

### Problem: Can't log into Vidyo


⇒ Are you able to browse to www.google.com?


If no, the problem is likely network-related. Contact your IT staff.

If yes, check your portal, username and password. If you still can't login, contact your IT staff.

### Problem: You can't hear other participants


⇒ Verify speakerphone or headset is plugged in, turned on, unmuted on device and the volume is up.

⇒ On the VidyoDesktop toolbar, verify speaker isn't muted as shown here: 

If muted (the speaker is red), click on the speaker image to unmute. The image will turn grey: 

⇒ On the VidyoDesktop toolbar, verify and adjust playback volume by clicking the down arrow to the right of the speaker image and using the slider to increase or decrease volume.

⇒ Verify the correct speaker selection within the VidyoDesktop Settings:

On the VidyoDesktop toolbar, click on Settings,  then select the Devices tab and verify the correct speaker is selected. Click Apply, then Save.

### Problem: Other participants can't hear you

⇒ Verify microphone or headset is plugged in, turned on, unmuted on device and the volume is up.

⇒ On the VidyoDesktop toolbar, verify microphone isn't muted (red) as shown here: 

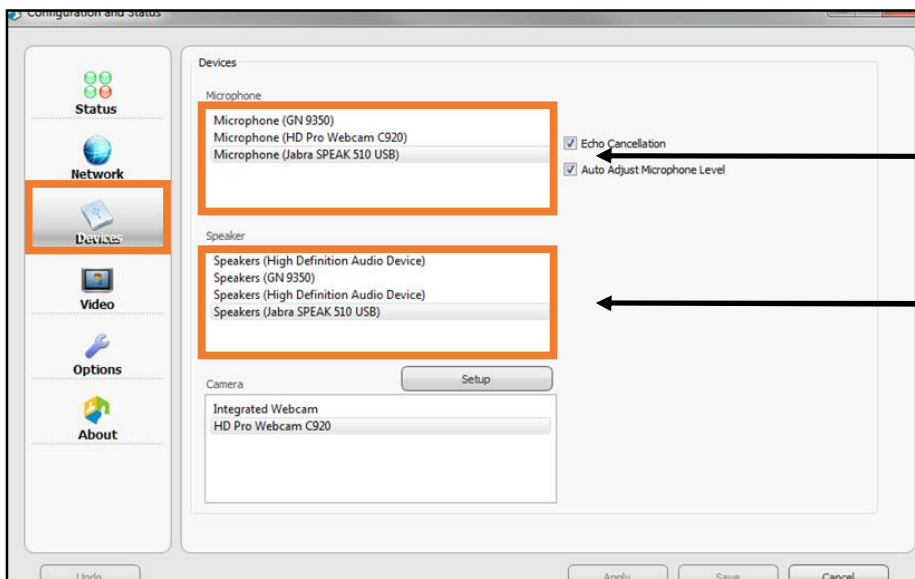
If muted (red), click on the microphone image to unmute. The image will turn grey: 

⇒ On the VidyoDesktop toolbar, verify and adjust microphone volume by clicking the up arrow above the microphone image. Use the slider to increase or decrease volume.

⇒ Verify the correct microphone selection within the  VidyoDesktop Settings:

On the VidyoDesktop toolbar, click on Settings, then select the Devices tab and verify the correct microphone is selected. Click Apply, then Save.

If you do not see your microphone listed, unplug it from the PC or laptop, wait five seconds, then plug it back in.



**Look here if OTHER participants can't hear you.**

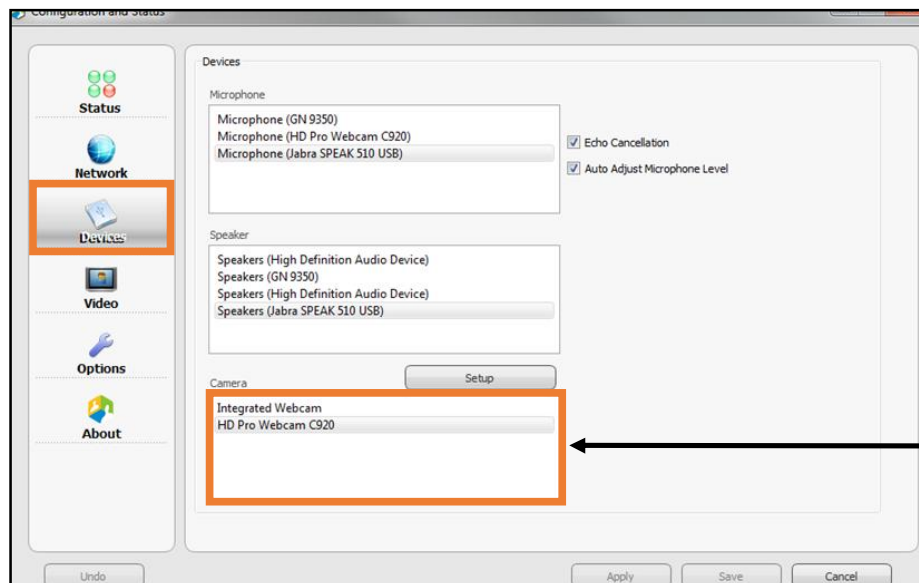
**Look here if YOU can't hear other participants.**

**Problem: You can't see any participants**

- ⇒ Ask participants if the camera icon is gray on their end.
- ⇒ Check your participant list to ensure they're still on the call.
- ⇒ Contact your IT staff for assistance.

**Problem: Other participants can't see you**

- ⇒ Verify the camera is plugged in and turned on.
- ⇒ On the VidyoDesktop toolbar, click Self View to verify your camera is working.
- ⇒ Continue clicking until you get back to your preferred view.
- ⇒ If your camera is working, verify Privacy Mode (turns red) is not selected on the VidyoDesktop toolbar:
- ⇒ If Privacy Mode is activated, click the button to turn it off (turns grey).
- ⇒ Verify the correct video camera selection in the VidyoDesktop settings:
  - On the VidyoDesktop toolbar, click on Settings, then select the Devices tab and verify the correct camera is selected. Click Apply, then Save.
  - If you do not see your camera listed, unplug it from the PC or laptop, wait five seconds, then plug it back in.



**Look here if OTHER participants can't see you.**

**Problem: Poor audio or visual quality**

- ⇒ Contact your local IT staff for assistance.

**If any of the troubleshooting techniques listed here do not solve your problem, manage your encounter another way and contact your local IT staff.**