3. New Instruments and Technical Tips

Troubleshooting tips for Vidyo Desktop

3-1. Sound problem

**Basic**

- Mute your mic quickly when you not speak.
- Use headset if you are only one participant from your site.
- Use recommended device of Vidyo Desktop.
- Connect from silent room.

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<td>Chat 50</td>
<td>Windows, Mac OS, Linux</td>
<td>6.1.7601.17514</td>
<td>Personal echo-canceling speakerphone.</td>
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<td>Jabra</td>
<td>Jabra SPEAK 410</td>
<td>Windows, Mac OS, Linux</td>
<td>Firmware version: 1.5.0</td>
<td>Personal echo-canceling speakerphone.</td>
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<tr>
<td>Yamaha</td>
<td>PJP-20UR</td>
<td>Windows, Mac OS, Linux</td>
<td>Firmware version: 1.07</td>
<td>Web conference microphone speaker with built-in echo canceller. Recommended cables:</td>
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<td></td>
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<td></td>
<td>•10 feet: Fontel USB 2.0 Type A-to-Mini B cable (part number GCUSBM10)</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>•15 feet: Fontel USB 2.0 Type A-to-Mini B cable (part number GCUSBM1)</td>
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<tr>
<td>Yamaha</td>
<td>PJP-25UR</td>
<td>Windows, Mac OS, Linux</td>
<td>Firmware version: 1.1.0.9</td>
<td>Conference speakerphone with moveable microphone arms.</td>
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<tr>
<td>MANUFACTURER</td>
<td>MODEL</td>
<td>PLATFORM TESTED</td>
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<td>Microsoft</td>
<td>Lifechat LX-3000</td>
<td>Windows, Linux</td>
<td>Headset with noise-canceling microphone and in-line volume controls.</td>
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<tr>
<td>Plantronics</td>
<td>Blackwire C520-M</td>
<td>Windows, Mac OS</td>
<td>Headset with USB audio and noise-control cancelling microphone</td>
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<td>Plantronics</td>
<td>SAVI-740 (wireless)</td>
<td>Windows, Mac OS</td>
<td>Multi-device wireless headset system.</td>
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<tr>
<td>Plantronics</td>
<td>Voyager Pro UC v2 (wireless)</td>
<td>Windows, Mac OS</td>
<td>Bluetooth headset system with dual-mic AudiolQ2 DSP for noise cancellation.</td>
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<tr>
<td><strong>SUPPORTED</strong></td>
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<tr>
<td>Apple</td>
<td>Thunderbolt Display Built-In Microphone</td>
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<td>Built-in display microphone</td>
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<td>Cyber Acoustics</td>
<td>AC-840</td>
<td>Windows, Linux</td>
<td>USB mono headset with boom microphone.</td>
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<tr>
<td>Cyber Acoustics</td>
<td>AC-850</td>
<td>Windows, Linux</td>
<td>USB stereo headset with boom microphone.</td>
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<tr>
<td>Jabra</td>
<td>UC 750 Mono</td>
<td>Windows</td>
<td>Headset with USB audio and noise-canceling microphone</td>
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<tr>
<td>Logitech</td>
<td>B530 USB Headset</td>
<td>Windows, Mac OS</td>
<td>Headset with laser-tuned drivers and a built-in equalizer.</td>
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<tr>
<td>Logitech</td>
<td>ClearChat Comfort USB</td>
<td>Windows, Linux</td>
<td>Headset with USB audio and noise-canceling microphone.</td>
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<tr>
<td>Logitech</td>
<td>USB Headset H330</td>
<td>Windows, Linux</td>
<td>Headset with USB audio and noise-canceling microphone.</td>
<td></td>
</tr>
<tr>
<td>Logitech</td>
<td>USB Headset H390</td>
<td>Windows</td>
<td>Headset with USB audio, noise-canceling microphone, and padded headband.</td>
<td></td>
</tr>
<tr>
<td>Plantronics</td>
<td>Blackwire C435-M</td>
<td>Windows, Mac OS</td>
<td>Headset with noise-canceling microphone and in-line volume controls.</td>
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<tr>
<td>Plantronics</td>
<td>C420</td>
<td>Windows, Mac OS</td>
<td>Digitally enhanced foldable headset.</td>
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<tr>
<td>Plantronics</td>
<td>DSP-400</td>
<td>Windows, Mac OS</td>
<td>Digitally enhanced foldable headsets.</td>
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</tr>
<tr>
<td>Plantronics</td>
<td>Plantronics Headset with Plantronics USB Adapter 01</td>
<td>Windows, Linux</td>
<td>Analog headset to be used with USB adapter.</td>
<td></td>
</tr>
<tr>
<td>Plantronics</td>
<td>Savi W740 Wireless Headset</td>
<td>Windows, Mac OS</td>
<td>Wireless headset</td>
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</table>
■ Echo

- Take distance from speaker to mic.
- Decrease speaker level.
- Don’t place speaker and mic vis-à-vis.
- Use echo canceller system.

■ Noise

- Off “Auto adjust microphone level” in configuration in VidyoDesktop.
• Decrease mic level in your PC.

How to adjust mic level at recording devices configuration of PC

• Right-click on "speaker icon" (①) at right edge of task bar on desktop. And select "Recording devices" (②) from pop-up menu.

• Select microphone from list of recording devices and double-click.

• Select "Levels" tab (③) in microphone properties.

• Adjust by dragging slider (④).

• Off your air conditioner, printer, or some device cause sound.
• Take distance from your mic.
Remote site cannot hear you

- Check your mic is not mute. By device, software, PC level.
- Check you mic is on.
- Check another remote site can hear you.
- Check you select correct mic at configuration of Vidyo Desktop.
- Check your PC recognizes your mic in device menu of PC.
- How to setting device

1. Open the Settings page

- Right click the Vidyo icon in system tray and select Configuration.
- You can also select icon on the VidyoDesktop to access the Device settings.

2. Setting Camera and Audio devices

- Select the Device tab from left side menu.

  - The Devices tab shows the speaker, microphone, and camera devices available on your computer. Select which device to use.
  - After making a change to a setting, click Save.
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■ Cannot hear remote site
  • Check your speaker is on.
  • Check your audio cable.
  • Check your speaker level.
  • Check you select correct speaker at configuration of Vidyo Desktop.
  • Check your PC recognizes your speaker in device menu of PC.
  • Check you can hear another remote site.
  • Mute your mic.
  • Off echo canceller at configuration of Vidyo Desktop

■ Audio level is unstable
  • Change battery of mic or mixer.
  • Off echo canceller and auto adjust microphone level at configuration of Vidyo Desktop.
  • Check another site's situation of audio level.

3-2. Image problem

■ Resolution is low
  • Change resolution by your PC.
  • Check Video menu at configuration of Vidyo Desktop.

■ Cannot see Vidyo window or presentation only
  • Reconnect/restart VidyoDesktop.
  • Quit another applications.
  • Quit wifi and use LAN.
  • Reboot PC.
  • Try to use another PC.

■ Cannot see one participant camera image only
  • Ask them to check camera, PC, network.

■ Camera Image problem
  • Update or re-install the device software for Webcam.
3-3. Another problem

**Cannot Connect, Disconnected**

- Restart your VidyoDesktop/ Web browser/ PC.
- Finish other applications running on your computer.
- Check network. If you are using wired connection, please off wireless function not to connect to wireless network.
- Check firewall. If the firewall works, please off it.
- Change VidyoPloxy setting

1. Open the Settings page

   - Right click the Vidyo icon in system tray and select Configuration.
   - You can also select icon on the VidyoDesktop to access the Device settings.

2. Setting VidyoProxy

   ※ This setting is required only if you want VidyoDesktop to always connect via the assigned VidyoProxy.

   - Select the Network tab from left side menu.
   - Select the Always use VidyoProxy check box, click Save.
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- Vidyo Desktop network requirements

**Network Requirements**

- To register to the Vidyo Portal and place calls, the client side connection must be open to the VidyoPortal on these TCP/UDP ports

**Server**

- VidyoPortal Address [please ask us]
  - VidyoDesktop Connectivity to VidyoPortal
    - **TCP 443, TCP 17992**
  - VidyoRouter Address [please ask us]
    - VidyoDesktop Connectivity to VidyoRouter
      - **TCP 443, TCP 17990**
    - VidyoRouter Connectivity to VidyoDesktop
      - **UDP 50000-65535**

**Want to show participants name**

- [Configuration and Status](#)
How to Share presentation

- Application or screen share

Application or screen share

- Click the share icon and select which application or screen you wish to share

- Share icon turns green when you are sharing your application

- You can share your screen by selecting “Display1”.

- It is easy to share “Display 1” to share PowerPoint slideshow.

- To stop sharing, click the share icon and select “Stop Sharing”.

Differences of view on your PC by way of sharing

Way 1.
Share "Display" and run slideshow in full-screen mode

Way 2.
Share "PowerPoint" application and run slideshow in window mode
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- Still the problem is not solved
  - Get log file

Getting Log File

- If you have any trouble or error, please get log file and send it to the support team.
  
  1. Right click Vidyo icon in your Task tray and select “Configuration”.
  2. Configuration dialogue will be open. Select “Status” tab and Click “Generate Diagnostics Report”.
  3. Completion message will be popup after several seconds to several minutes.
  4. The zip file named like “VidyoDesktop_Diag_~” will be created on your desktop. Please send it to the support team.