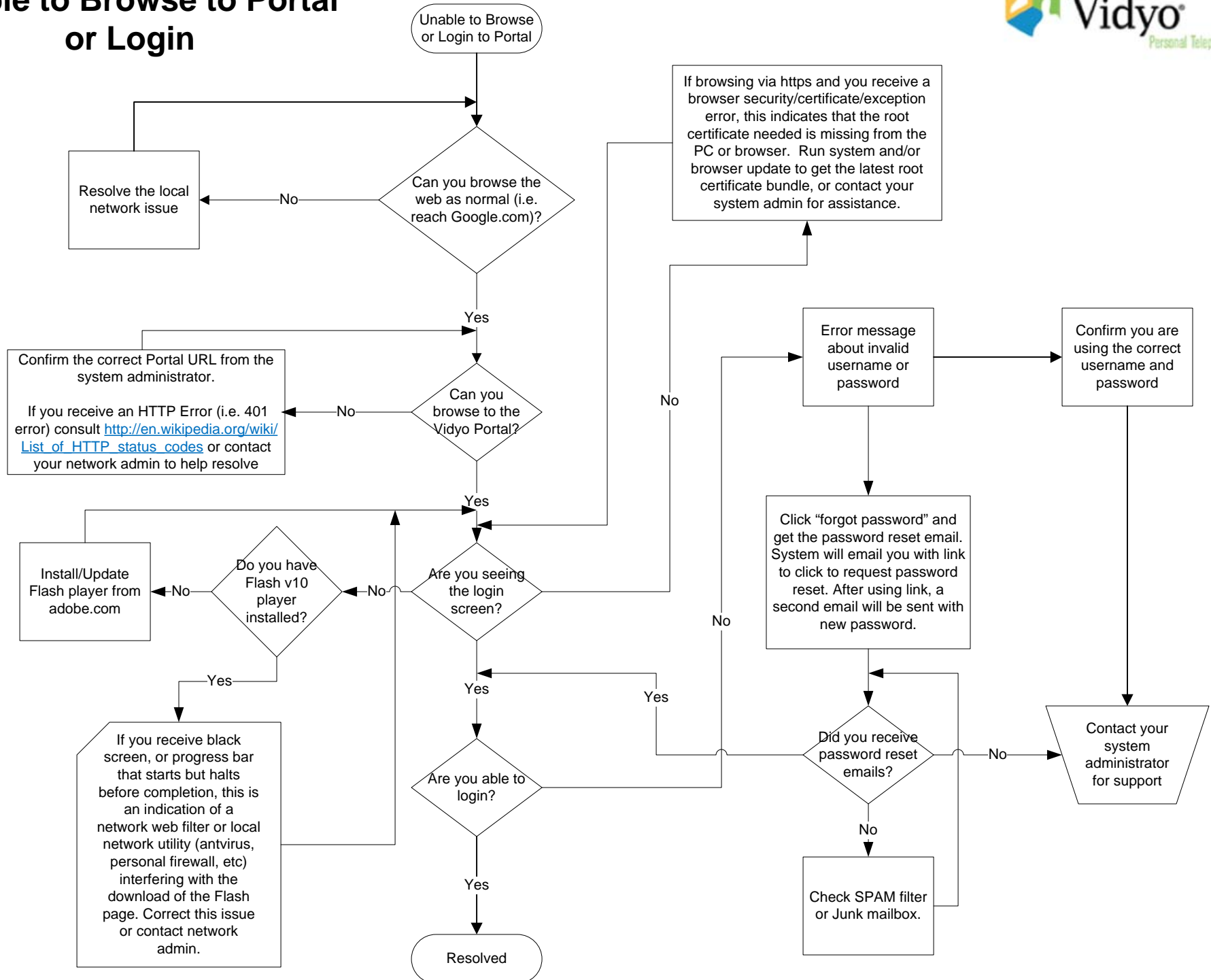
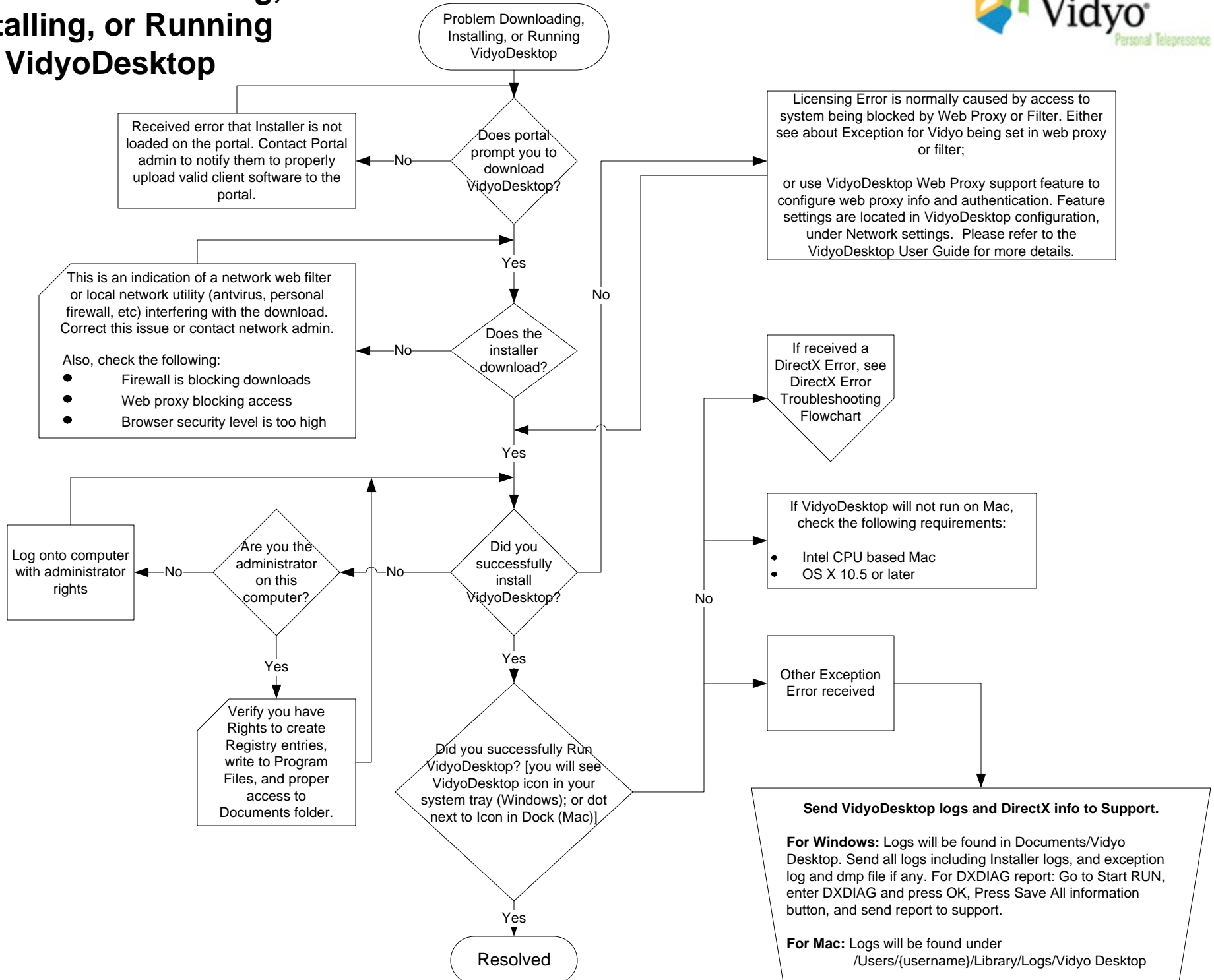


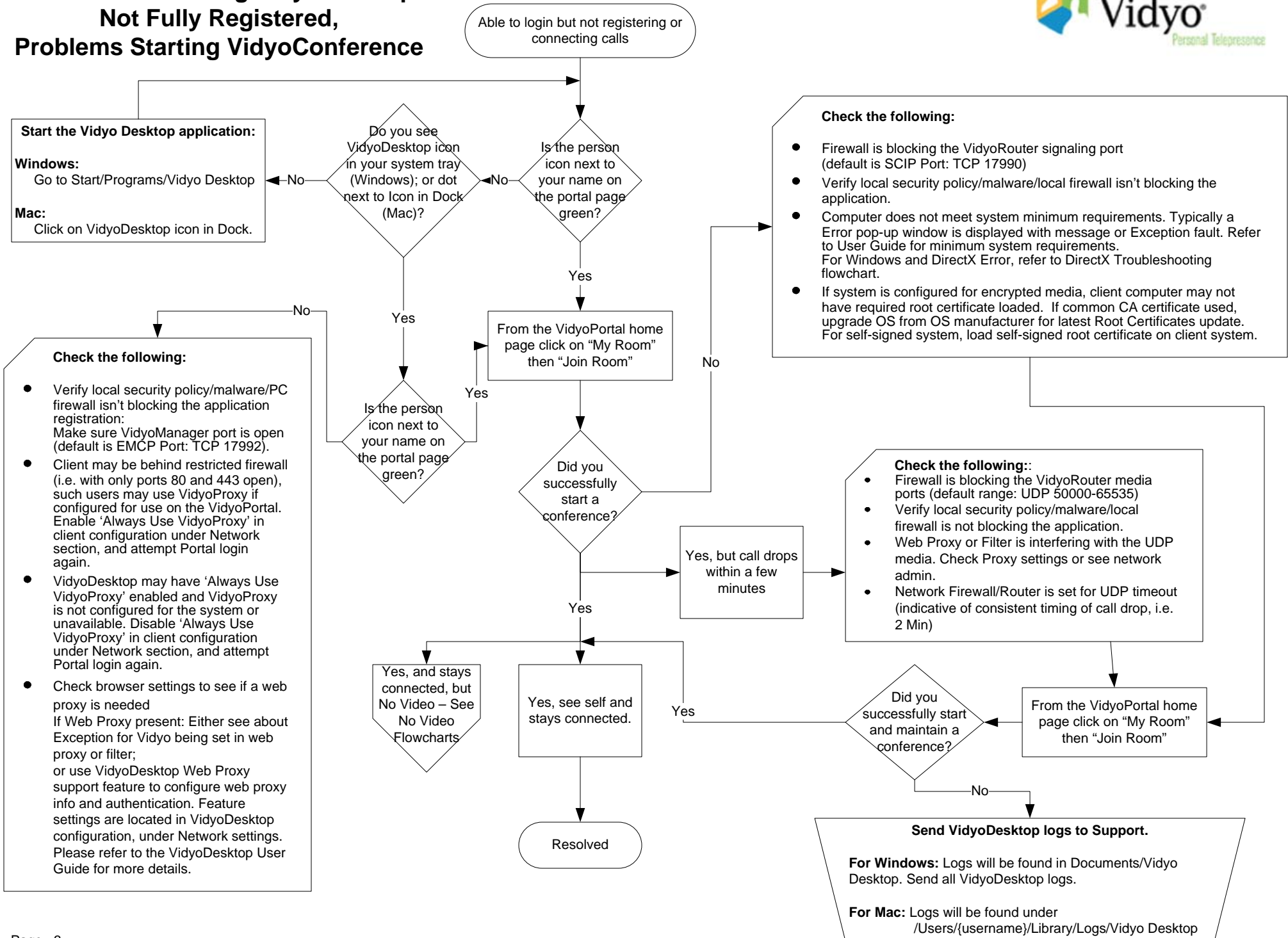
Unable to Browse to Portal or Login



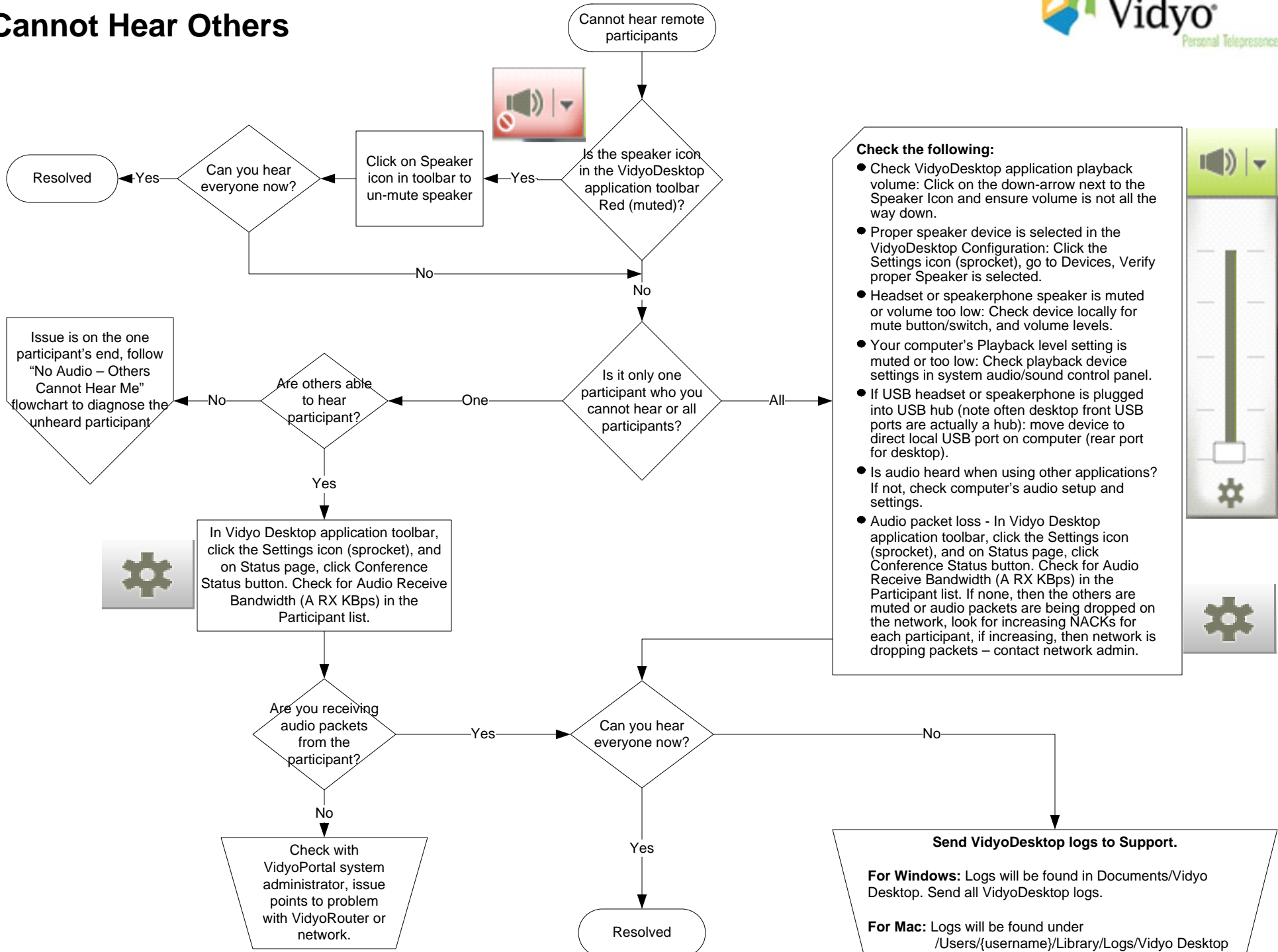
Problem Downloading, Installing, or Running VidyoDesktop



Problem Connecting VidyoDesktop: Not Fully Registered, Problems Starting VidyoConference



No Audio - Cannot Hear Others

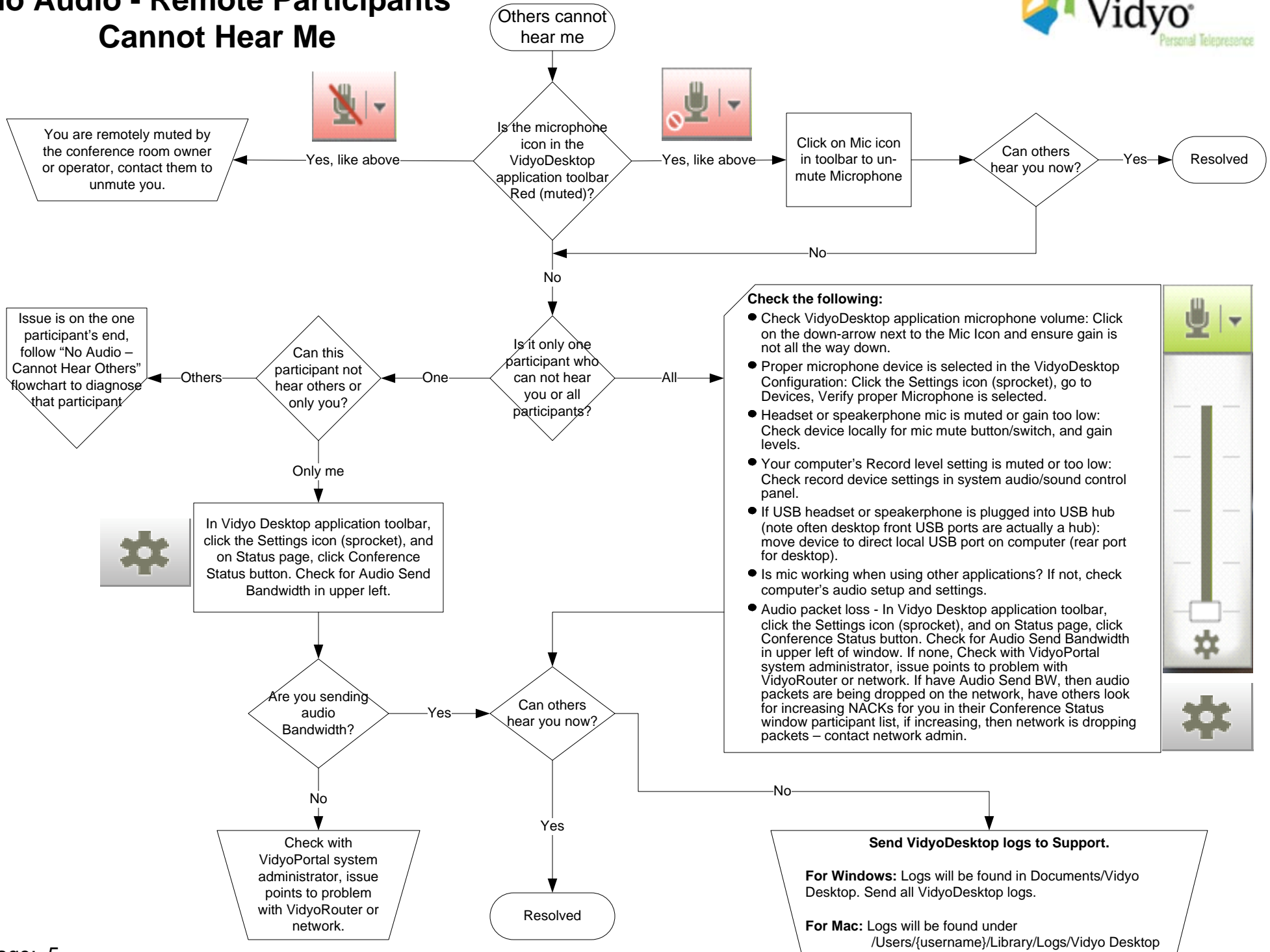


Check the following:

- Check VidyoDesktop application playback volume: Click on the down-arrow next to the Speaker Icon and ensure volume is not all the way down.
- Proper speaker device is selected in the VidyoDesktop Configuration: Click the Settings icon (sprocket), go to Devices, Verify proper Speaker is selected.
- Headset or speakerphone speaker is muted or volume too low: Check device locally for mute button/switch, and volume levels.
- Your computer's Playback level setting is muted or too low: Check playback device settings in system audio/sound control panel.
- If USB headset or speakerphone is plugged into USB hub (note often desktop front USB ports are actually a hub): move device to direct local USB port on computer (rear port for desktop).
- Is audio heard when using other applications? If not, check computer's audio setup and settings.
- Audio packet loss - In Vidyo Desktop application toolbar, click the Settings icon (sprocket), and on Status page, click Conference Status button. Check for Audio Receive Bandwidth (A RX KBps) in the Participant list. If none, then the others are muted or audio packets are being dropped on the network, look for increasing NACKs for each participant, if increasing, then network is dropping packets – contact network admin.



No Audio - Remote Participants Cannot Hear Me



Hearing Echo (Echo, Echo..) on the Call

General Note regarding Echo:
 Echo is caused by audio looping back via remote participants' speakers and into their microphone. When on calls with echo, always STOP and ask who hears it. If you hear echo, then you are NOT the source of the echo. The person who does not hear echo is the source. It is a bit backward from what you might think. The exception is if more than one source is causing the echo.

Audio Echo on Call

Who hears an echo when they speak?

Everybody

Everybody except 1 User

Does the User have a Headset, or Speakerphone with built-in echo cancellation?

Yes

No

Is there still an echo?

Yes

No

Resolved

- Check the following:**
- VidyoDesktop Speaker and/or Mic volumes – lower each if high. High levels can overdrive the devices.
 - Device Speaker and/or Mic volumes - lower each if high. High levels can overdrive the device.
 - If using AEC Speakerphone, be sure device is clear of any obstacles. Paper, books, shelves, etc that are sitting on top of or too close to the device may cause feedback.

Is there still an echo?

No

Yes

Echo is being caused by multiple participants, including the meeting host (yourself). Start by resolving the host's cause of inducing echo by following the remainder of the flowchart tree.

Then, as host, have all remote participants mute their microphone in the VidyoDesktop application toolbar.

Have remote users un-mute their microphone one at time until you find each user who is causing echo. Follow the remainder of the flowchart tree for each user causing echo.

Alternatively, as the Meeting Room owner/Operator/Admin, use the Control Meeting page of the Portal to control the Muting and UnMuting of each participant.



Enable "Echo Cancellation" in the VidyoDesktop application Configuration under Devices.

NOTE: Enabling Echo Cancellation may cause some cutting out of users' audio due to half duplexing.

Alternatively have the user use earphones like those that come with an iPod to physically isolate the audio.

Is there still an echo?

Yes

No

Resolved

Send VidyoDesktop logs to Support.

For Windows: Logs will be found in Documents/Vidyo Desktop.
For Mac: Logs will be found under /Users/{username}/Library/Logs/Vidyo Desktop

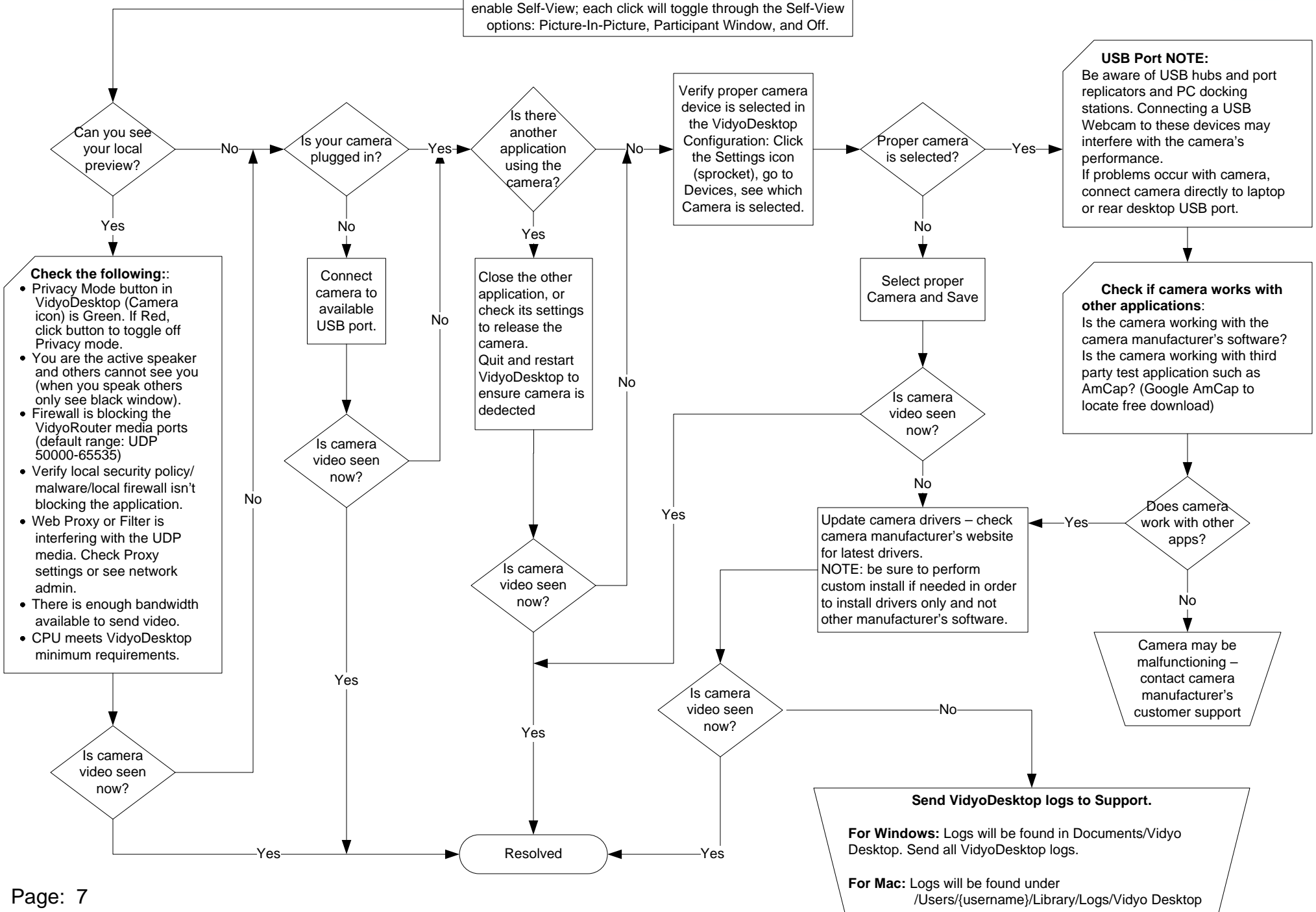
Send all VidyoDesktop logs.

No Video – Cannot See My Camera Video



See others, but they do not see my camera video

Click the Preview button in the VidyoDesktop toolbar to enable Self-View; each click will toggle through the Self-View options: Picture-In-Picture, Participant Window, and Off.



No Video - DirectX Error or Black Window (with others Joined)



This error can be caused by a couple of issues:

- DirectX is not installed or not updated to a currently supported version;
- DirectX is installed but acceleration is not enabled;
- DirectX is installed and up to date, but the video card on the PC either does not support DirectX or its drivers are not up to date with DirectX support;
- The PC does not meet the minimum system requirements to run VidyoDesktop.

See no video (just a black window), or receive a DirectX Error

Does call stay connected and can you hear others?

Check the following:

- Firewall is blocking the VidyoRouter media ports (default range: UDP 50000-65535)
- Verify local security policy/malware/local firewall isn't blocking the application.
- Web Proxy or Filter is interfering with the UDP media. Check Proxy settings or see network admin.
- Network Firewall/Router is set for UDP timeout (indicative of consistent timing of call drop, i.e. 2 Min)

To resolve which one is causing the problem, do the following:

1) Verify that the PC's Hardware Acceleration is set to Full. Go to Start Menu then Settings / Control Panel and open the Display control panel. Select the Settings TAB, then the Advanced button, then the Troubleshoot TAB, and make sure the Hardware Acceleration slider is all the way right to Full.

2) Go to Start Run and enter DXDIAG and press OK. This will launch the DirectX Diagnostic utility. Verify your DirectX Version on the first tab 'System'; version is listed as the last item in the middle of the window.

Is DirectX version 9.0c or higher installed?

Go to the DXDIAG Display TAB and see 'Approx Total Memory' line under Device section.

Is the VRAM 128MB or higher?

VidyoDesktop requires minimum 128MB of VRAM – upgrade graphics.

Install DirectX or upgrade version. Available at microsoft.com

Is the error resolved and are you seeing video?

In DXDIAG / Display TAB, under DirectX Features: verify that both DirectDraw and Direct3D Acceleration are Enabled.

If DirectX version is up to date and all the accelerations are Enabled or the acceleration Enable buttons are greyed out; then the PC's graphics adapter either does not support DirectX or its drivers need to be updated to enable full DirectX support.

Verify what display adapter is on the PC (view under DXDIAG / Display / Device), what drivers are installed (view under DXDIAG / Display / Drivers), and check out the manufacturer's website to determine if that particular card supports DirectX and at what Driver version.

Update the display adapter drivers for full DirectX support.

If the graphics card in use does not support DirectX – upgrade graphics.

Are DirectDraw AND Direct3D Acceleration Enabled?

Resolved

Is the error resolved and are you seeing video?

Enable these options in DXDIAG:

- Direct Draw Acceleration
- Direct 3D Acceleration

Is the error resolved and are you seeing video?

If none of the above is the answer, then it most likely means the CPU and GPU combo does not meet minimum requirements.

Send VidyoDesktop logs and DXDIAG report to Support.

For Windows: Logs will be found in Documents/ Vidyo Desktop. Send all VidyoDesktop logs.

In DXDIAG: select 'Save All Information' from the bottom of the DirectX Diagnostic Tool, save the file

Audio/Video Quality is Poor/Choppy/Freezing

