



OPTIMIZE YOUR AUDIO & VIDEO EXPERIENCE

What is required to join? A computer, microphone, speakers, camera and an internet connection. An Ethernet network connection is recommended.

DEVICE SELECTION

1. Adjust your devices by clicking the  **Settings Cog** in the top right of the screen after logging into VidyoConnect. System defaults will be selected.
2. Click **Audio/Video** to adjust the device selection. If no device is listed connect an external device. Allow it a moment to register with your computer.

Vidyo® Recommends: Use an external audio device like a headset or earbuds for the optimal audio experience.

TROUBLESHOOT MY VIDEO

Q: I joined the meeting but no one can see me: what do I do?

- Ensure you are unmuted: If muted, the  is red on the toolbar. Click to unmute.
- Select the correct device: Right click the  and click a new option. If no device is listed connect an external device.
- Ensure your camera doesn't have a cover.
- Close apps like **Lync** that may be using the camera.

Q: I joined the meeting but others don't see me and report a black screen: what do I do?

- If using a laptop docking station & external monitors open the laptop to use the camera.
- This may be due to fluctuating wireless. Connect to a wired connection.
- Ensure all USB devices are connected to a direct local USB port on the computer. Often on desktops the front USB ports are USB hubs.

TROUBLESHOOT MY AUDIO

Q: I joined the meeting but no one can hear me and/or I cannot hear anyone else: what do I do?

- Ensure you are unmuted: When muted, the   is red on the toolbar. Click to unmute.
- Select the correct device: If no device is listed connect one!
 - **Speaker:** Right click the  **Speaker**
 - **Microphone:** Right click the  **Microphone**
- Check that devices are not muted at the **system level**. The process for this differs per computer.
- Ensure all USB devices are connected to a direct local USB port on the computer. Often on desktops the front USB ports are USB hubs.
- This may be due to fluctuating wireless. Connect to a wired connection.
- Close applications like **Lync** that may be using the microphone or speaker.