DEVICE BEST PRACTICES FOR VIDYOWEB™

Before Your Meeting

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

2. After following the installation instructions to join the meeting adjust the devices you will be using during your meeting.

- *Device selections are beneath the button to join the meeting.*

3. Give VidyoWeb access to your devices when logging into the meeting.

- *You will not be able to log into the meeting until you allow access.*
- *The experience may be slightly different depending based on the browser.*

> The optimal devices will be selected. Ensure the devices you would like to use are selected.

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. Look to the bottom left of the VidyoWeb window to view your camera. If you are on privacy, the camera will be red with a slash through it.
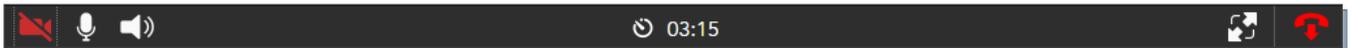
A: Close any other applications that might be using the camera.

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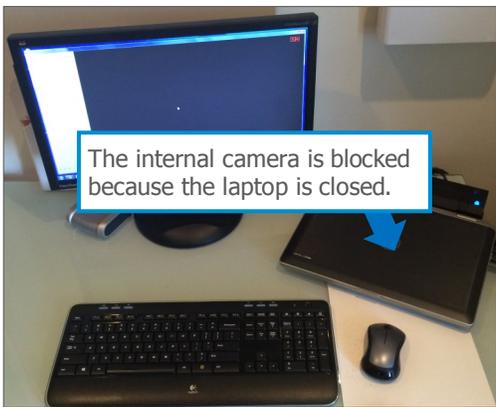
Q: I joined the meeting but no one can see me. I have taken the previous steps: what do I do?

A: Select the correct device under the dropdown menu for camera.

> 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/dock move the device to a direct local USB port on the computer.

DEVICE BEST PRACTICES FOR VIDYOWEB™

Troubleshoot My Sound

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

A: Check that you are not muted. Look to the bottom left of the VidyoWeb window to view your microphone and speaker. If you are muted, the microphone a/o speaker will be red with a slash through it.

A: Check that your volume is high enough in the VidyoWeb application. Click the microphone a/o speaker and use the bar on the volume control to adjust.

A: Check that your mic/speakers are not muted at the *system level.*

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

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

A: Click the settings cog. Select the correct devices from the dropdown menus for microphone/speakers.

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

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. Select **Echo Cancellation**
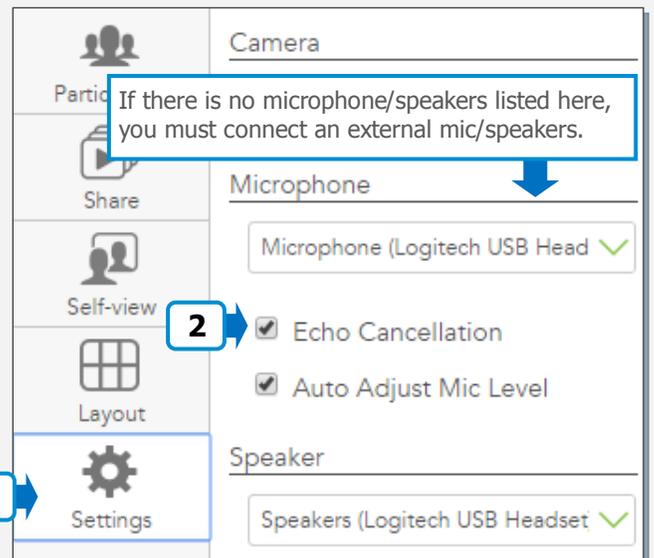
Troubleshoot My Experience

Q: My video a/o audio experience is choppy and inconsistent.

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

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

A: These may be symptoms of heavy CPU usage. Close all unnecessary applications to free up resources.

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 VidyoWeb window.