Video Conference Troubleshooting

Topics

- Hearing an Echo
- Cannot Hear Sound
- Others Can’t Hear You
- Webcam Problem
- Poor Video Quality

Hearing an Echo

**Most frequent Cause:** The speaker device and the microphone are too close together.

**Solution:** Move the speaker and microphone farther apart and/or use a speakerphone with an 'echo-cancellation' feature.

**What causes an echo?**
Person hearing an echo is hearing their own voice being sent back to them through the microphone at the other end.
If you can hear the echo, it is not caused by you.

**Other solutions to try:**
- Use recommended equipment.
- Use a headset (built-in separation of speaker and microphone).
- If using a speakerphone, use one with an “echo-cancellation” feature.
- Set microphone configuration within Vidyo. Go to configuration (the gear icon), select the Devices tab.
  Make sure that both “Echo Cancellation” and “Auto Adjust Microphone Level” are checked:

- If using external speakers – lower the volume as much as possible.
- Separate the microphone and the speakers by a minimum of 8 inches.
- Choose a quiet place to make or receive your call.
- Echo-cancellation is affected by background noise – the less noise the better it works.

## Cannot Hear Sound

Test the sound on your system to help identify if it is your speaker or the other person’s microphone causing the issue.

With Microsoft Windows, open the "Sound" application (in Control Panel).
Select your speakers/headphones, then right-click for a menu, then click Test.

If the sound test passed but you still cannot hear sound, skip to "Check the Vidyo Teleconference configuration"

**Did the sound test fail? Try this:**
- Check your computer volume controls
  - Not muted
  - Set to proper volume
- If using external speakers, check that they are:
  - Plugged in to the correct socket
  - Powered on
  - Set to proper volume

**Check the Vidyo Teleconference configuration:**
Within Vidyo teleconference window, check video software sound control:
- Not muted
- Set to proper volume
Within Vidyo teleconference configuration (the gear icon), check that the correct speakers are selected, as there may be more than one speaker device listed.

Others Can't Hear You

**Test your microphone** (if it works, the problem could be the other caller's speakers).

With Microsoft Windows, open the "Sound" application (in Control Panel). Click the "Recording" tab.
Select your microphone device, then begin speaking. You should see the bar get taller when you speak:

If the test failed, check:
- Microphone is plugged into the correct socket.
- You are not muted:

- Microphone volume is set (In Windows Control Panel/Sound/Recording (select your microphone)/Properties/Levels)

- Vidyo configuration (gear icon) has the correct microphone selected:
Webcam Problem

Check your webcam
- Firmly plugged in to a USB port on your computer (do not use a USB hub)
- Powered on (if it has its own switch)
- Make sure no other program is using the webcam
  - A webcam can be used by only one program at a time
- Ensure the webcam has most current software/driver
  - Download and install the most recent software from the webcam manufacturer’s website

Check “Privacy” control in Vidyo software (access controls via the video window)

Check video software “Configuration” panel has correct camera selected

Other things that impact your webcam are:
- Slow or busy Internet connection
- Poor lighting
Laptop power options

Poor Quality Video

Use the right equipment
- Ensure your computer meets recommended specifications
- Use a business-grade internet connection
- Use recommended audio/video devices
  - Speakerphone with ‘echo cancellation’ or a headset
  - Webcam should support ‘high definition’ (HD) video quality

Ensure the software is correctly configured
- Set the videoconferencing software with the recommended settings:
  - in the Vidyo panel, select ‘Best Quality (recommended)’

Optimize your setup
- Use the best possible connection (wired instead of wireless)
- If using a laptop, avoid running on battery
- Powered on (if it has its own switch)
- If your computer allows you to select a 'Power Plan', select 'High Performance'.
- Close all programs except those necessary for your videoconference (to free-up your CPU)

Ensure proper lighting
- Make sure there is enough light
- Use a desk lamp to augment overhead light
- Avoid sitting in front of a bright window