

IPVideoTalk Known Issues

Date: 11/03/2017

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.
- 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.
- When users join into the meeting via Firefox 56 or earlier version, and users plugged-in MICs do not support echo cancellation, other participants may hear echo if the participants speak during the meeting. This issue will be fixed in the Firefox 57 or later version.

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.
- 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's 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.