Vidyo Troubleshooting Guide Faculty and Facilitators

Understand how the Tool Bar functions before proceeding with the checklist.

Click on **In-Call Tool Bar** to watch a video which explains the tool bar

Here are some common things to check before you start your Vidyo session:

1. Check that Automatic is set on the Layout icon by clicking on the arrow above the six boxes:

2. Check to make sure that you have the correct Microphone, Speaker, and Camera selected in the Configuration and Settings Box. Click on the Settings icon to get to that box:

    IMPORTANT: If you see a red line around one of the device boxes it means that no device is connected. If you know your device is connected, it is recommended that you try resolving the issue by restarting the computer.

3. Check that the volume setting on the speaker is set to half-way or above. Click on the arrow above the Speaker icon to access the volume slider bar:

4. Check that the Camera is not muted. There should not be a red line through this icon. If there is, click on the camera icon to unmute:

5. Make sure the Microphone is not muted. Check that there is no red line through this icon. If there is, click on the microphone icon to unmute:

NOTE: There may be times when you or your participants may need to mute the microphone. This is just a pre-check to ensure your participants can hear you.

Having issues with Vidyo?

-   ***You can't see any video on the screen.*** Check #1 on the checklist on page 1. Have your participants check #4.

-   ***Your participants can't see you.*** Have them check #1 on the checklist on page 1 and you should check #2 and #4.

-   ***Your participants can't hear you.*** Have them check #2 and #3 on the checklist on page 1. You should check #2 and #5 on the checklist.

-   ***Hearing Echo or Feedback?*** Have your participants mute their microphone. Tell them to click on the Microphone icon on their tool bar. A red line will appear through the icon to indicate that the microphone is muted.

    NOTE: You may have to adjust your speaker volume if the participants still report feedback after every participant has muted their microphone. The Vidyo software has echo cancellation inherent in the software; however, it may not work efficiently if your speaker volume is very loud.

-   ***Participants can't see the presentation I am sharing.*** You should check to see if you are sharing your presentation. Click on the *Start Sharing* icon and select the display (not the application). Ask participants to check #1 on the checklist.

-   ***Participants are complaining that they can't read the text on the presentation.*** Tell the participants to double click in the center of the presentation. This will create a pop up window that enlarges the content.

- ***Participants are saying that they can't see the PowerPoint slides advance.*** Check to see if you are sharing the display and not the application. Although you should not have issues sharing an application, trial and error have determined that sharing the display is the best method to avoid sharing issues.