IPVideoTalk Known Issues

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WebRTC:

- 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 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 using Safari on MAC OS as WebRTC client, after the user finishes installing the plug-in, the user needs to restart the browser manually. Click on Safari icon on "Dashboard", and click on "Quit" in the pop-up menu.

- When joining the meeting with multiple Safari tab pages, some abnormal issues occur with low probability.

- When using IE as WebRTC client, splash screen appears when pop-up box prompts.

- 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.

- Screen sharing via web browser is currently in Beta. It requires at least 2Mbps+ uplink bandwidth to ensure good video quality. Otherwise, the sharing video is blurry when the participants view the presentation via WebRTC clients.

- When the user joins the meeting via Firefox browser, and UDP transmission is blocked, the packets loss of uplink will reach 40%+.

- 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 join into the meeting via Chrome 58 or later version, there will be a low probability to cause long time video loading issue. Users need to refresh the meeting interface and re-join into the meeting. This is caused by the Chrome browser.

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.

GVC320x:

- The GVC320x IPVideoTalk application has no device code possibly due to registration issue
- Starting instant meeting from GVC320x fails. This happens with low probability.
- GVC320x doesn't clear the call details information after clients join and leave meeting.
- On GVC320x, when selecting an IPVideoTalk enterprise contact which exists in call history and clicking edit before dialing, the dialing interface doesn't show matched call history in the list.
- When using GVC320x to join the meeting, if the user turns on/off the video continuously, it will trigger the limitation prompt of participants in the current plan.

Mobile Client:

- On IPVideoTalk Android app, when the Bluetooth headset disconnects, by default it will switch to handset.
- When using IPVideoTalk IOS mobile client to join a meeting, if the user switches the mobile client to background, the audio channel will be switched to mobile phone handset automatically, and the user needs to switch it back manually.
- The meeting time in mobile app is using the same time zone as cloud server and it is different from GVC320x host which is local time zone.

PSTN Client:

- Once the PSTN participant is muted by the meeting host, there is no IVR prompt on the PSTN participant side.
- When the PSTN participant raises hand and rejected by the meeting host, there is no IVR prompt on the PSTN participant side.