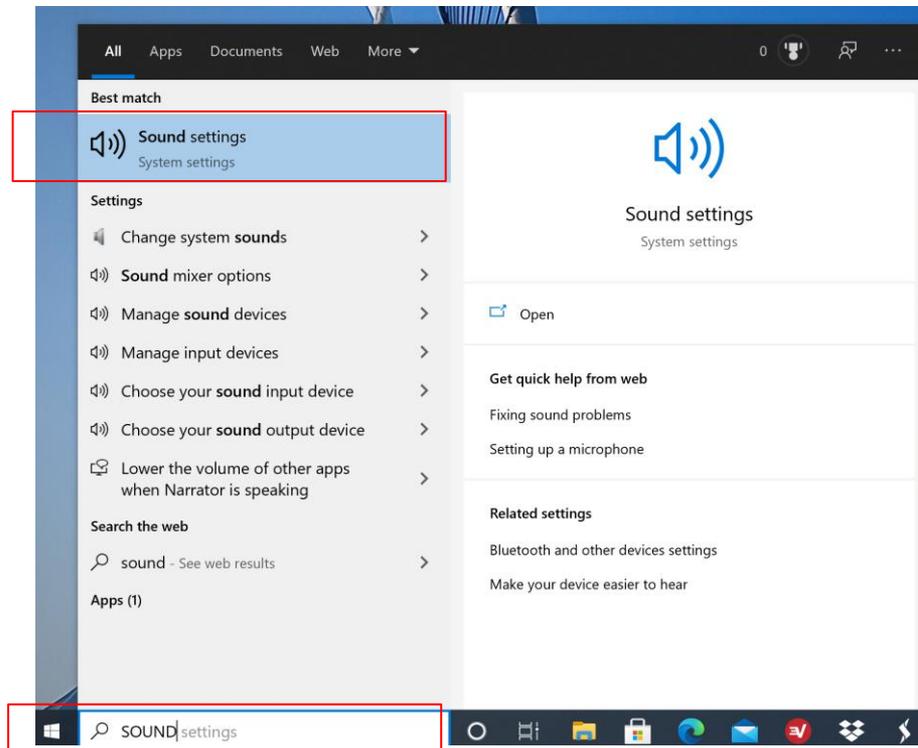


Microphone not working – validate Krisp is **Default** in Device System Settings

Ensure Krisp is your default **MICROPHONE** in your system settings

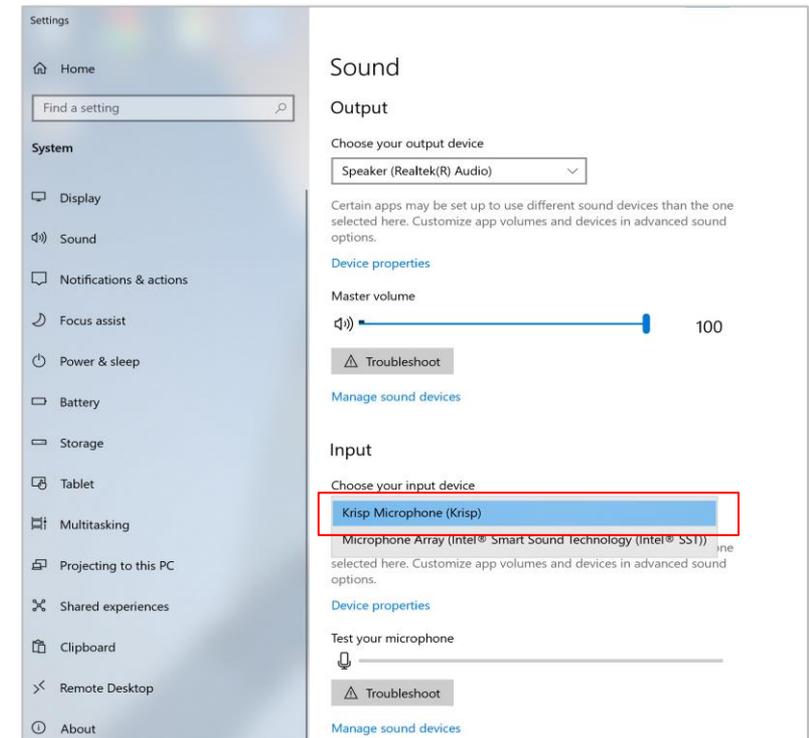
1

Search “**Sound**” in your windows system, then select “**Sound Settings**”.



2

Select “**Krisp Microphone**” in the Input dropdown (if not already selected), then close the settings window. The Output setting should be left defaulted to your system output.



NOTE: Be sure to close this system window when complete.