

IPVideoTalk Known Issues

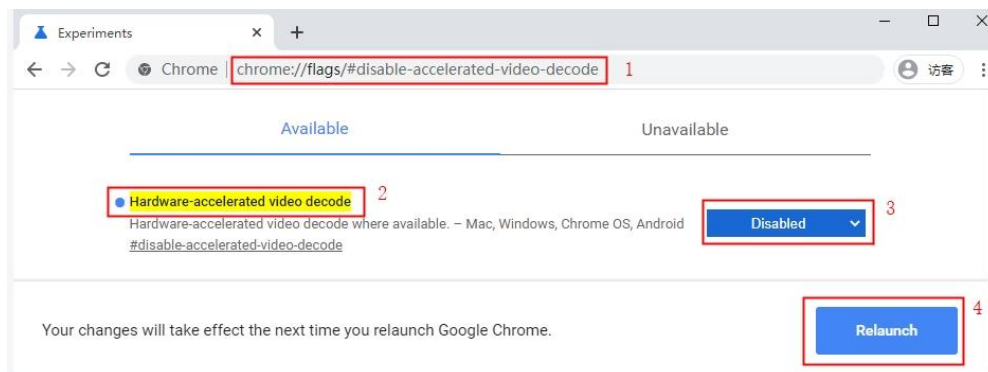
Date: August 8, 2020

WebRTC:

- When clicking “split screen” button in Google Chrome or Microsoft Edge, the two splitting screens will show as black screens. This is caused by the enabled hardware-accelerated video decode. To avoid this problem, please open browser:


`chrome://flags/#disable-accelerated-video-decode`

Find the “Hardware-accelerated video decode” and change the setting to “Disabled”. Then restart the browser.



- User will exit meeting abnormally around 1 minute if switching shared resource when using Chrome version 75.



- Using Chrome version 75, the button will stay in  status and not able to recover if failed to open camera or demo. Need to close browser exit meeting and re-enter the meeting to resolve the issue.
- Using Chrome version 75 with “Conference Management Platform”, click “Meet Now” will get a blank page and not be able to get into meeting page; click “Meeting Details” may also get a blank page occasionally.
- When sharing the webcam or desktop via Firefox, if the user turns on/turns off presentation repeatedly or adjust shared application window size, or the GVC320x turns on/turns off presentation repeatedly, the browser internal plug-in (Open H.264) will crash and users need to join the meeting again to recover it. This abnormal issue occurs with low probability.
- When using Firefox on Windows 8, Windows 8.1 or Windows 10 to share presentation, if the sharing content is Microsoft office 2013 applications such as Word, Excel and Power Point, the other participants can only see the first frame. Also, after exiting

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meeting without closing Firefox, if the user uses Chrome to share presentation, it will also become abnormal.

- When using Firefox to share presentation, if the shared screen is layered window or minimized windows, the other participants see black screen. This is due to Firefox browser issue.
- When using Safari as WebRTC client, Safari crashes with low probability.
- When joining the meeting with multiple Safari tab pages, some abnormal issues occur with low probability.
- The meeting time in WebRTC is using the same time zone as cloud server and it is different from GVC320x host which is local time zone.
- When using web browser on MAC OS to join the meeting, if network is disconnected and then restored in a few seconds, joining meeting will fail and there is no prompt.
- When the user plugs in 3.5mm headset with Firefox browser, and the user does not enable MIC gain option, the volume will be lower as usual.
- When users try to switch the screens during the IPVideoTalk meeting in full screen with Edge browser, it will show black screen for a few seconds.
- There will be an audio abnormal issue when users try to share the MIC for 1 or 2 minutes in IPVideoTalk conference with Windows 10 and Chrome 64 version. This issue can be reproduced with a low probability.

IPVideoTalk Portal:

- When using Edge browser on Windows 10 to export business contacts in IPVideoTalk Portal, the exported file has wrong name and has no prefix.

Mobile Client:

- On IPVideoTalk Android app, when the Bluetooth headset disconnects, by default it will switch to handset.
- The meeting time in mobile app is using the same time zone as cloud server and it's different from GVC320x host which is local time zone.

GVC:

- If IPVideoTalk account cannot register with TCP or TLS on GVC, please go to GVC UI -> IPVideoTalk Application -> Settings, click "save" or "return" button and then retry to register.