

Troubleshooting Guide for VCDOT

1. Website Address (URL) not responding or Site can't be reached message comes while opening the URL [https:// vcdot.cdote.in](https://vcdot.cdote.in)

Check- whether URL is entered correctly/verify site-name/link (no spelling mistake should be there) .Website URL shall be <https://vcdot.cdote.in>

2. Host not able to sign-in using the login and password approved by CDOT VC administrator.

Check whether credentials are entered correctly. Following message will appear, if entered credentials are wrong.

“The email and password you entered did not match our records. Try again or click Forgot Password to reset your password”

Click “Forgot Password” to reset your password.

3. Users are not able to join in using the invite link shared by meeting Moderator.

Check whether invite link is entered correctly. The invite link is different for every room created on CDOT VC platform. If link is incorrect then following message comes “404 Sorry! The page you are looking for does not exist. Is it possible it's been removed?” Please re verify the invite link with moderator before joining.

4. Invite link is correct but message comes “The meeting hasn't started yet. You will automatically join when the meeting starts.

Since Meeting has not been started by the host, this error will appear. Once host starts the meeting then only participating user will be able to join the meeting.

5. User is not able to join with Video and audio when try to join the meeting from PC/Laptop connected to LAN port or Wi-Fi network of some organizations

In some organizations firewall is protecting the network. So when we use CDOT VC platform sometimes error comes “Media can't reach server”. In this case webcam is not allowed to be shared by the user. In this case first check if you are able to connect using mobile hotspot or Wi-Fi hotspot and if it is working then there must be port blocking issue by the LAN network. In this case port unblocking should be done by the network administrator of that organization. Ports have to be opened for both incoming & outgoing traffic

vcdotmeetings.cdote.in [103.56.39.47]

vcdotmeetingsvc1.cdote.in [103.56.39.48]

vcdotmeetingsvc2.cdote.in [103.56.39.51]

vcdotmeetingsvc3.cdote.in [103.56.39.52]

vcdotmeetingsvc4.cdote.in [103.56.39.53]

vcdotmeetingsvc5.cdote.in [103.56.39.54]

cdotmeetingsvc6.cdot.in [103.56.39.57]
cdotmeetingsvc7.cdot.in [103.56.39.58]

Ports to be Opened for C-DOT VC tool are :

TCP port no: 80, 443, 1935, 7443
UDP port range : 16384 to 32768

Please ensure before organizing the VC that user is able to join using LAN ports. Otherwise, Wi-Fi hotspot with at least 2 Mbps can also be used.

6. Considerable echo in meeting during conference when more than 2 users are being present in single room.

Two or more mic's or speakers working in same room can be the reason behind this. If more than one user is present in the meeting and sitting close to each other then sounds from one user will be picked by the 2nd user mic. In this case echo will be present. In such case it is preferable to use headphones with mic option.

If user is at remote location and mic is causing noise then in that case, mute all participants and unmute one by one to identify the user whose mic is causing this problem.

7. High background noise in present in the meeting.

To reduce the background noise, it is preferable to use headset with mic to minimize the background noise or use locations where noise is less. In comparison background noise is less from a silent room as compared to user using conference in a public place.

8. Video/audio hanged during conversation

Due to network connectivity issues or slow internet speed, it will happen that video/audio is getting hanged in some cases. In such cases, please ensure the proper network connectivity with good internet speed. Use speed test from “www.speedtest.net” or similar platform to obtain your current download and upload network speed.

If connectivity has no issues then user can leave/logout from the existing meeting and re-join using the same invite link, alternatively by pressing Ctrl+R one can re-join the audio.

9. Others can't hear you in the presentation although you can hear everyone else in the meeting room

Check whether you are mute or have low microphone volume. If you are unmuted and others still are not able to hear you then check whether the correct microphone is selected or not during echo test. Check previous point for more details if problem still persists.

10. All Audio/Video suddenly disappeared on screen during a meeting

Check-Internet connectivity. If internet connectivity is OK then refresh the page by Ctrl+R and re-join.

11. Others users can't see your video in the meeting room

Check- whether you have shared video using video sharing options or no error message comes like "Media can't reach the server".

12. Poor Audio/Video during the meeting

Check internet connectivity speed using link <https://www.speedtest.net/> and check download and upload speed. If it is low then switch to lower video quality option while sharing your webcam.

Download speed should be around 2 Mbps for having good audio/video in a meeting.

13. Session joined but microphone not enabled

Refresh the web page (using CTRL+R) and then make sure to perform the Echo Test. Also make sure to allow the browser to access the microphone.

14. User joins through multiple sessions:

Since the users are able to join the meeting using the invite-link/URL sent by the meeting moderator, make sure only one such tab should be opened in the browser for that particular user. If user opens multiple session in the same browser using same invite URL with same name then for such iteration one user is added in the user list leading to multiple users with same name.

To avoid this, make sure to close any previous sessions if not closed. Please ensure that you are connected with only one device (laptop/desktop/mobile) for VC, to avoid multiple instances of a user.

15. Sharing screen causing multiple screens on display during conference chat

Don't share entire screen. Share only application or tab that needs to be shared. If you are sharing the entire screen, make sure the screen does not have VC tab in front, that way you will not be seeing multiple screens

16. Video of self-user freezes very frequently during the meeting


Rejoin with video quality up to 'Low Quality' if internet speed at your end is less than 2 Mbps.

17. Face is not clearly visible in video in a meeting




Please ensure that your seat height is well adjusted and the room is well lit for proper and clear video streaming. Adjust your webcam so that you are properly displayed on the screen.

18. Setting camera and microphone for VC in chrome browser

Follow below steps to use microphone and web camera for VC in Chrome browser.

1. Open Chrome .
2. Enter VC link to join the meeting
2. When prompted, choose **Allow** for microphone and web camera.
3. **Allowed sites:** Sites can start to record when you're on the site. If you're using a different Chrome tab or a different app, a site can't start recording.
4. **Blocked sites:** Some sites won't work if you block them. For example, you won't be able to join a video conference

Change a site's camera & microphone permissions

1. Open Chrome .
2. At the top right, click More  > **Settings**.
3. Under "Privacy and security," click **Site settings**.
4. Click **Camera** or **Microphone**.
5. Turn **Ask before accessing** on or off.
6. To remove an existing exception or permission, to the right of the site, click Delete .

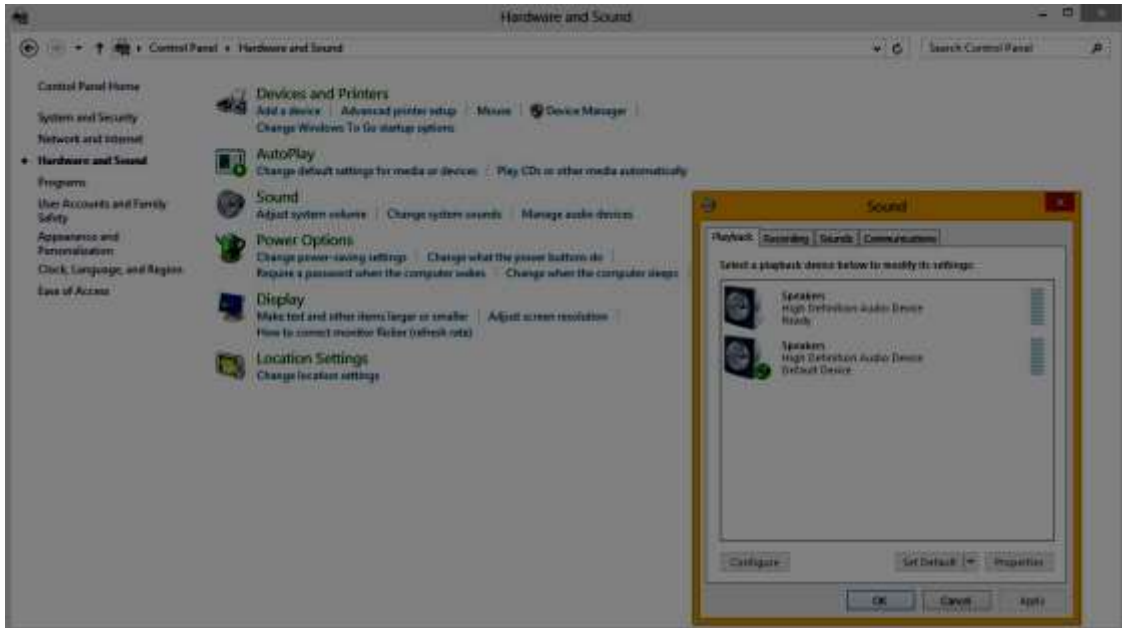
19. How to set up and test microphones in Windows 10

To install a new microphone, follow these steps:

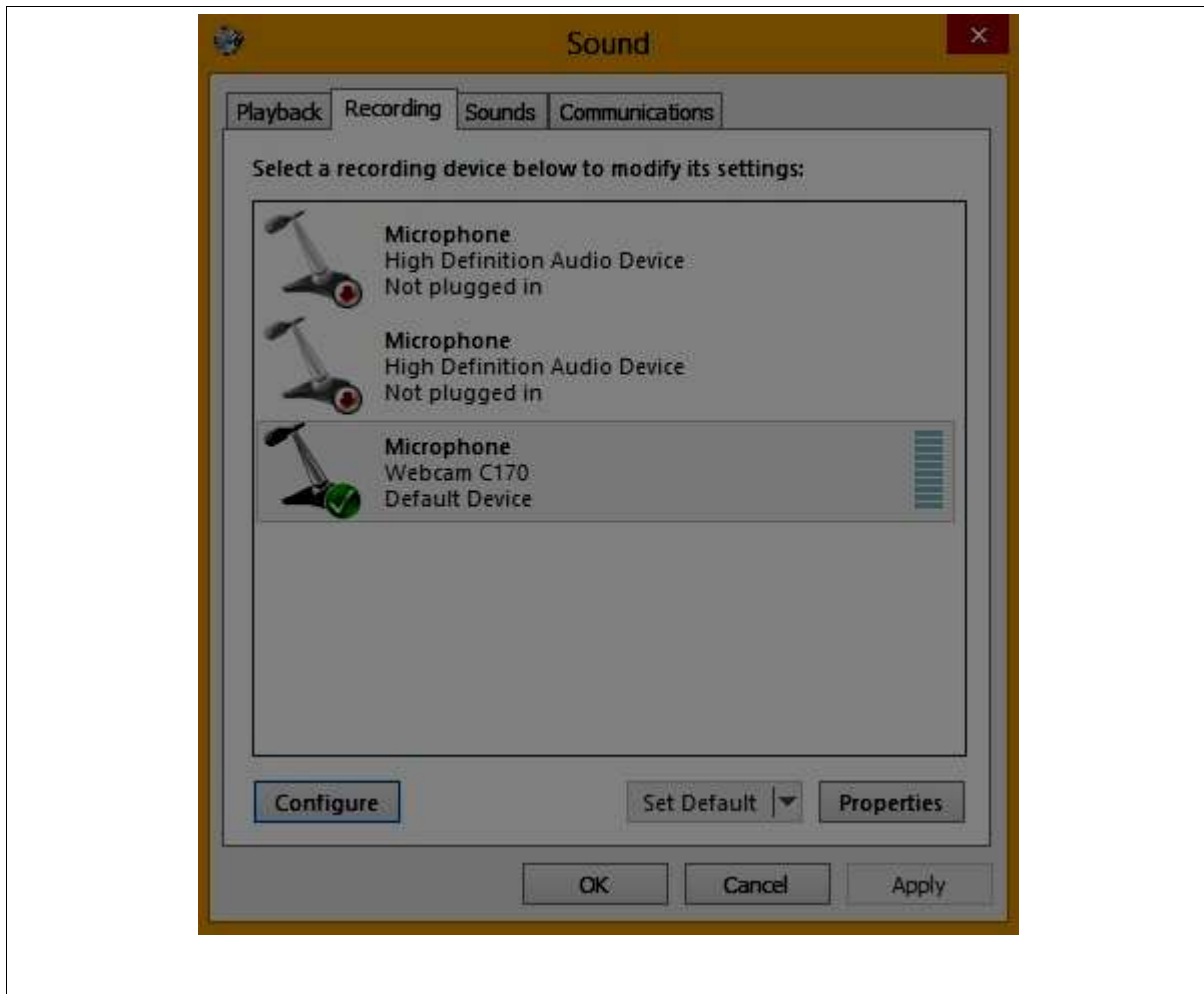
- Make sure your microphone is connected to your PC.
- Select **Start > Settings > System > Sound**.
- In Sound settings, go to **Input > Choose your input device**, and then select the microphone or recording device you want to use.
- To test a microphone that has already been installed:
 - Make sure your microphone is connected to your PC.
 - Select **Start > Settings > System > Sound**.
 - In Sound settings, go to **Input > Test your microphone** and look for the blue bar that rises and falls as you speak into your microphone. If the bar is moving, your microphone is working properly.
 - If you aren't seeing the bar move, select **Troubleshoot** to fix your microphone.

20. Selection of MIC or headphone if no voice from headphone and MIC not working

From the control panel > Hardware and sound > Manage audio devices
(Refer to screenshots on the subsequent page)



Select the Mic and set as default. Then check again.
Click recording tab in sound window. This will show which mic is being used.



Best User Practices

Before conference

- Notify each conference participants by email or WhatsApp for sharing the meeting ID with the meeting details with actual schedule well in advance.
- Please ensure uninterrupted high-speed internet from the room where conference is being arranged. If possible, arrangements for additional HOTSPOT WiFi should be arranged in advance if user is not able to join using the LAN connection provided in the conference room.
- If users are joining from outside in this Video conference please ensure they have the correct invite link of VC meeting
- Check for any Audio/Video issues with remote participants well in advance.
- Check the laptops, PC and mobile phones for webcam and microphone to be used in Video conference.
- If possible, schedule a mock VC meeting before the actual meeting to ensure all users are able to join or not.

Types of devices supported for conducting or joining the CDOT meetings

Laptops – Most Recommended

Laptops installed with latest OS e.g Windows, Linux , Ubuntu. It must have inbuilt webcam, microphone and speaker which is basic requirement for a VC. If laptop do not have inbuilt webcam or mic/speaker external devices can be used.

PC with Webcam

PC's installed with latest OS e.g Windows, Linux, Ubuntu. It must have inbuilt webcam, microphone and speaker which is basic requirement for a VC. If PC do not have inbuilt webcam or mic/speaker external devices can be used.

Mobile Phone (Android/iOS)

Mobile Phones with front camera on android and iOS platform can be used for C-DOT VC platform.

Note: Download latest version of Chrome browser from Google play store if not installed already.

Browsers to be used for VC using

Always use the latest version of Mozilla and Chrome for windows, MacOS,iOS, Linux ,Ubuntu and Android platform.

Firefox version: 77.0.1 (64-bit) and above

Chrome version: Version 83.0.4103.106 (Official Build) (64-bit) and above

For iOS Chrome version 83.0.4103.88 and above

Type of internet connectivity to be used for hosting and joining the meetings

Wi-Fi –Please make sure Wi-Fi signal strength is strong and download speed shall at least around 2Mbps.

LAN connectivity – LAN connectivity without port blocking should be used. Internet download speed should be at least 2 Mbps for good experience.

Wi-Fi Hotspots /4G/LTE

If user is not able to sign in using the LAN connectivity due to port blocking. In such case Wi-Fi hotspots or mobile hotspots with at least 2 Mbps speed are recommended.

How to Check Internet Speed/Bandwidth

Open Chrome Browser (Latest Version Recommended).

Type www.speedtest.net on the browser.

Click “GO” on the browser screen.

Wait till the Download speed is displayed on the top.

Do's and Don'ts during Video Conference

Do's

● **Before joining Meeting**

- Ensure the room is well-lit.
- Ensure proper functioning of webcam, microphone, speaker, internet connection.
- Follow a comprehensive scheme for user names. Example Name of organization/Name of Person – Place – Designation – Division
- Ensure the place is noise free.
- Ensure that your seat height is well adjusted and the room is well-lit for proper and clear video streaming

● **During the meeting**

- Keep yourself muted while not speaking.
- Set status to 'hand raised' in order to get noticed by moderator (as and when required).
- Clear the status once the purpose is served.
- Use the chat (private/public) option to communicate any information without interrupting the ongoing VC.
- Use "screen share" option if presentation contains animations.
- Use logout option to exit the meeting.
- Keep your video quality not more than 'Medium Quality' if your Internet speed is low.
- Mobile phones should be kept on silent mode during the VC to avoid noise and echo.
- Please ensure that you are connected with only one device (laptop/desktop/mobile) for VC, to avoid multiple instances of a user.

Don'ts

- Don't join the session from multiple devices.
- Don't mute yourself if you are speaking.
- Don't move around with the device.
- Don't speak out of turn.
- Don't minimize the application that is to be shared using screen share.
- Don't use end meeting option to exit individually (if you are a moderator).
- Don't drag mouse unnecessarily on whiteboard when multi user functionality is enabled as it may cause distraction to other users.
- Don't keep high volume of speaker while talking on microphone as it may cause echo during meeting.