

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 VidyoConferencing 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.

~Helpdesk~

In case of any other Query or Suggestion, Mail to

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