

Support

Janet Videoconferencing can offer standard firewall advice and FAQs but will not support individual users of Desktop Videoconferencing - all communication must be channelled through the site administrator.

If the software does not install or run correctly, the user's local IT department should be consulted.

For the Desktop Videoconferencing software to work effectively, the user must be connected to a reliable network and have access to a suitable MS Windows PC or laptop which is equipped with a webcam and headset.

The user's organisation may need to allow access through its firewall for Desktop Videoconferencing. For information on the ports used by the software, please see [Janet Videoconferencing and Firewalls](#) ^[1].

Before seeking assistance, you should check the following:

1. Is the PC hardware and software operating as normal?
2. Is the Local Area Network running and can the PC connect to the internet?
3. Are peripheral devices - webcam and headset connected and configured correctly?
4. Check the problem is not related to restrictions placed on local PC or laptop (e.g. disabling of features or local firewall settings).
5. Any user password or administrator rights related problems are also to be dealt with by local administrators.

Source URL: <https://community-stg.jisc.ac.uk/library/janet-services-documentation/support-2>

Links

[1] <https://community.ja.net/library/janet-services-documentation/firewalls-and-ports>