

# Frequently asked Questions (FAQ) on Portal based VC

## Login errors :

### **Not able to open the portal URL.**

- Ensure you are able to browse other web sites hosted on NIC server.
- Make an attempt to browse the portal with some other browser.
- Contact your network Administrator for assistance.

### **Unable to login into the web portal.**

- Ensure the correct username and password.
- Make an attempt to login in to the video portal with some other system.

### **During login into portal, ask to install Vidyo Desktop client every time.**

- Please check the operational status of Desktop client. If it is operational this will reflect in the bottom taskbar in green color cube icon.

### **VidyoDesktop client installed, but does not appear in the taskbar.**

- The client software should be installed with "Administrative privileges"  
(For windows, Right-click on the downloaded client, and select "Run as Administrator")

### **After successful login, message displays "Problem connecting to Vidyo Conferencing system".**

- Consult Local network Administrator to open Port TCP 17992 in network firewall. Your system is not able to connect the Web Portal hosted in NIC.

### **Even after logout from the browser, other users can see me online.**

- Desktop client online status can be checked in the Bottom taskbar. If its colored, means you are still online. **Right-click** on the icon and select "**Logout**" or select "**Quit**" to get offline completely.

## Connection Request:

### **"Unable to render video. Please verify that video controller driver and directX are updated" error when logged into portal.**

- Check whether Graphics controller driver is installed and updated to the latest version available.
- Also check that DirectX is installed and updated.



### **Unable to search users in the Search box.**

- Type initials based on name-Group-State code in search Box and Tenant should have privilege to call other users.




**Errors connecting the conference Pls try again**

- Network path is not through. Pls check Proxy server or Antivirus sever Port 50000 may blocked.

#### **Cannot make point-to-point call to a user.**


- Ensure user is online. Status can be checked through Search Box.
- If online, pls check the status i.e. he should not be busy in other call , or in his own room .

#### **Cannot join the room of another user.**


- Room may be full  or locked .
- If room is locked with PIN protection  ask the user to provide PIN to enter in meeting room.

## **Video problem**

#### **Unable to see the Far party's video.**

- Ensure far party's camera is fully functional. This may verify to see the self view by far end user in far camera.
- Far end should verify Video Privacy icon is not checked. If checked it will show to user in red color .
- Network not supporting the minimum bandwidth for video Transmission.

#### **The remote side is not able to see my video.**

- Make sure that the Webcam is properly connected and configured in **Configuration -> Devices -> Camera** (check self-view).
- Check whether Video Privacy is turned ON (the Video Privacy icon will be red  in case of non transmission of video).
- Network bandwidth issue.

#### **“Error trying to start camera. Please check that the camera is not being used by other application” error when initiating call/joining room.**

- Verify that the web camera is not being used by any other application(s) e.g. skype etc.
- Quit Vidyo Desktop icon from the taskbar and start it again and check whether problem resolved.
- Quit all applications and reboot the system.

#### **Video freezing/ jitters from the remote video.**


- Check whether the remote site is using **VidyoProxy** (go to **Configuration -> Status** and look for “**Using VidyoProxy**”).
- Check your system resources utilization (i.e. CPU usage, memory usage).
- Check your network bandwidth.

#### **Participants in the conference calls are not visible**

- The maximum visible participants in Videoconferencing is limited to 8 +1 (i.e. 8 remote sites and 1 your video). The layout may be changed by clicking first icon from Left.
- Click on the drop-down arrow adjacent to the **Layout** button and see the maximum number selected.
- Check your system resources utilization (i.e. CPU usage, memory usage).
- Check your network bandwidth.

## Audio problem

### Unable to hear other party's audio.

- Check the selected speaker device in **Configuration -> Devices -> Speakers**
- Check your speakers setting (play an audio file and check whether you can hear that).
- Other party might have muted their Mic (the Mic icon at the other side will be red ).

### The remote site is not able to hear our audio.

- Check the selected Microphone device in **Configuration -> Devices -> Microphone**.
- Check your Mic settings (record your sound and see whether you can hear the recorded sound).
- Other party might have problem with their speaker setting.

### Voice break from the remote site.

- Check Remote side enabled "**Echo Cancellation**" (**Configuration -> Device**). If so, then ask them to disable it and then check their audio.
- Ask the remote site to check their CPU usage (should be below 60%).
- Ask remote site to check their network bandwidth.

### Echo problem.

- Advise remote site to keep distance between Microphone and speakers.
- Also advise remote site to enable "**Echo Cancellation**". To enable it, go to **Configuration -> Device** and select **Echo Cancellation** and check the audio quality.

## Integration with legacy Systems

### "The other party has ended call" message when calling to a legacy system.




- The legacy system may be busy in some other conference.
- The legacy system may Offline.

### Legacy system not able to call desktop System

- Ensure Gateway tenant should have access to make a call.

## Meeting Rooms

### Can not join conference.

- Check whether the room is full  or locked .
- Check whether the room is PIN protected . If so, ask the user to provide you the pin to enter in his room.

### Other participants not able to hear you and your mic icon turn to .

- The Room owner (or the Meeting Administrator) has muted your mic.

### Other participants not able to see you and your Video Privacy icon turn to .

- The Room owner (or the Meeting owner) has puts to in Privacy mode.

### While in the conference, suddenly the conference ended and message displayed “Call disconnected by the Operator”.

- The Room owner (or the Meeting Administrator) has disconnected you from the conference.

## Miscellaneous

### You get error message “Connection to the VidyoRouter lost”.

- This might be a temporary network problem between your system and portal Router. Try connecting to the remote site again and see if you get the message again.
- If so, please ask your network team to check the network connectivity.

### Desktop Portal will be work on other operating system

- Presently this is windows based application and Linux platform is not supported.

### Conference with non registered users on Portal

- URL of Conference Room can be send through E-mail to guests.

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## ~Helpdesk~

In case of any other Query or Suggestion, Mail to

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