

# Troubleshooting Guide for CDOTmeet

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

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

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

Check whether credentials are entered correctly. The 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 the meeting Moderator.

Check whether the invite link is entered correctly. The invite link is different for every room created on the C-DOT VC platform. If the link is incorrect then the 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 the moderator before joining.

4. Invite link is correct but the 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 the host starts the meeting then only participating users will be able to join the meeting.

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

In some organizations, the firewall is protecting the network. So, when we use the C-DOT VC platform sometimes an error comes "Media can't reach server". In this case, the webcam is not allowed to be shared by the user. In this case, first, check if you are able to connect using a mobile hotspot or Wi-Fi hotspot and if it is working then there must be a 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

[cdotmeetings.cdote.in](https://cdotmeetings.cdote.in) [103.56.39.47]

[cdotmeetingsvc1.cdote.in](https://cdotmeetingsvc1.cdote.in) [103.56.39.48]

cdotmeetingsvc2.cdot.in [103.56.39.51]  
cdotmeetingsvc3.cdot.in [103.56.39.52]  
cdotmeetingsvc4.cdot.in [103.56.39.53]  
cdotmeetingsvc5.cdot.in [103.56.39.54]  
cdotmeetingsvc6.cdot.in [103.56.39.57]  
cdotmeetingsvc7.cdot.in [103.56.39.58]  
cdotmeetingsvc8.cdot.in [103.56.39.13]  
cdotmeetingsvc9.cdot.in [103.56.39.14]  
cdotmeetingsvc10.cdot.in [103.56.39.17]  
cdotmeetingsvc11.cdot.in [103.56.39.15]

TCP/UDP ports range to be allowed is as follows:

TCP port no : 80,443,1935,3478,5349,7443

UDP port no : 3478,5349

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

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

Two or more mics or speakers working in the 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, the echo will be present. In such a case it is preferable to use headphones with a mic option.

If the user is in a remote location and the 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 is present in the meeting.

To reduce the background noise, it is preferable to use a headset with a 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 users using a conference in a public place.

8. Video/audio hung during a 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](http://www.speedtest.net)” or a similar platform to obtain your current download and upload network speed.

If connectivity has no issues, then the user can leave/log out 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 the echo test. Check the previous point for more details if the 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. Other 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 connection speed using the link <https://www.speedtest.net/> and check download and upload speed. If it is low then switch to a lower video quality option while sharing your webcam.

The 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 the user opens multiple sessions in the same browser using the same invite URL with the same name, then for such an iteration one user is added in the user list leading to multiple users with the same name. This can also create an echo in the meeting.

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

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

Re-join 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 the 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 the below steps to use the microphone and webcam for VC in the Chrome browser.

1. Open Chrome.
2. Enter VC link to join the meeting
2. When prompted, choose to Allow for microphone and webcam.
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 to 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 the headphone and MIC not working  
From the control panel > Hardware and sound > Manage audio devices.

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

# Best User Practices

## Before conference

Notify each conference participant by email or WhatsApp for sharing the meeting ID with the meeting details with the actual schedule well in advance.

Please ensure uninterrupted high-speed internet from the room where the conference is being arranged. If possible, arrangements for additional HOTSPOT WiFi should be arranged in advance if the 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 conferences.

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 C-DOT meetings

## Laptops – Most Recommended

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

## PC with Webcam

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

## Mobile Phone (Android/iOS)

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

Note: Download the 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 platforms.

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. The Internet download speed should be at least 2 Mbps for a good experience.

Wi-Fi Hotspots /4G/LTE

If the user is not able to sign in using the LAN connectivity due to port blocking. In such a 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](http://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 the 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 the “screen share” option if the presentation contains animations.

Use the 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 the end meeting option to exit individually (if you are a moderator).

Don't drag the mouse unnecessarily on the whiteboard when multi-user functionality is enabled as it may cause a distraction to other users.

Don't keep the high volume of the speaker while talking on the microphone as it may cause echo during meetings.