DEVICE BEST PRACTICES FOR VIDYODESKTOP™

Before Logging In

To join a meeting, you need a computer, microphone, speakers, camera and an internet connection.

After Logging In

1. Once in a VidyoDesktop call configure your devices used by hovering over the tool bar at the bottom of the screen and selecting the settings cog.

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⏱ 00:00:19

2. Choose **Devices** to adjust your device selection.

Configuration and Status

Status

Network

2 → **Devices**

Video

Options

About

Devices

Microphone

The optimal microphone will be selected. Ensure the device you would like to use is selected.

👍 Microphone (5- Phnx MT202pcs) (Preferred)
Microphone Array (IDT High Definition Audio CODEC)
👍 Headset Microphone (4- Logitech B530 USB Headset) (Prefe
Microphone (B910 HD Webcam)

☐ Echo Cancellation
☑ Auto Adjust Microphone Le

If echo is introduced select the echo cancellation checkbox.

Speaker

Speakers / Headphones (IDT High Definition Audio CODEC)
👍 Speakers (5- Phnx MT202pcs) (Preferred)
👍 Headset Earphone (4- Logitech B530 USB Headset) (Preferre

The optimal speaker will be selected. Ensure the device you would like to use is selected.

Setup

Camera

Integrated Webcam
👍 Logitech B910 HD Webcam (Preferred)

The optimal camera will be selected. Ensure the device you would like to use is selected.

Undo   Apply   Save   Cancel

Access continually the updated devices list here: http://www.vidyo.com/services-support/technical-support/peripherals/

For additional support contact your local helpdesk.

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Troubleshoot My Video

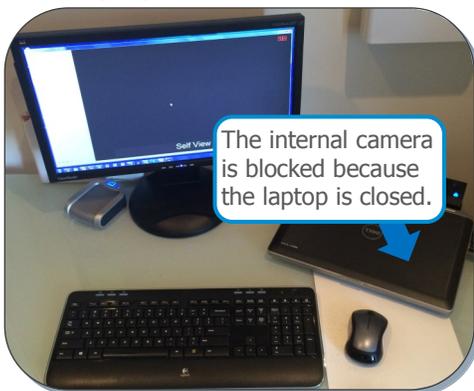**Q: I joined the meeting but no one can see me: what do I do?**

A: Check that you are not set to privacy mode. Hover over the bottom of the VidyoDesktop application to reveal the tool bar. If you are on privacy, the camera will be red with a slash through it.

A: Close any other applications that might be using the camera.

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

A: When using a laptop docking station with external monitors and internal laptop camera, you need to open the laptop to use the camera.

The internal camera is blocked because the laptop is closed.

Q: I joined the meeting but no one can see me. I have taken the previous steps: what do I do?

A: Click the settings cog. Highlight the correct device for your camera. Click **Apply** to update the selection.

If there is no camera listed here, you must connect an external camera to your computer.
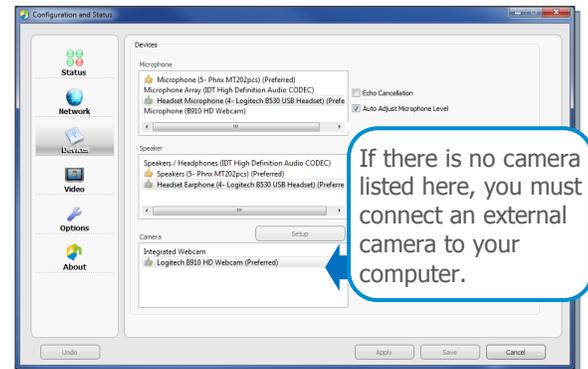
A: This may be a symptom of a fluctuating wireless connection. Connect your computer to a wired connection to address the issue.

A: If the USB camera is plugged into a USB hub or dock move the device to a direct local USB port on the computer.
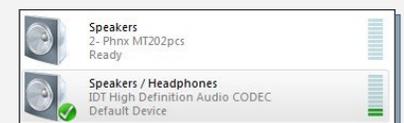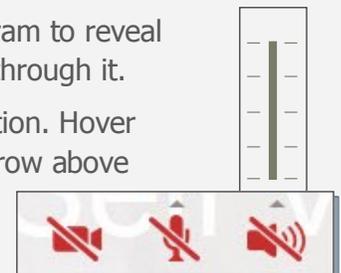
Troubleshoot My Sound

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

A: Check that you are not muted. Hover over the bottom of the VidyoDesktop program to reveal the tool bar. If you are muted the microphone/speakers will be red with a slash through it.

A: Check that your mic/speaker volume is high enough in the VidyoDesktop application. Hover over the bottom of the VidyoDesktop program to reveal the tool bar. Click the arrow above the microphone/speaker to view volume levels.

A: Check that your mic/speakers are not muted at the ***system level.*** This process varies from computer to computer.

A: If the USB headset is plugged into a USB hub move the device to a direct local USB port on the computer.

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DEVICE BEST PRACTICES FOR VIDYODESKTOP™

Troubleshoot My Sound

Q: I joined the meeting but no one can hear me and/or I cannot hear anyone else. I have taken the previous steps. How do I get my sound working?

A: Click the settings cog. Ensure the correct device is selected for the microphone/speakers. If there is nothing listed, you do not have a device of any kind connected to your computer.

A: This issue may be caused by a wireless connection. Connect your computer to a wired connection.

> If there is no microphone/speakers listed here, you must connect an external mic and/or speakers to your computer.
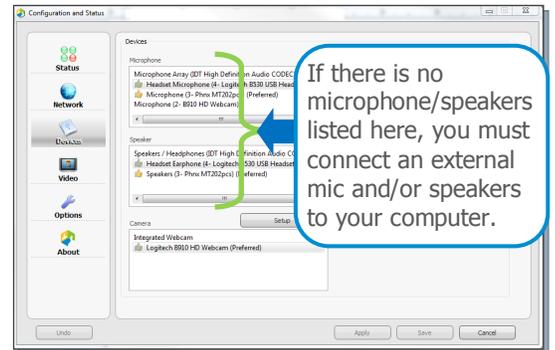
Q: Echo is being reported in the call, what do I do?

A: Identify who in the call does not hear the echo. Their devices are most likely the cause. Have this participant take the following steps:

1. Select the settings cog
2. Click **Devices**
3. Select **Echo Cancellation**
4. Hit **Apply**
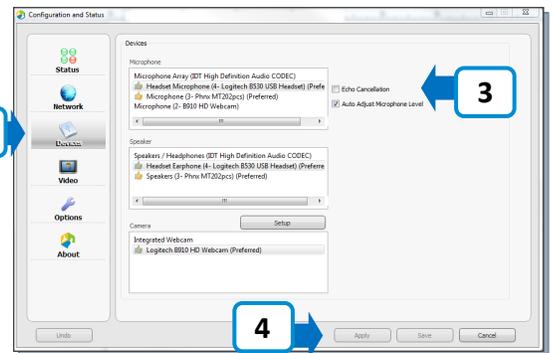
Troubleshoot My Experience

Q: My video feed is choppy.

Q: The audio is choppy.

Q: There are 8 people on my call but I only see 2 or 3 at a time, I would like to see everyone.

Q: Suddenly I can only see myself, everyone else's feed disappeared.

A: All of these issues may be caused by inconsistent network bandwidth. Take the following steps one at a time to resolve the issues:

1. Connect to a hard wired internet connection.
2. Decrease the size of the VidyoDesktop application window.
3. Change the video quality by clicking the settings cog, click **Video** and **Limited Bandwidth**. Log out and back into the call. *Change this back to **Best Quality** when you have more bandwidth available.*
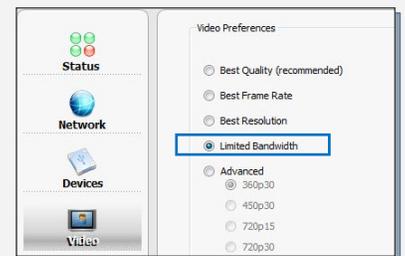
A: These may be symptoms of heavy CPU usage. Check the CPU usage by clicking the settings cog, **Status**, and **Show Conference Status**. Close all unnecessary applications to free up resources.