Personal Videoconferencing: Troubleshooting Video Issues

This guide provides step by step instructions to overcome the most common video problems that can occur during a videoconference. We’re here to help make sure your videoconferencing experience is a good one!

If you have a problem that does not match any of the conditions described below, or you have attempted the corrective action and the problem persists, please contact OTN Technical Support.

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For further assistance and technical support, contact OTN Technical Support:
Phone: 1-855-654-0888 (option 2)  Email: techsupport@otn.ca
You See Others But They Don’t See You

The Short Answer: Either your webcam (camera) is not working or the problem could be due to your Self View or Privacy settings.

1. Check that your webcam is properly plugged into the correct socket on your computer and that it is switched on.
   • Ensure you are using the manufacturer’s most current driver for the webcam.
   • Only one application at a time can use a webcam. Ensure that you don’t have another application using the webcam.

2. Check that the Self View feature is ‘on’. To view the video toolbar, click in the video image and then check the Self View button. If it is on, the Self View button does not have a line through it. If Self View is off, click the button to turn it on.
   • There are two self view modes — ‘picture-in-picture’ and ‘same size’ as other participants.

3. If Self View is ‘on’ but you still do not see yourself, check to make sure that your camera is plugged in and selected as the proper device in the Devices tab of the Configuration panel.

4. If you see yourself, your device is properly connected and configured; but if others still can’t see your video broadcast, you might need to update your camera drivers. Check your camera manufacturer’s website for the latest drivers.

5. Check to make sure that the Privacy Mode button is not red. If the button is red, privacy mode is ‘on’ (and you are not video broadcasting). Click the button to turn off privacy mode.
The Short Answer: There are a number of factors that can affect the video quality in a videoconference. Review the table below to understand some of the more common factors.

<table>
<thead>
<tr>
<th>Possible factor affecting video quality</th>
<th>Explanation and Suggested Solution</th>
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| Bad lighting (e.g. dull or dark image lacking detail) | • Good lighting is important for a good quality videoconference.  
• Use a desk lamp to augment overhead lighting.  
• Avoid sitting where there is a bright light behind you, such as in front of a window.  
• For best results, the light source should originate from behind the webcam and shine on your face. |
| Slow or busy internet connection. | • Avoid sharing a connection with others, another application or another computer that’s streaming video or file downloading which can consume bandwidth.  
• If you are connected via a wireless connection, you can improve the quality in most cases by moving to a wired connection.  
• To test the quality of your Internet connection, open a browser window and go to networktest.otn.ca. |
| Computer running slowly | • Your CPU may be intermittently working on other tasks. To free-up your CPU, close all applications except those necessary for your videoconference. (For example, shut down Outlook which can use a lot of bandwidth and CPU if it is downloading large attachments.)  
• If you’re using a laptop, you may have problems with video calls when it’s in power saving mode. Change your computer to AC power or switch your computer to maximum performance. |
| USB hub vs. USB port on computer | • Plug the webcam directly into one of your computer’s USB ports whenever possible rather than a USB hub (whether the hub is one you added to your computer, is built into your flat panel monitor, or is built into your laptop’s docking station).  
If you must use a USB hub, it should be externally powered for the device to perform well. |