

Audio Best Practices

- Use recommended speaker and microphone devices to prevent echo and other audio issues.
- Plug each audio device (speaker, microphone, etc.) directly into one of your computer's USB ports whenever possible rather than a USB hub (whether it's one you added to your computer, is built into your flat panel monitor or is built into your laptop's docking station). If you need to use a USB hub, it should be externally powered for the device to perform well.
- Make sure you have the latest audio drivers for the audio devices you use during your VidyoConference.
- Use the best connection possible—wired is better than wireless.
- Close all applications except those necessary for your VidyoConference to free-up your CPU.
- If your computer has a Power Plan (all Windows and Mac laptops do) choose "high performance."
- If you're using a laptop, avoid running on battery—it can reduce performance and quality if the power settings are set to conserve power.
- Speak naturally in a clear, normal tone.
- Remove background noise from your location.

Recommended Audio Devices

USB Headsets

Recommended Headsets

- Microsoft Lifechat LX-3000
- Plantronics DSP-400 (use included DSP adapter o2)
- Cyber Acoustics AC-840, AC-850

Supported Headsets

- Microsoft Lifechat ZX-6000 Wireless Headset
- Logitech ClearChat Comfort USB
- Logitech ClearChat PC Wireless

Echo-Cancelling Speakerphones

Recommended Speakerphones

- Jabra SPEAK 410
- ClearOne Chat 50, Chat 60
- Plantronics Calisto 820
- ClearOne Chat 150
- Phoenix Duet Executive



Quick User Guide

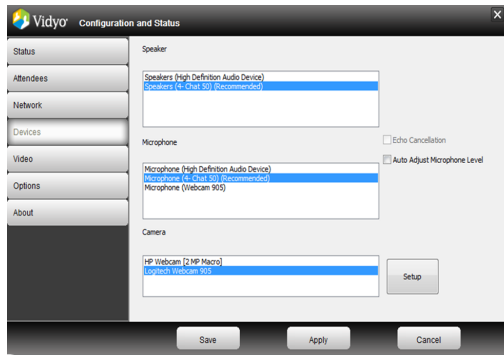
Optimizing Audio in Your Meeting




<http://www.vidyo.com>

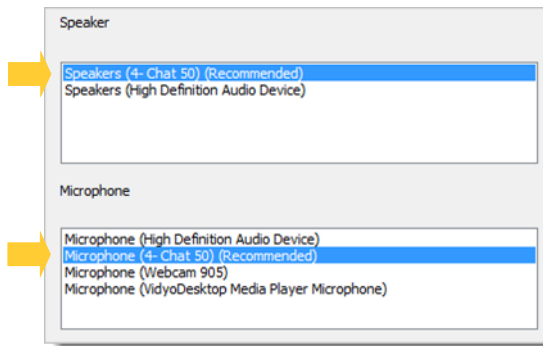
Selecting Your Audio Device for Use


The first time you join a meeting, the Devices window will automatically appear to enable you to select your audio device.



You can also select  on the VidyoDesktop to access the Device settings.

This tab shows the speaker and microphone devices available on your personal computer. The system will detect and highlight the best device and indicate the recommended one in parenthesis. The device indicated as “recommended” will give you the best meeting experience based on the device options available on your personal computer.



To select the recommended speaker and microphone that are highlighted, just click .

Mute/Unmute



Click the **Microphone** button in the VidyoDesktop application toolbar to mute or unmute the sound you’re broadcasting. Or use the drop down arrow to change the volume level.

The button turns red when you mute yourself.



Echo Cancellation

If you ever experience echo on a video call, it is primarily caused by audio looping back via remote participant’s speakers and into their microphone.



When you use an audio device that is not recommended (such as the built in microphone and speakers on your laptop), and other meeting participants say they can hear an echo when you talk, enable echo cancellation.

Echo Cancellation

Note: Echo cancellation is turned off (appears grayed out) when you use a Vidyo recommended audio device because recommended devices have echo cancellation built in. You should not select Echo Cancellation when your device is already performing echo cancellation in the hardware or for a headset.

Best Practices for Echo

When on video calls with echo, always stop and ask who hears it. [The person that does not hear echo is the source.](#)

- Have the participant with echo tap the microphone they believe they are using to verify the device and see if it stabilizes the echo.
- Once they confirm the device they are using, they can open the configuration menu to ensure the recommended device is selected.
- If the device they are using does not have echo cancellation, they can select the echo cancellation option to remove the echo.

What if echo is being caused by multiple participants including the meeting host?

- Have all participants mute their microphone in the VidyoDesktop application toolbar.
- Have each user unmute their microphone one at a time until you find each user who is causing the echo.
- As the meeting host, you can also use the Control Meeting option in the VidyoPortal to mute and unmute each participant during your meeting or to mute all. If you select to mute all, make sure you unmute your microphone so others can hear you.

