

VTAS - MANUFACTURER RESPONSE

Vidyo HD 40 and 100

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1. Single Monitor Layouts

It is not possible to display the Presentation Image full screen in single monitor mode.

Vidyo:

During a call pressing the “*” button on the remote control will allow you to see the content in full screen mode.

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2. Presentation Audio

PC audio input may only be shared using the HDMI/DVI input, there is no analogue audio content input. This input appeared very high level and distorted, reducing the audio output level from the PC or laptop to a very low level resolved the level issue however the audio still gave some indication of distortion.

Vidyo:

This is a known issue with the DVI to USB3 adaptor and it is already resolved in the latest GA firmware, version 2.15.

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3. Echo Cancellation Quality

During the evaluation using a Logitech Conference Cam CC3000e system on the HD40 and a Phoenix Quattro 3 Conference Microphone on the HD100 the quality of audio experienced was at times poor, the system appeared to struggle with echo cancellation with strange squeaking noises at the end of sentences and at times randomly during the conference. The overall quality of the audio was also not as good as one would have expected. Using headsets with microphones directly into the systems, bypassing the echo cancellation microphones, produced much improved audio quality.

Tests using two Logitech Conference Cam CC3000e systems on both the HD40 and 100 systems produces similar results, while using the Logitech systems with the Lync client on standard PCs produced more acceptable results.

Vidyo:

The Logitech camera contains a microphone in addition to the one on the audio device and a known issue is that sometimes this microphone was selected, thereby bypassing the echo cancelling capabilities. This has been resolved in the latest GA release.

4. HD40 Lip Sync

The Lip Sync transmitted by the HD40 was very poor and was significantly out.

Vidyo:

This is extremely unusual and something which is virtually never seen on Vidyo due to the way our technology works. We would recommend retesting using the latest firmware on a Vidyo to Vidyo call (to eliminate the possibility of external factors), and if the issue persists we would welcome investigating the issue with you further.

Evaluation Team:

On completing a software upgrade after the evaluation was complete to Version 0.0.2.15 and 3.3.4 the Lip Sync from the HD 40 was satisfactory.