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権利関係：

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.

VidyoDesktop Peripheral Devices : Speakerphone (1)				
MANUFACTURER	MODEL	PLATFORM TESTED	DRIVER OR FIRMWARE VERSION TESTED	DEVICE DESCRIPTION
RECOMMENDED				
ClearOne	Chat 60	Windows, Mac, Linux	6.1.7601.17514	Personal speakerphone that provides full-duplex audio.
Konftel	Konftel 300	Windows	Firmware version: 1.25	Conference phone with microphone, two additional microphones, and PA system interface box.
Logitech	BCC950 ConferenceCam	Windows	13.40.840.0	All-in-one webcam and speakerphone.
Phoenix	Duet PCS MT202	Windows, Mac OS, Linux	6.1.7601.17514	USB desktop speakerphone. Notes: <ul style="list-style-type: none"> •In order for the audio and volume controls to operate properly when using this speakerphone with a Mac, go to System Preferences > Audio and select Phnx MT202pcs as the device for Audio Output and Audio Input. •If you need an extender with this speakerphone, Vidyo recom-mends the APC USB extender, which supports up to 55 feet.
Phoenix	Quattro3 MT304	Windows	6.1.7601.17514	USB and power daisy-chain speakerphone. Notes: <ul style="list-style-type: none"> •If you choose to daisy chain, each speakerphone can be powered individually using the supplied power adapters, or if you want to power all the speakerphones using PoE, you can purchase the Daisy Chain Power Kit from Phoenix Audio Technologies. •If you need an extender with this speakerphone, Vidyo recommends the APC USB extender, which supports up to 55 feet.
Plantronics	Calisto 420	Windows	6.1.7601.17514	USB, echo-canceling speakerphone.
Plantronics	Calisto P820	Windows	Firmware version: V01.27.00.00	Multi-device speakerphone system.
Plantronics	MCD100	Windows, Mac OS, Linux	6.1.7601.17514	USB speakerphone for small to medium-sized work areas.

VidyoDesktop Peripheral Devices : Speakerphone (2)

MANUFACTURER	MODEL	PLATFORM TESTED	DRIVER OR FIRMWARE VERSION TESTED	DEVICE DESCRIPTION
SUPPORTED				
Apple	iMac, Macbook Pro, Macbook Air, and Thunderbolt Display Built-in Speaker	Mac OS		Apple devices.
ClearOne	Chat 50	Windows, Mac OS, Linux	6.1.7601.17514	Personal echo-canceling speakerphone.
ClearOne	Chat 150	Windows, Linux	6.1.7601.17514	USB-based, echo-canceling speakerphone.
Jabra	Jabra SPEAK 410	Windows, Mac OS, Linux	Firmware version: 1.5.0	Personal echo-canceling speakerphone.
Yamaha	PJP-20UR	Windows, Mac OS, Linux	Firmware version: 1.07	Web conference microphone speaker with built-in echo canceller. Recommended cables: •10 feet: Fontel USB 2.0 Type A-to-Mini B cable (part number GCUSBM10) •15 feet: Fontel USB 2.0 Type A-to-Mini B cable (part number GCUSBM1)
Yamaha	PJP-25UR	Windows, Mac OS, Linux	Firmware version: 1.1.0.9	Conference speakerphone with movable microphone arms.

VidyoDesktop Peripheral Devices : Headsets

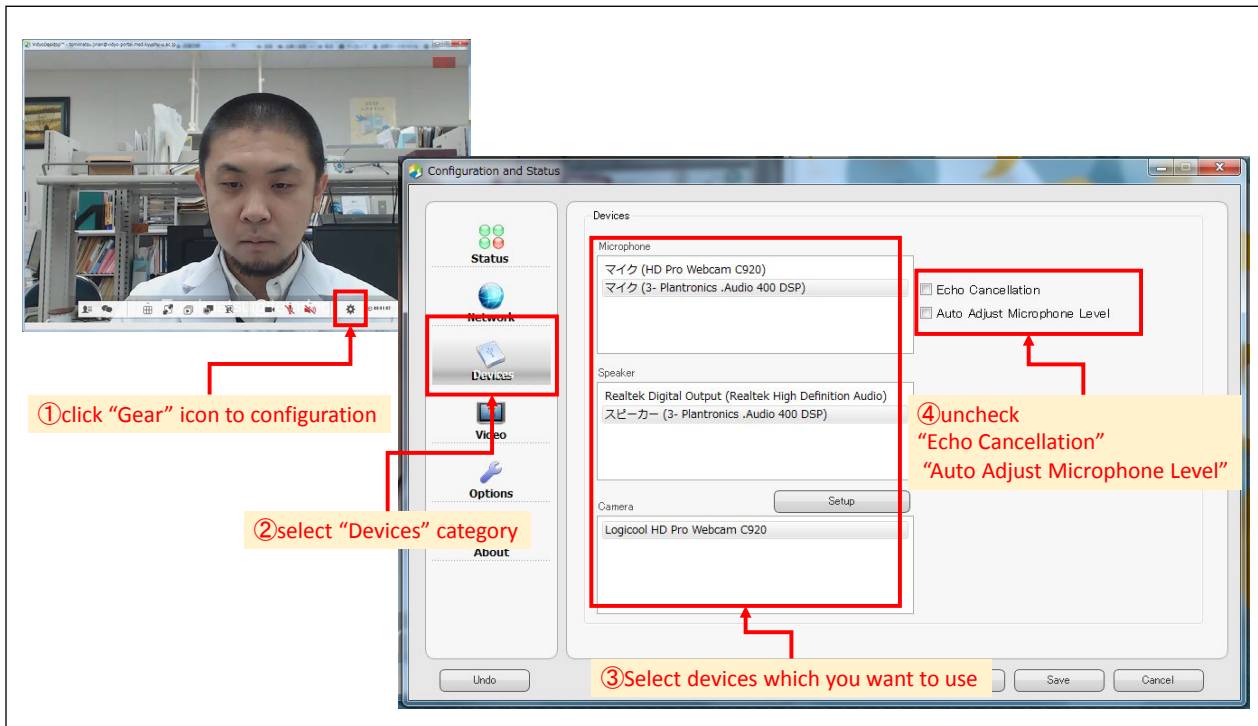
MANUFACTURER	MODEL	PLATFORM TESTED	DEVICE DESCRIPTION
RECOMMENDED			
Microsoft	Lifecat LX-3000	Windows, Linux	Headset with noise-canceling microphone and in-line volume controls.
Plantronics	Blackwire C520-M	Windows, Mac OS	Headset with USB audio and noise-control cancelling microphone
Plantronics	SAVI-740 (wireless)	Windows, Mac OS	Multi-device wireless headset system.
Plantronics	Voyager Pro UC v2 (wireless)	Windows, Mac OS	Bluetooth headset system with dual-mic AudioIQ2 DSP for noise cancellation.
SUPPORTED			
Apple	Thunderbolt Display Built-In Microphone	Mac OS	Built-in display microphone
Cyber Acoustics	AC-840	Windows, Linux	USB mono headset with boom microphone.
Cyber Acoustics	AC-850	Windows, Linux	USB stereo headset with boom microphone.
Jabra	UC 750 Mono	Windows	Headset with USB audio and noise-cancelling microphone
Logitech	B530 USB Headset	Windows, Mac OS	Headset with laser-tuned drivers and a built-in equalizer.
Logitech	ClearChat Comfort USB	Windows, Linux	Headset with USB audio and noise-canceling microphone.
Logitech	USB Headset H330	Windows, Linux	Headset with USB audio and noise-canceling microphone.
Logitech	USB Headset H390	Windows	Headset with USB audio, noise-canceling microphone, and padded headband.
Plantronics	Blackwire C435-M	Windows, Mac OS	Headset with noise-canceling microphone and in-line volume controls.
Plantronics	C420	Windows, Mac OS	Digitally enhanced foldable headset.
Plantronics	DSP-400	Windows, Mac OS	Digitally enhanced foldable headsets.
Plantronics	Plantronics Headset with Plantronics USB Adapter 01	Windows, Linux	Analog headset to be used with USB adapter.
Plantronics	Savi W740 Wireless Headset	Windows, Mac OS	Wireless headset

■ 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.

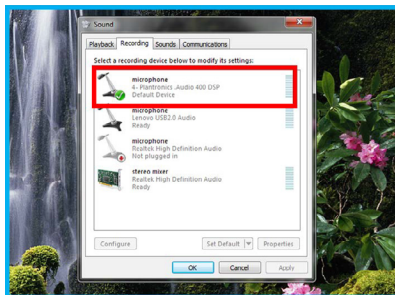


- Decrease mic level in your PC.

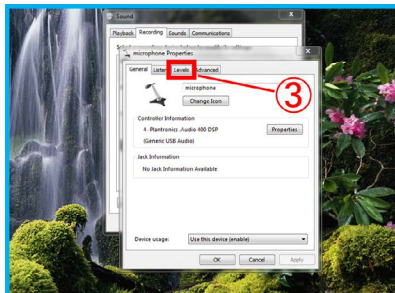
How to adjust mic level at recording devices configuration of PC



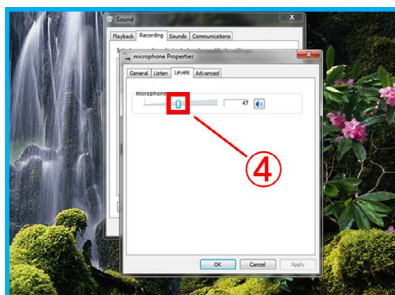
- Right-click on "speaker icon" (①) at right edge of task bar on desktop.
And select "Recording devices" (②) from pop-up menu.



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



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




- Adjust by dragging slider (④).

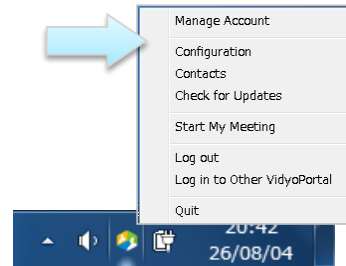
- Off your air conditioner, printer, or some device cause sound.
- Take distance from your mic.

■ Remote site cannot hear you

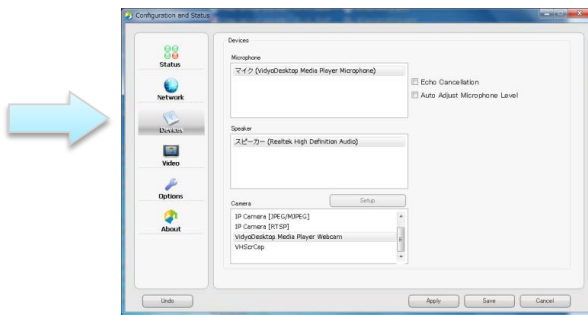
- Check your mic is not mute. By device, software, PC level.
- Check you mic is on.
- Check another remote site can hear you.
- Check you select correct mic at configuration of Vidyo Desktop.
- Check your PC recognizes your mic in device menu of PC.
- How to setting device

1. Open the Settings page

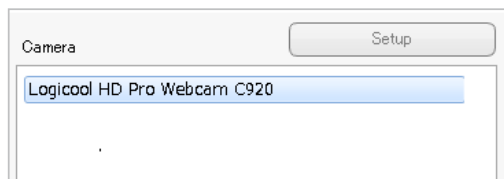
- Right click the Vidyo icon in system tray and select Configuration.
- You can also select  icon on the VidyoDesktop to access the Device settings.



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.

■ 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.

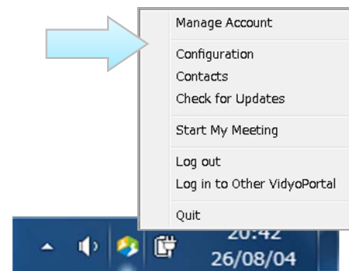
3-3. Another problem

■ 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 VidyoProxy setting

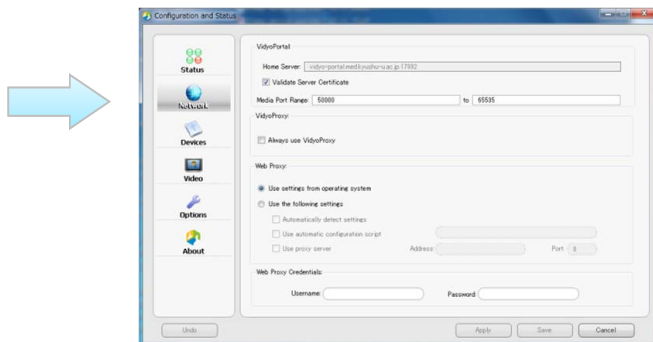
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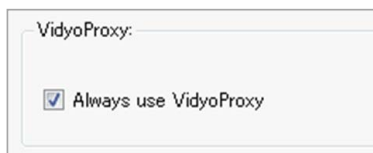


2. Setting VidyoProxy

※ 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.

- Vidyo Desktop network requirements

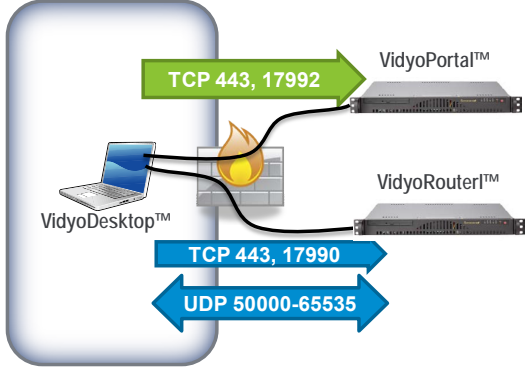


Network Requirements

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

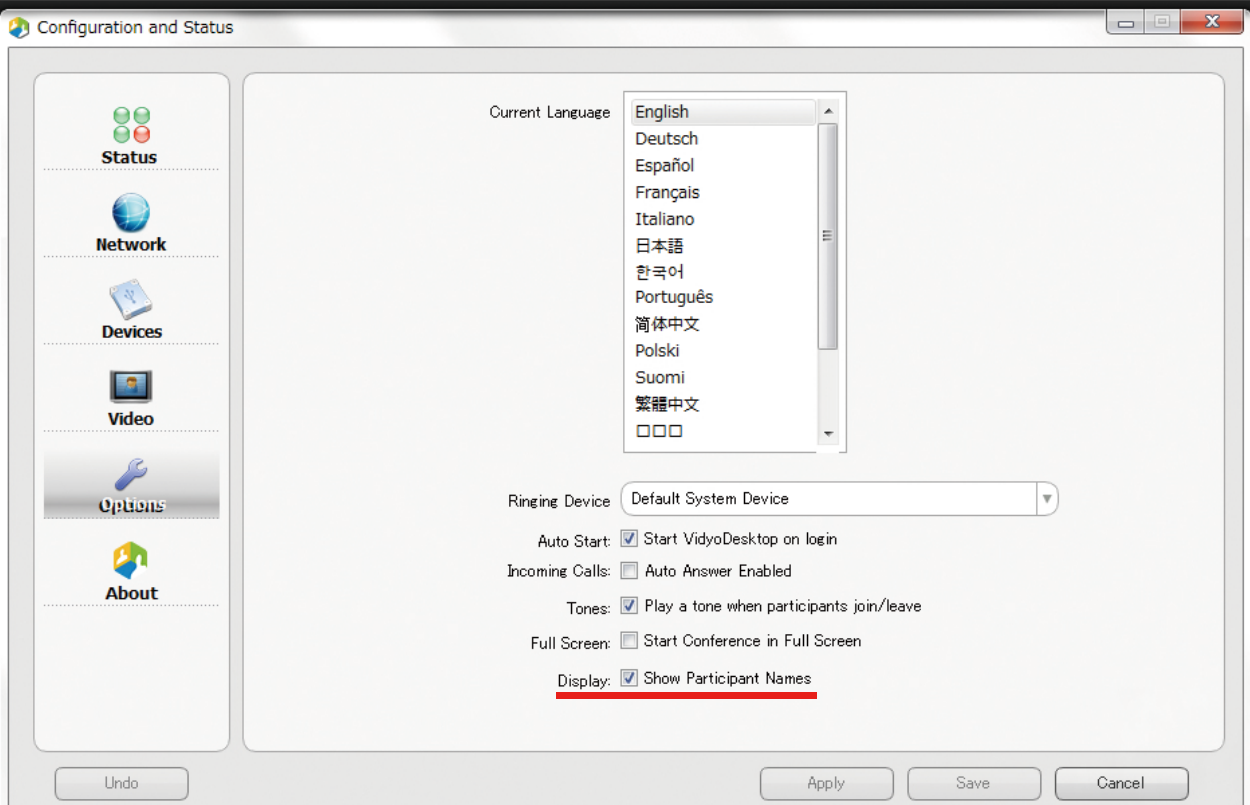
Server

- 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
UDP 50000-65535
 - VidyoRouter Connectivity to VidyoDesktop
UDP 50000-65535



Vidyo Inc. Proprietary, Confidential & Patent Pending Information

■ Want to show participants name



Configuration and Status

Current Language: English

Ringling Device: Default System Device

Auto Start: Start VidyoDesktop on login

Incoming Calls: Auto Answer Enabled

Tones: Play a tone when participants join/leave

Full Screen: Start Conference in Full Screen

Display: Show Participant Names


Buttons: Undo, Apply, Save, Cancel

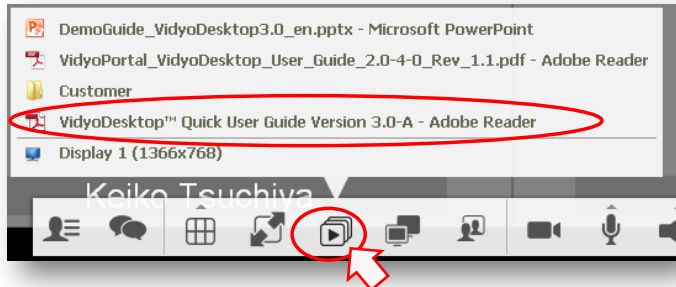
How to Share presentation


- 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".



 Display 1 (1366x768)

- It is easy to share "Display 1" to share Power point slideshow.
- To stop sharing, click the share icon and select "Stop Sharing".

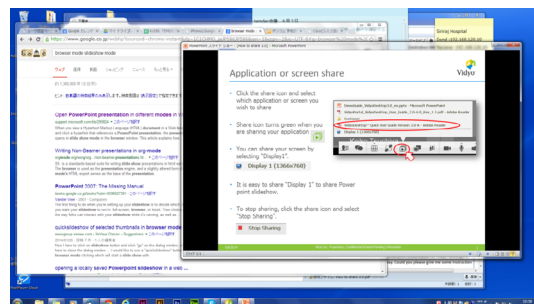
 Stop Sharing

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



■ 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.

