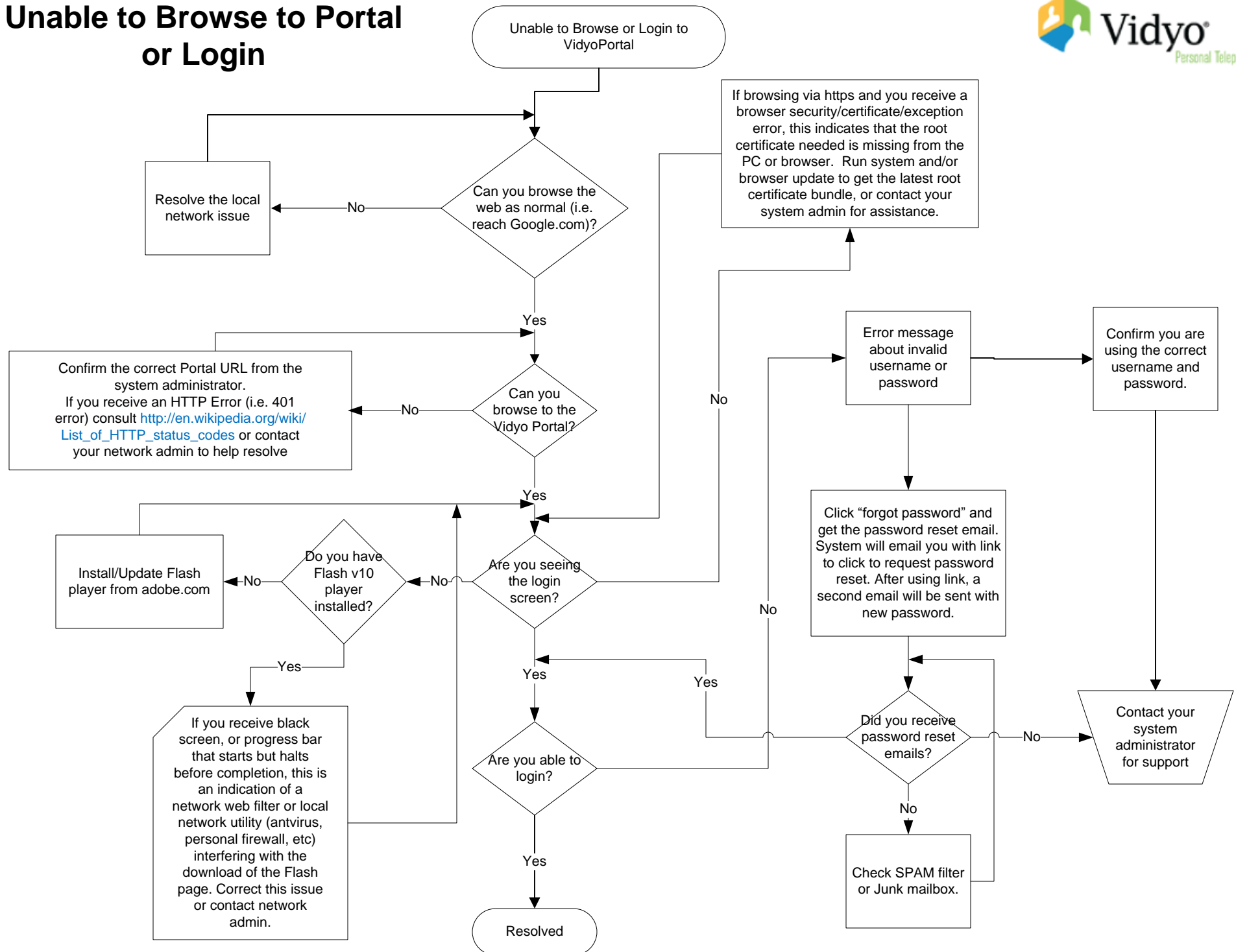
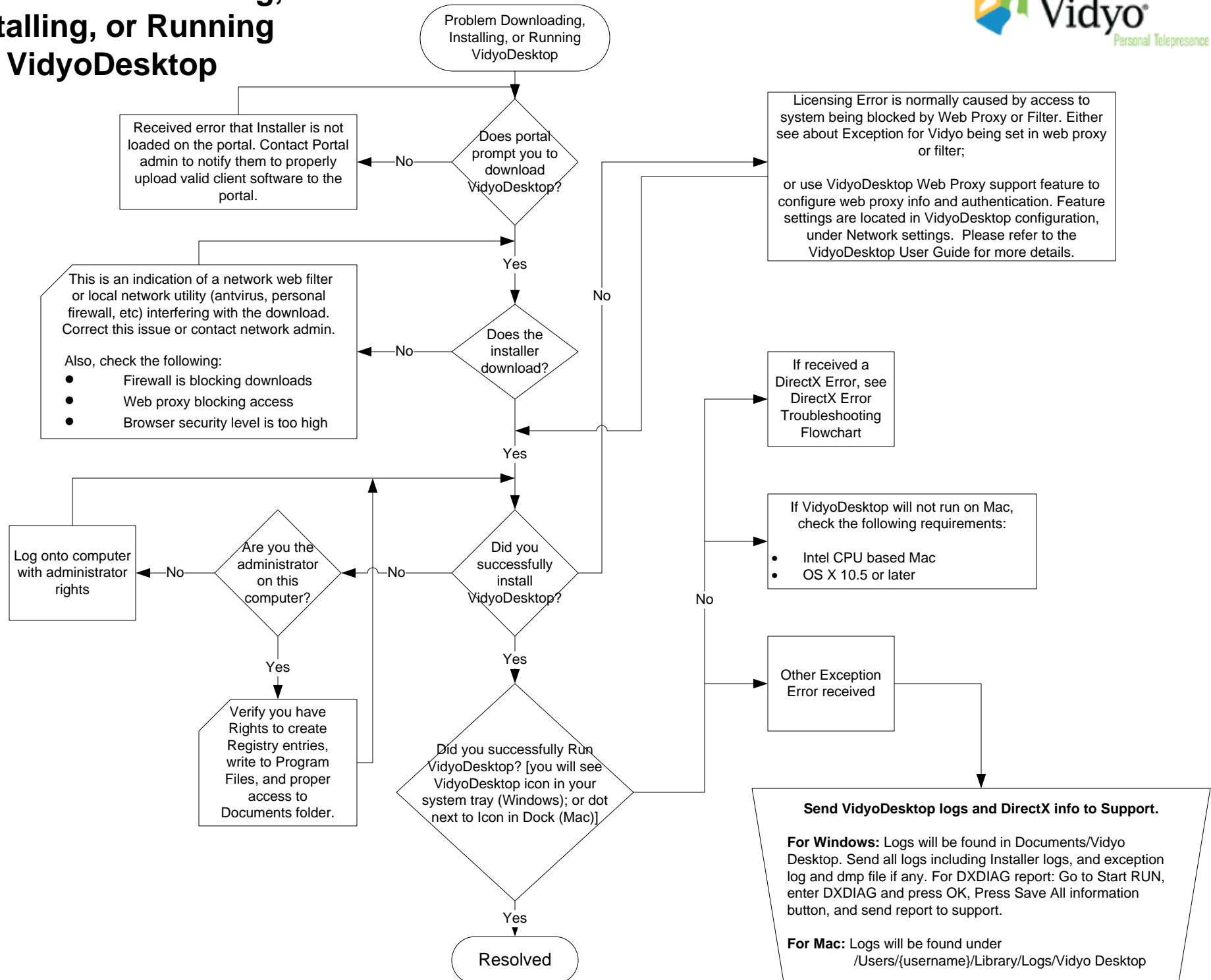


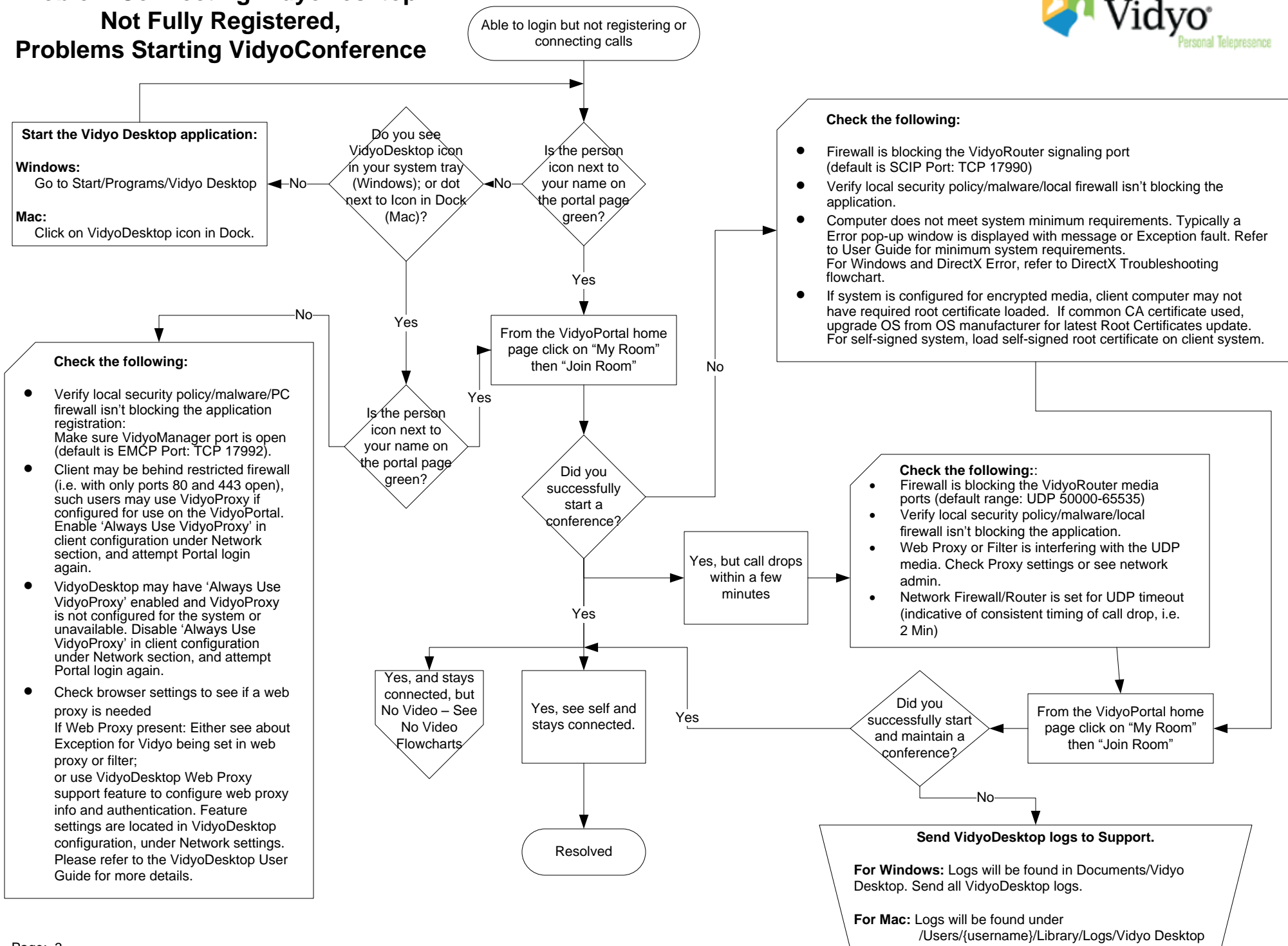
Unable to Browse to Portal or Login



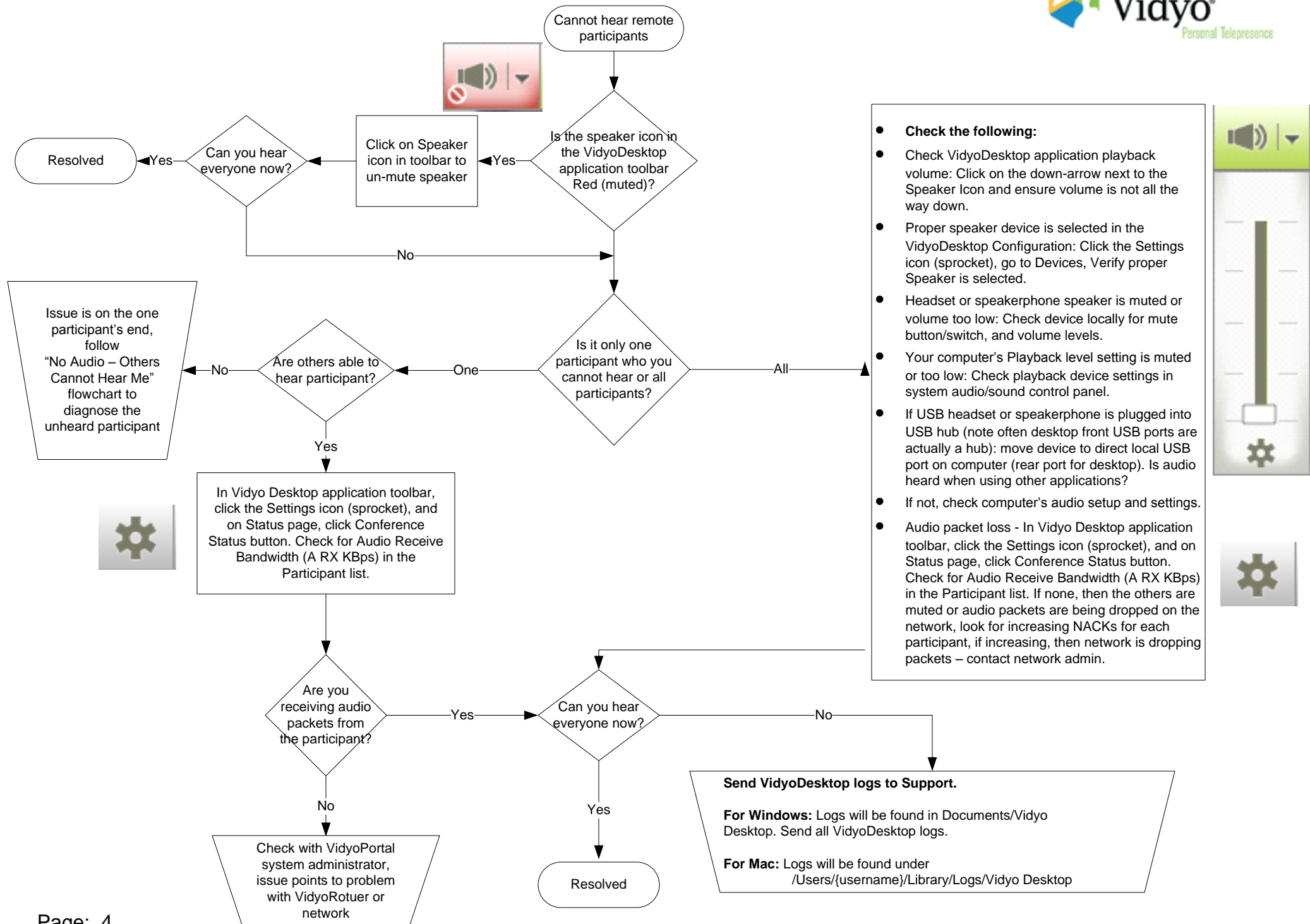
Problem Downloading, Installing, or Running VidyoDesktop



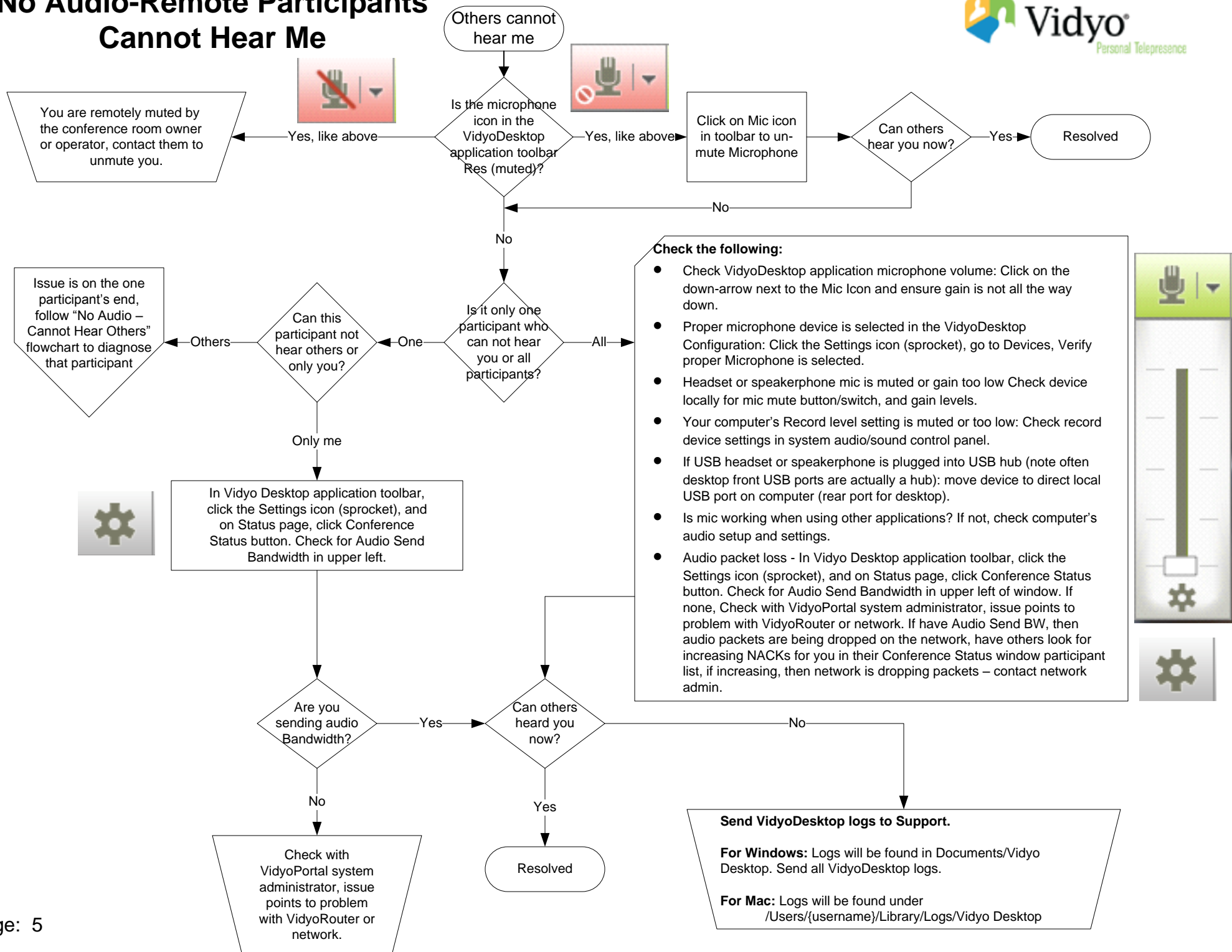
Problem Connecting VidyoDesktop: Not Fully Registered, Problems Starting VidyoConference



No Audio - Cannot Hear Others



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

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 a 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

Verify that the correct speaker and microphone devices are selected in the User's VidyoDesktop application Configuration under Devices.

HINT: Have the User tap the microphone they believe they are using to verify the device.

Have the User choose appropriate devices (Headset or Echo Cancelling Speakerphone), and Save.

If the User does not have a Headset or Echo Cancelling Speakerphone, return to previous question. Note: the built in camera mic does not provide Echo Cancellation.

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

Yes

No

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.



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 echo?

No

Resolved

Is there still an echo?

Yes

No

Resolved

Is there still an echo?

No

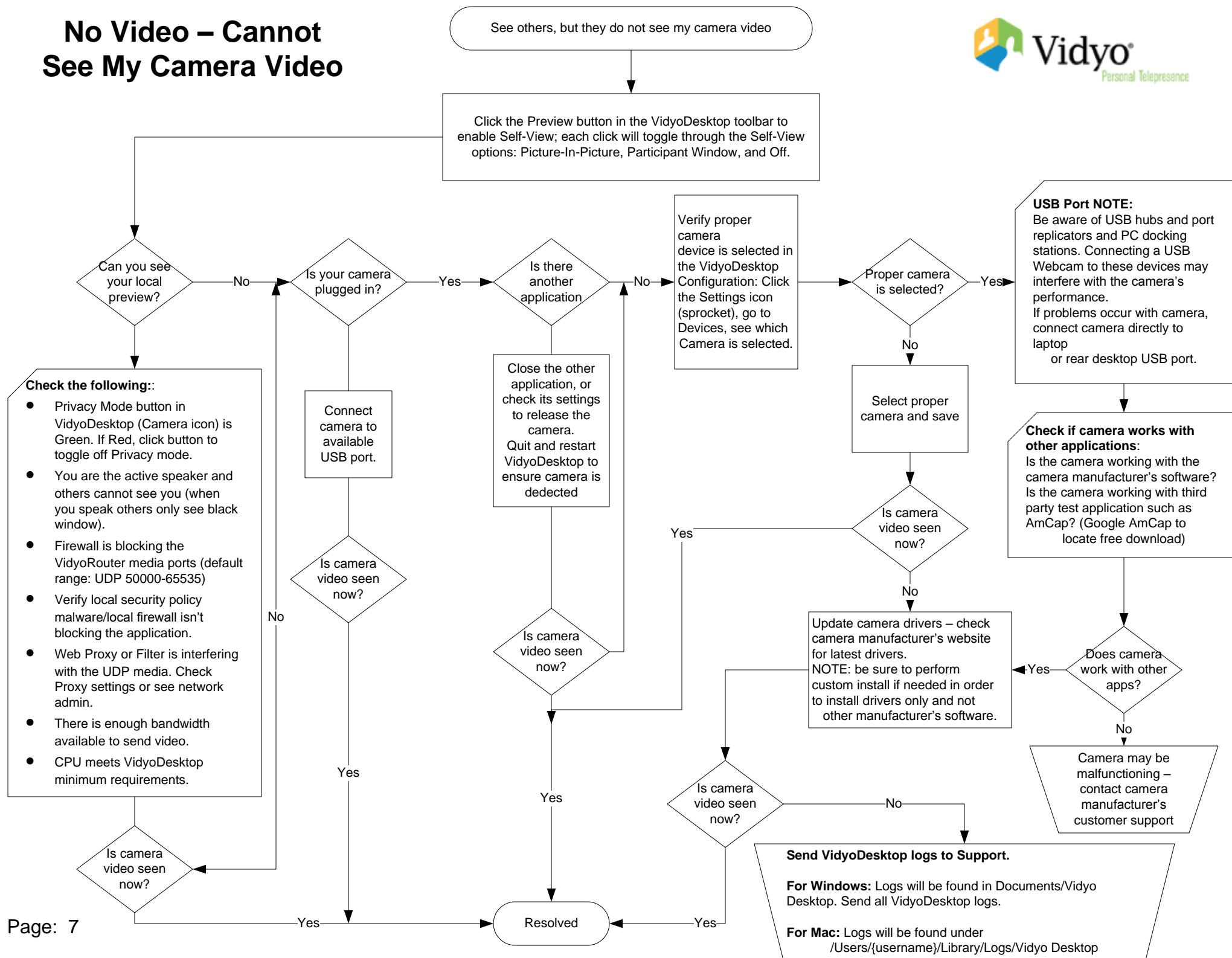
Yes

Send VidyoDesktop logs to Support.

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

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

No Video – Cannot See My Camera Video



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 black window), or receive a DirectX Error

Does call stay connected and can you hear others?

Yes

No

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 (indicativ) 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?

No

Install DirectX or upgrade version. Available at microsoft.com

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

Is the VRAM 128MB or higher

No

VidyoDesktop requires minimum 128MB of VRAM – upgrade graphics.

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

Are DirectDraw AND Direct3D Acceleration Enabled?

No

Enable these options in DXDIAG:

- Direct Draw Acceleration
- Direct 3D Acceleration

Is the error resolved and are you seeing video?

Yes

Resolved

Yes

No

Is the error resolved and are you seeing video?

No

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 to Support.

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

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

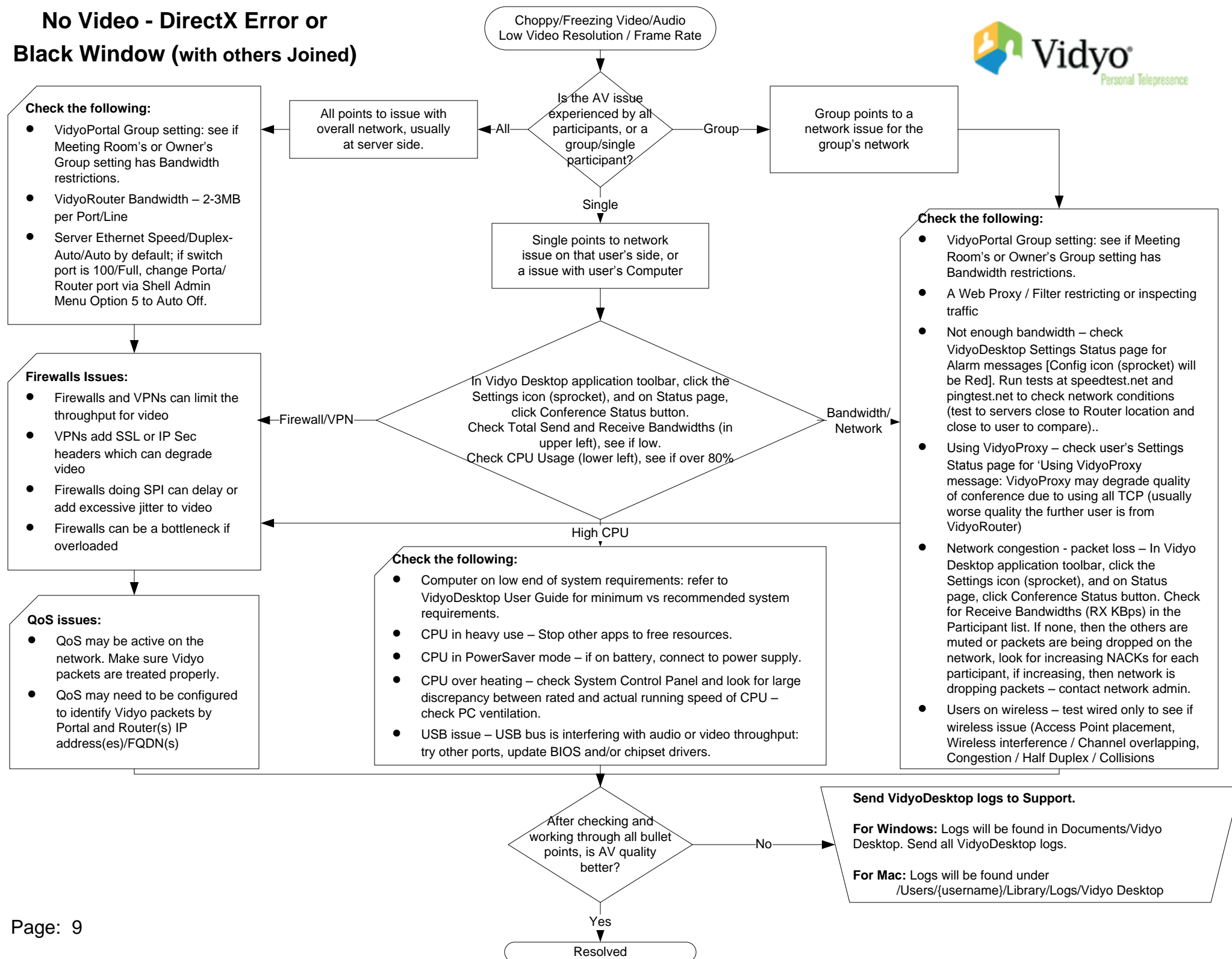
If DirectX version is up to date and all the accelerations are Enabled or the acceleration Enable buttons are greyed out; then the PC's graphics adapter either does not support DirectX or its drivers need to be updated to enable full DirectX support.

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.

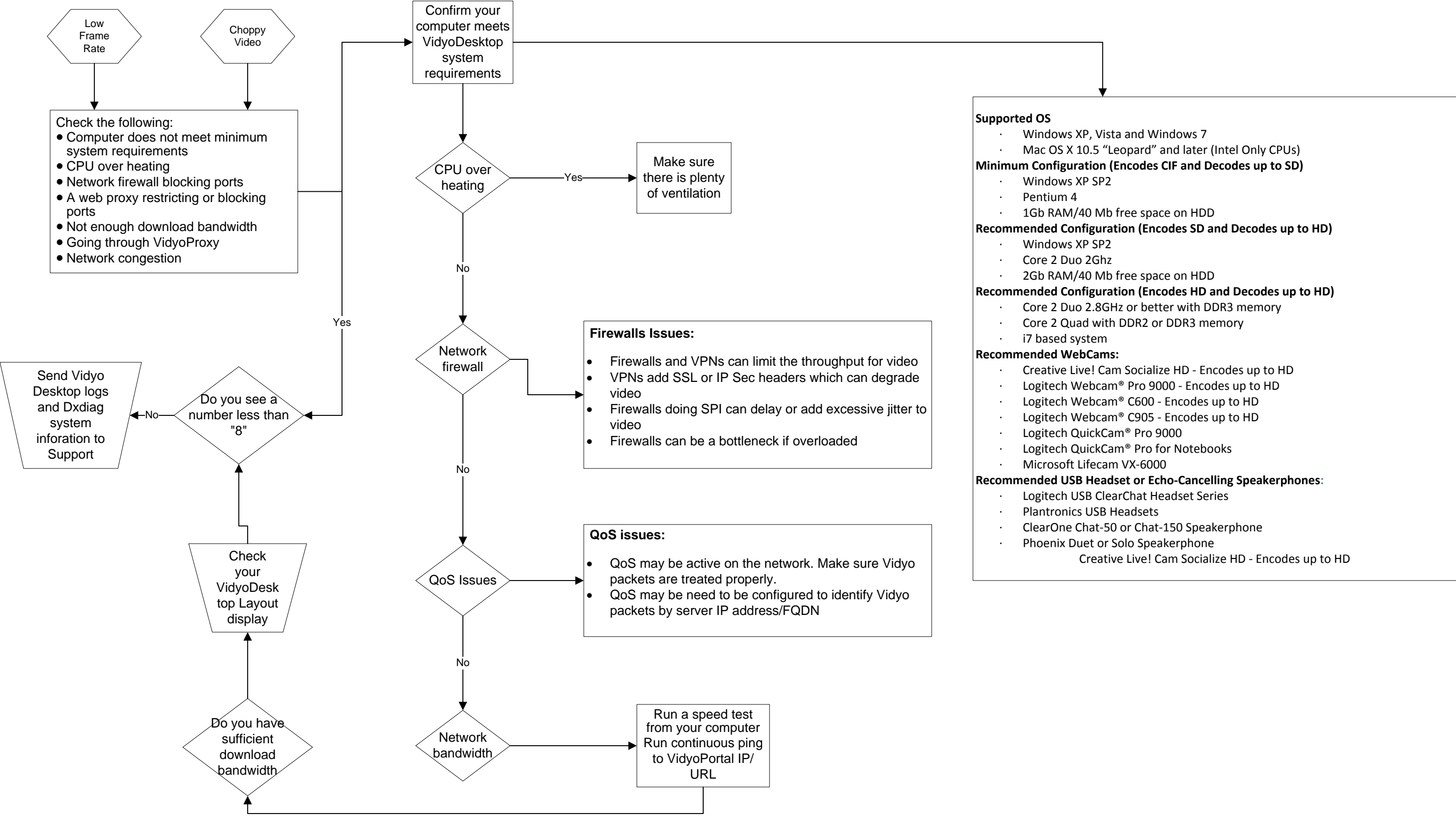
Update the display adapter drivers for full DirectX support.

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

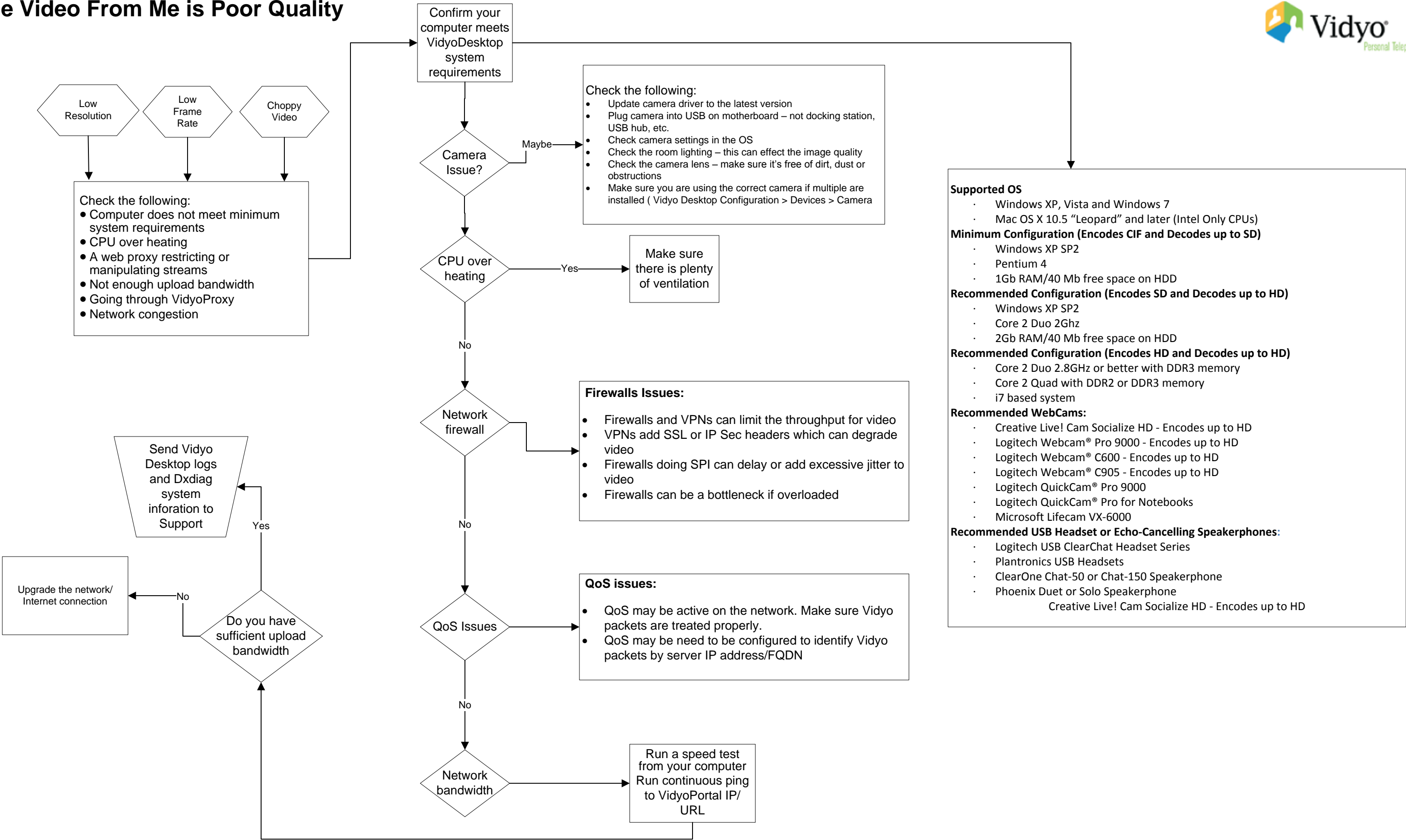
No Video - DirectX Error or Black Window (with others Joined)



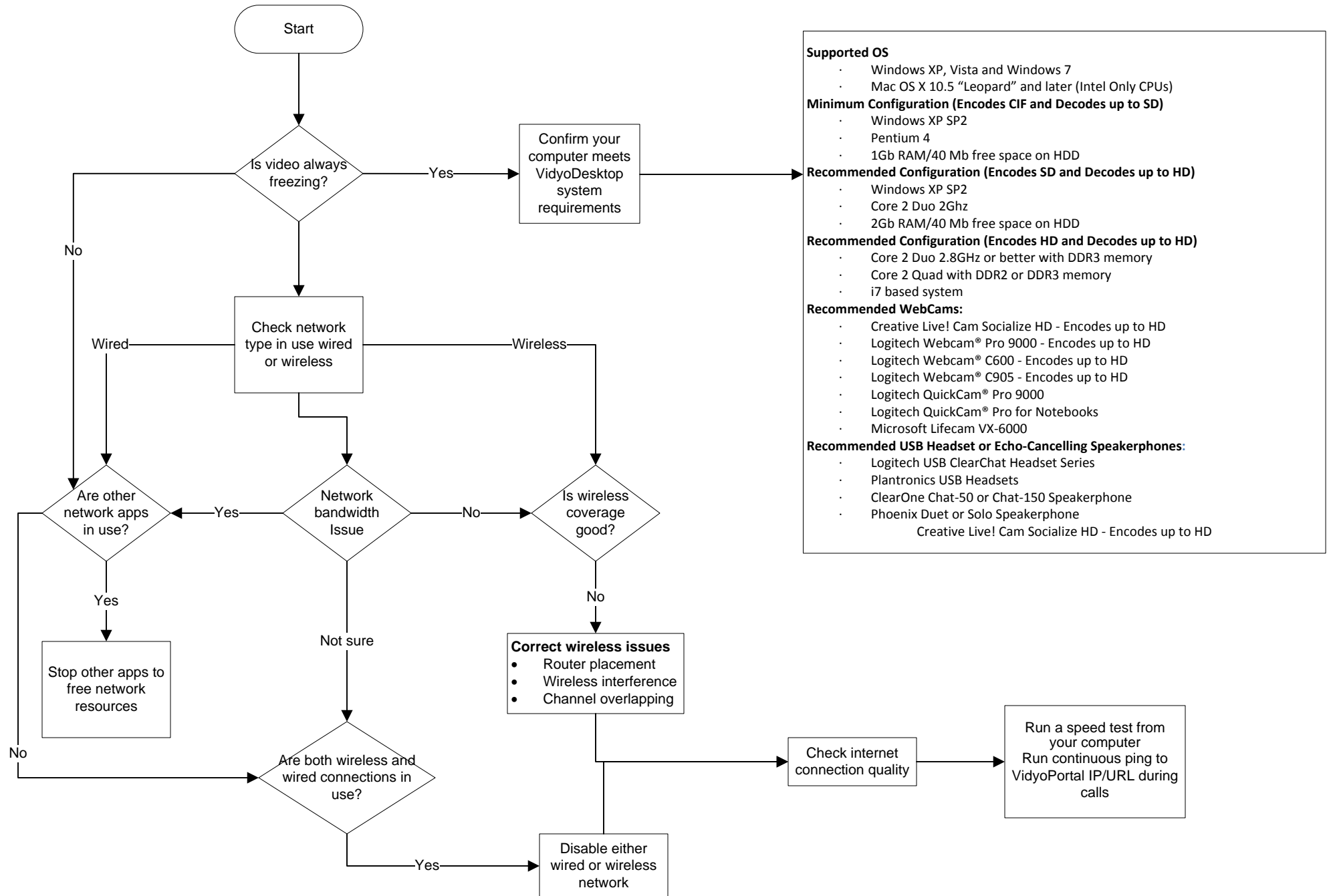
My Receive Video is Poor



The Video From Me is Poor Quality



Video is Bad (Choppy/Freezing)



VidyoConferencing Specific Ports (ports in red are critical):

TCP Port 80 Web Access to VidyoPortal

TCP Port 443 Seccure Web Access to VidyoPortal

TCP Port 17992 Clent Connection to VidyoPortal

TCP Port 17990 Client Connection to VidyoRouter

Dynamic UDP Ports 50,000-65535 Inbound/Outbound Media (6 ports per call)

Start the Vidyo Desktop application:

Windows: Go to Start/Programs/Vidyo Desktop

Mac: Click on VidyoDesktop icon in Dock.

Check the following:

- Corporate firewall is blocking the required TCP ports (17990 and 17992)
- Web proxy is denying access.