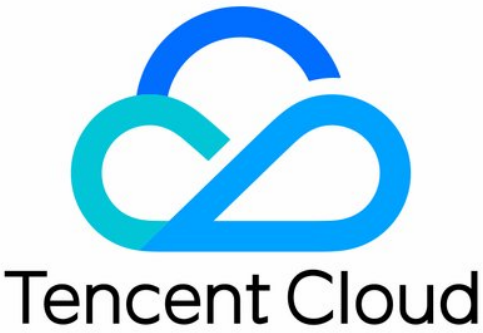
Tencent VooV Meeting

FAQs

Product Documentation



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FAQs
Joining Online Meetings

Last updated：2023-12-19 16:55:54

Where can I download the VooV Meeting client?

To download the VooV Meeting client, see Installing VooV Meeting.

What are the differences between instant video conferences and scheduled video conferences?

Type	Description
Scheduled video conferences	You need to enter details to set up the video conference. A scheduled video conference will be retained for 30 days. You can join the video conference anytime during the 30 days.
Instant video conferences	You do not need to enter any details to set up the video conference. An instant video conference is retained for 1 hour. If no one is in the video conference, VooV Meeting ends the video conference after 1 hour.

How do I transfer my host permission to another attendee?

Click **Attendees** after joining the video conference, select the attendee to whom you want to transfer the host permission, and click **More**. In the displayed dialog box, select **Make Host**.

What should I do if I need to join a video conference with a bad network connection?

Click **Settings** after joining the video conference and enable audio mode to reduce the network load. We recommend switching to a better network environment to avoid a bad video conferencing experience.

Can I start multiple video conferences at the same time with the same account?

1. You can sign in using the same account on different clients, such as macOS, iOS, and Android at the same time and start separate video conferences as the host on each client.
2. You cannot sign in with the same account on two identical clients at the same time. For example, you cannot sign in to another Windows device if you were already logged in with a Windows device. You will be kicked out from the first device.

How do I hold an instant video conference in VooV Meeting?

After you log in to VooV Meeting, click **Start** on the home page. You will start a video conference immediately. There is no need to enter any additional information. You cannot start and host video conferences without logging in to VooV

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Meeting.

Why do I get a message saying "Please log in first" when I try to join a meeting using a guest account?

You may be joining a meeting with Tencent Meeting users. Under applicable laws and regulations, all such users, including VooV Meeting users, must sign up and log in to join meetings with Tencent Meeting users.

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Exceptions

Last updated：2023-12-19 16:56:05

Why do I get a message saying “You have already joined this meeting on another device. By proceeding, you will leave the meeting on the first device.”?

This is because you have already logged in to VooV Meeting and joined the meeting on another device. If you continue to join the meeting on this device, you will be removed from the meeting on the other device.

Why does VooV Meeting display “Meeting ended”?

The meeting you want to join has ended.

What should I do if VooV Meeting displays “Meeting does not exist”?

1. Check whether you correctly entered the 9-digit meeting ID.
2. If this error message is displayed again after you re-enter the meeting ID, confirm with the host whether they are using VooV Meeting.

Why does VooV Meeting display “Meeting has expired”?

The meeting you want to join has already ended. Contact the host to find out what you have missed.

What should I do if VooV Meeting displays “Network exception. Check your network settings.”?

1. Check your network settings and whether VooV Meeting is allowed to use the mobile network.
2. If the network is normal, close and relaunch VooV Meeting.

Why does VooV Meeting display the following error codes?

Error Code	Description	Cause	Recommended Solution
-1	Failed to connect to all media proxies.	The client version is outdated.	Upgrade the client
-161	Failed to connect to all media proxies.	Connection with the streaming media server failed.	Check the firewall settings and lower the firewall requirements
-153	Exception occurred. Join the meeting again.	You failed to join the meeting.	Submit a ticket for help

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Screen Sharing

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When I try to start screen sharing on macOS 10.15, the system prompts an error of no permission to record. What should I do?

Starting from macOS 10.15, some users may experience an issue with the sharing permission compatibility. It can be fixed in the following steps:

1. Go to **System Preferences** > **Security & Privacy** > **Privacy**.
2. Deselect the option. If you are using VooV Meeting, you will be asked whether to exit. Click **Later**, and then select the option again. If you are using VooV Meeting, you will be asked whether to exit again. Then, click **Later** and check whether the screen can be shared.
3. If the problem persists, try restarting the computer.
4. If the problem still persists, right click and select **Show in Finder**, delete the VooV Meeting app, and check whether the app is still displayed in the list.

If yes, continue to delete until an unselected VooV Meeting app appears in the list, and then select it.
If no unselected VooV Meeting app appears in the list after deletion, you can reinstall VooV meeting to fix the problem.

What should I do if the screen turns black or gray during screen sharing?

There are several causes of this problem:

Black screen caused by pause, with a message displayed in the center of the screen

Solution: the problem will be fixed when the sharer clicks **Resume Share** or maximizes the shared window. Check whether "xxx paused share" is displayed on the black screen:

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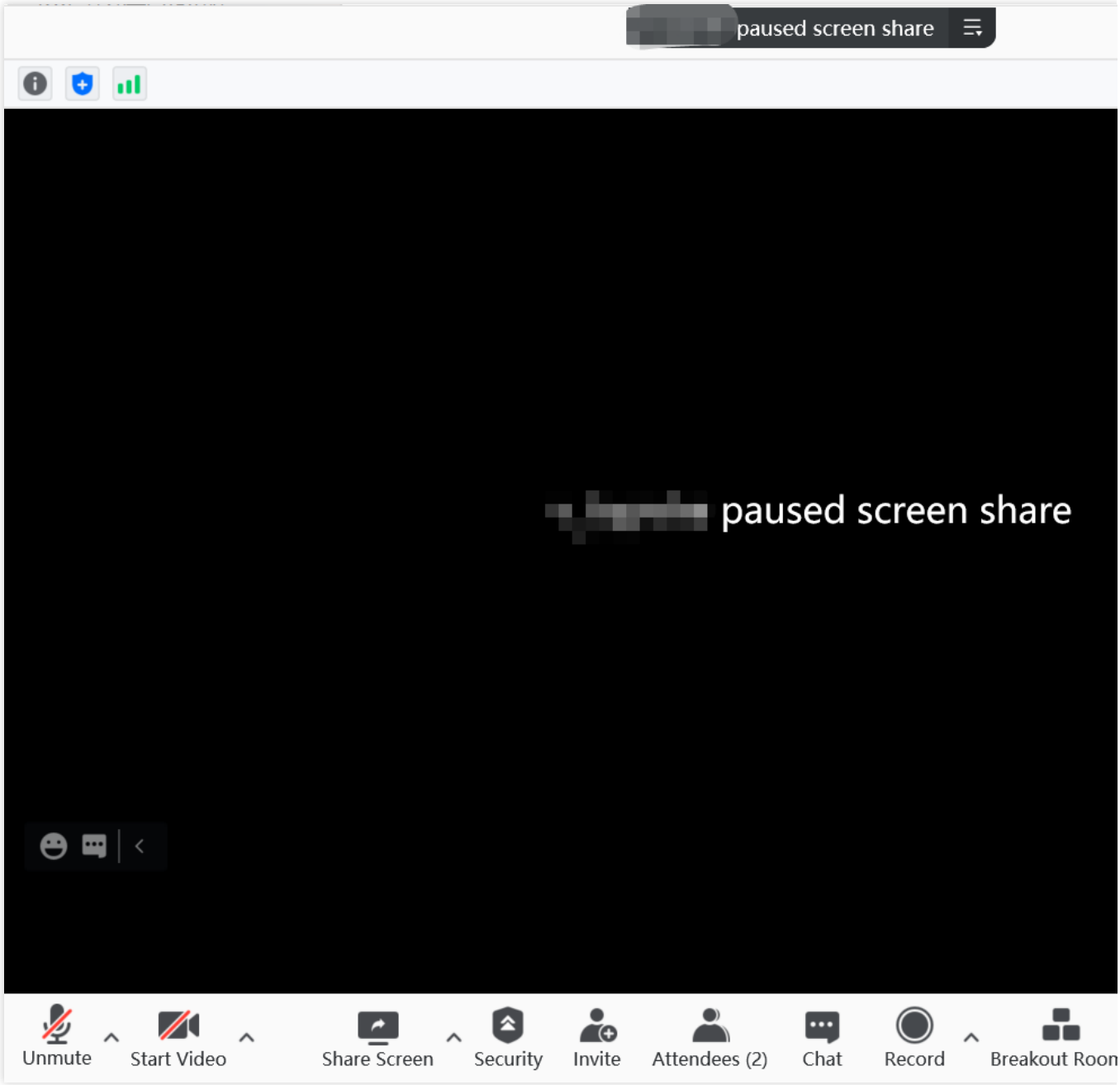
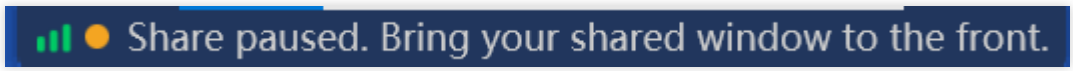


If so, check whether the following message is displayed on the topbar:

"xxx has paused screenshare"

"Share paused. Bring your shared window to the front."

If the sharer's topbar displays "xxx has paused screenshare", check whether the sharer clicked **Pause**.



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If the sharer's topbar displays "Share paused. Bring your shared window to the front." , check whether the sharer minimized the shared window.

Partial or full black/gray screen caused by window occlusion

Solution: the problem will be fixed when the sharer removes the occlusion of the shared window.
Check whether the shared window is occluded by another window. For some device models (for example, Windows 7 PC), the occluded part of the window will be displayed as a black or gray screen on the viewer's side.
At this time, the sharer's topbar will display "Window obscured. Bring your shared window to the front.". This helps determine whether the problem is caused by window occlusion, and if this is the case, the problem can be fixed when the sharer removes the occlusion of the shared window.

Black/Gray screen caused by other issues

If the problem is caused by other issues, contact Online Support for assistance.

How do I share PowerPoint slides on VooV Meeting?

Download and install the Windows or macOS client and use the screen sharing feature to share slides. You can also purchase the accessory NP30 and pair it to share the computer desktop.

Why is there no screen sharing button on the mobile client?

iOS client: screen sharing is supported on iOS 12.0 and later, except 13.0.x due to a system bug.
Android client: screen sharing is supported on Android 5.0 and later.

What should I do if I can't share the window of a specific application on VooV Meeting?

Select **Desktop** when sharing the screen as instructed in Screen Sharing.

How do I disable screen sharing?

Mobile client: tap **Stop screen share**.
PC client: hover over the VooV Meeting in the upper middle of the screen for a while and click **Stop Share** on the toolbar.

Why does screen sharing lag during meetings?

This may be related to the performance of your device and network environment. We recommend you try to clean up your device and connect to another network. If the problem persists, contact Online Support for assistance.

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Upgrade

Last updated：2024-02-23 14:33:40

Handling Guidelines for Signature Expiration in VooV Meeting Client Running Windows 7 – Revision

Affected by some Microsoft support services, users of Windows 7 and Windows 7 SP1 systems (**systems of later versions are not affected**) may experience signature verification failures, resulting in failures to upgrade VooV Meeting. Two solutions are provided for users to choose from, and following the instructions will enable you to upgrade VooV Meeting normally.

Solution 1: Manually Updating to the Latest Client Version

1. VooV Meeting update

Open the download page on the VooV Meeting official website: Download Center-Tencent Meeting, and click **Windows** to download and install the latest version.

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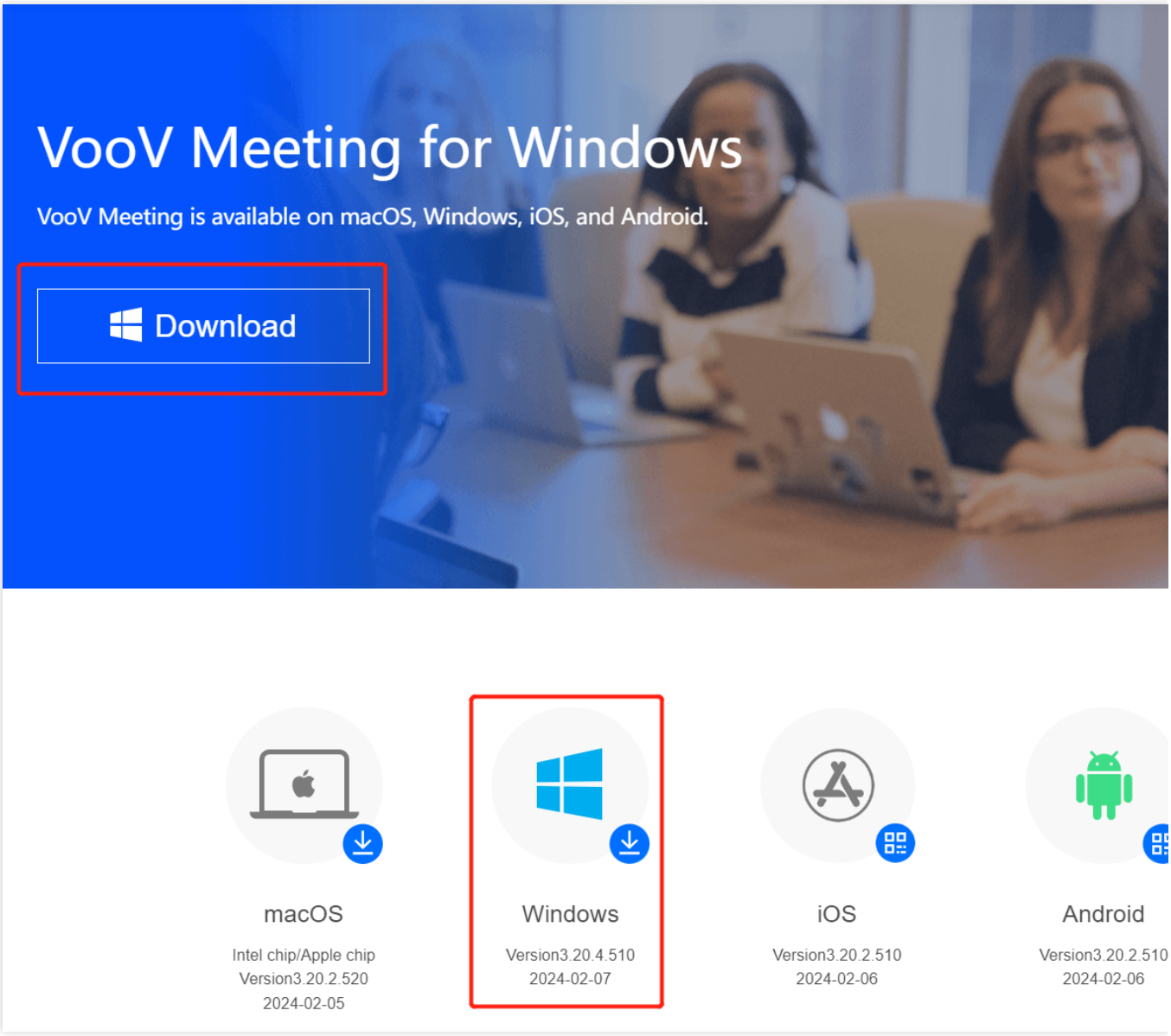

2. VooV version update:

Open the download page on the VooV official website: VooV Meeting for Windows, and click **Windows** to download and install the latest version.

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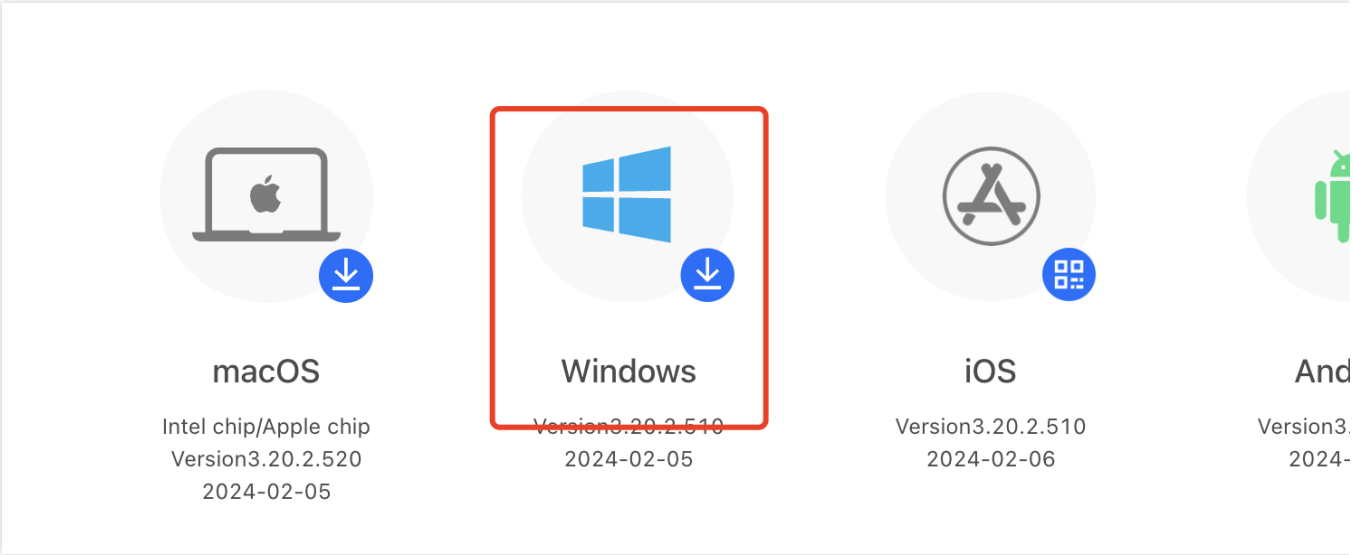
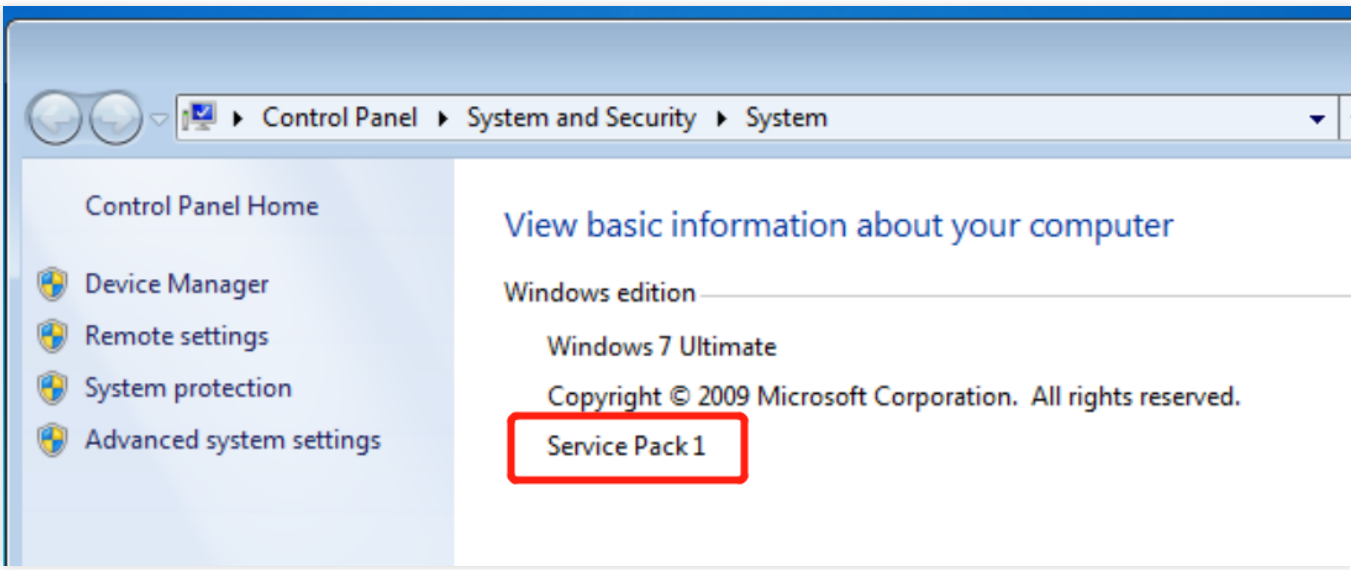


Solution 2: Installing Windows 7 SP1 System Signature Patches

1. Checking whether your Windows version is SP1

Click **Start**, right-click **Computer**, and choose **Properties** from the shortcut menu. If **Service Pack1** is displayed in **Windows Version**, it is an SP1 system.



2. For Windows 7 SP1 system users

1. Click Microsoft Update Catalog to go to the patch download page.
2. Choose the appropriate patch (x64 or x86) based on the system type. Click **Download** to open the download details page.

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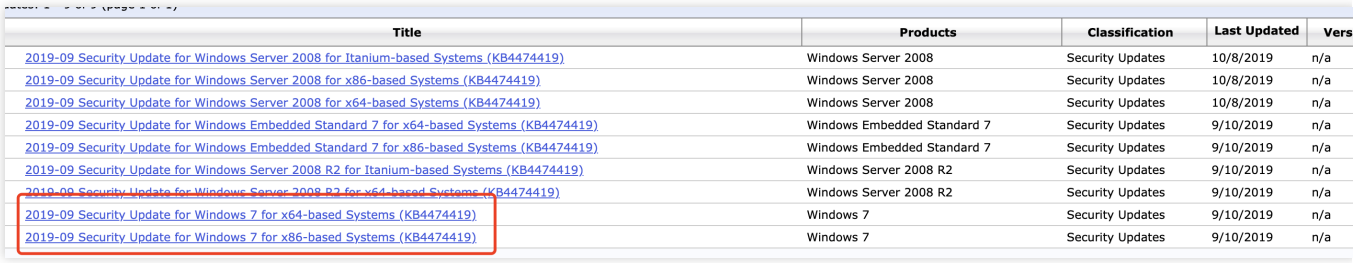
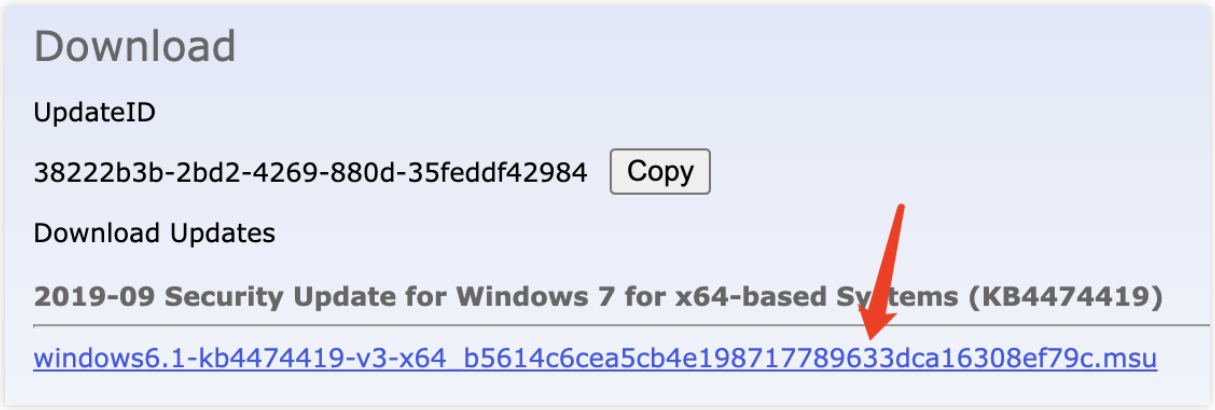


Title	Products	Classification	Last Updated	Vers
2019-09 Security Update for Windows Server 2008 for Itanium-based Systems (KB4474419)	Windows Server 2008	Security Updates	10/8/2019	n/a
2019-09 Security Update for Windows Server 2008 for x86-based Systems (KB4474419)	Windows Server 2008	Security Updates	10/8/2019	n/a
2019-09 Security Update for Windows Server 2008 for x64-based Systems (KB4474419)	Windows Server 2008	Security Updates	10/8/2019	n/a
2019-09 Security Update for Windows Embedded Standard 7 for x64-based Systems (KB4474419)	Windows Embedded Standard 7	Security Updates	9/10/2019	n/a
2019-09 Security Update for Windows Embedded Standard 7 for x86-based Systems (KB4474419)	Windows Embedded Standard 7	Security Updates	9/10/2019	n/a
2019-09 Security Update for Windows Server 2008 R2 for Itanium-based Systems (KB4474419)	Windows Server 2008 R2	Security Updates	9/10/2019	n/a
2019-09 Security Update for Windows Server 2008 R2 for x64-based Systems (KB4474419)	Windows Server 2008 R2	Security Updates	9/10/2019	n/a
2019-09 Security Update for Windows 7 for x64-based Systems (KB4474419)	Windows 7	Security Updates	9/10/2019	n/a
2019-09 Security Update for Windows 7 for x86-based Systems (KB4474419)	Windows 7	Security Updates	9/10/2019	n/a

3. On the download details page, click the file link (as shown in the following figure) to download the .**msu** installation file. Double-click the file to install the patch.



3. For non-Windows 7 SP1 system users

This patch is applicable only to the Windows 7 SP1 version. It cannot be installed on non-SP versions. It is recommended that you choose solution 1 to manually update the client to the latest VooV Meeting client version or upgrade your Windows system to a later version.

Note

How to check whether your system is 32-bit or 64-bit?

To know whether your computer is running a 32-bit (x86) or 64-bit (x64) Windows 7 system, click **Start**, right-click **Computer**, and choose **Properties** from the shortcut menu. The Windows 7 version will be displayed next to **System type.**

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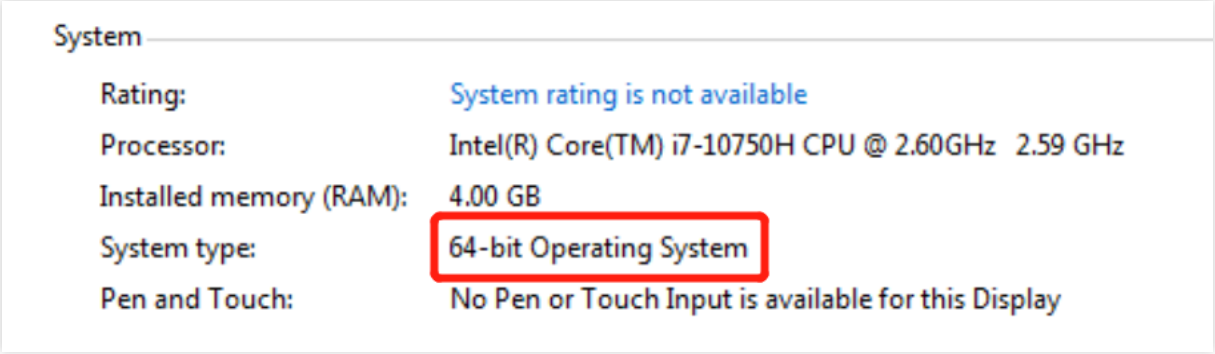

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Audio

Last updated：2023-12-19 16:56:24

Why can’t I hear anything after I join a video conference?

After you join a video conference, if there is no sound, check whether you have selected an audio connection mode and make sure your system’s default audio device is set correctly. You will not be able to hear anything until you select an audio connection mode.

How do I mute attendees as a host?

Click **Attendees** after joining the video conference. In the attendee list, click **Mute All** to mute all attendees, or select **Mute** next to a specific attendee to mute the attendee.

How do I unmute attendees as a host?

If an attendee sends you a request to be unmuted, you can agree to unmute the attendee.

How do I ask to speak if I was muted by the host?

If you are using a mobile or PC client, you can click the microphone icon and select **Raise Hand**.
If you dialed in via a landline or mobile phone to join the video conference, press 1# to ask to speak.

What should I do if I can’t hear other attendees during a video conference?

Troubleshoot the problem as follows:
Step 1. Check if the device is functioning properly. **(Skip to Step 2 if you are using an iOS or Android client)**
1. Click **Settings** in the toolbar, select **Audio**, and click **Test** to test the speaker. If you can hear music playing, the speaker is working.
2. If you don’t hear the music, select another speaker device from the speaker drop-down list and test it.
Step 2. Check whether the system permissions are set correctly. **(Perform this step according to the client used)**
macOS: select **System Preferences** -> **Sound** -> **Output**, disable muting, and adjust the output volume to maximum. (You can lower the volume subsequently if you feel it is too high)
Windows: right click the speaker icon and select **Playback devices**. Check whether the corresponding device is muted.
iOS and Android: adjust the volume to maximum. Tap the speaker icon in the upper right corner to switch between handheld mode and hands-free mode.

What should I do if the other attendees in the video conference cannot hear me?

Troubleshoot the problem as follows:
Step 1. Check if the device is functioning properly. **(Skip to Step 2 if you are using an iOS or Android client)**
1. Check bottom menu bar to see if you are muted. If the host has muted you, request to be unmuted.

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2. Click **Settings** in toolbar, select **Audio** and click **Test** to test the microphone. Start to speak and check whether the green indicator bar changes. If the green indicator bar changes, the microphone is working normally.
3. If the green indicator bar does not change, select another recording device from the microphone drop-down list and test it.
Step 2. Check whether the system permissions are set correctly. **(Perform this step according to the client used)**

macOS

1. Select **System Preferences** > **Sound** > **Output** and adjust the output volume to maximum. (You can lower the volume subsequently if you feel it is too loud)
2. Select **System Preferences** > **Security & Privacy** > **Microphone**, select the checkbox to allow VooV Meeting to access and rejoin the video conference.

Windows

1. Right click the speaker icon and select **Recording devices**. Check whether the corresponding device is muted.
2. Windows 10: Select **System Settings** -> **Microphone** and allow VooV Meeting to access your microphone.

iOS and Android

Check whether the microphone permission is granted to VooV Meeting.

What can I do if my voice is too soft in a video conference?

Windows

Right click the speaker icon and select **Recording devices**. Click the corresponding device and select **Properties** -> **Level**. Raise the volume as required.

macOS

Select **System Preferences** -> **Sound** -> **Input** and adjust the input volume to maximum.

What can I do if there is feedback during a video conference?

There are two types of feedback: when multiple devices join an online video conference from the same location, or when only one device joins the online video conference from the location. You can troubleshoot as follows:
Feedback occurs when only one device joins a video conference in one location:
1. Check whether the video conference room contains any high-power audio output devices, such as speakers.
(1) If such devices exist, first lower the volume to prevent the feedback from affecting other attendees.
(2) Ensure that the audio mixer settings and connection are correct and that audio receiving devices, such as microphones, are 3 m or farther away from the front side of the speaker. The host can lower the speaker or microphone volume to mitigate feedback.
2. If no high-power audio output devices exist, the local speaker may be playing sound collected by the local microphone. Disconnect from the video conference and speak into the microphone to check whether sound is

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transmitted through the local speaker. If it is, modify the system settings. In the sound option, deselect **Listen to this device** for the microphone to prevent feedback caused by the local sound.
3. If an echo occurs on two devices in the video conference, feedback will occur. To solve this problem, see “What can I do if echo occurs in a video conference?”.
4. If the problem persists, feedback may be occurring at other sites and being transmitted to the local site through the network. Remind attendees at other sites to troubleshoot the problem based on the preceding steps and to lower the output volume to prevent feedback from affecting the attendees.

Feedback occurs when multiple devices join a video conference from the same location:

1. Refer to the first scenario in the preceding section, and check whether the feedback is cause by inappropriate orientation of the devices.
2. Check if multiple attendees have turned on their microphones or speakers. The host should remind attendees to mute their microphone and speaker or use a headset to access VooV Meeting.
3. If the feedback problem persists, it might occur through multiple devices at multiple sites. The host can click **Attendees** and **Mute All** in the attendee list and then unmute attendees one by one to check which site is causing feedback, and then can suggest troubleshooting options or mute the attendees at that site.

What can I do if an echo occurs during a video conference?

During a video conference, echoes are classified into local and peer echoes. Local echo indicates that you can hear your own voice, and peer echo indicates that other attendees can hear their own voices. Troubleshoot the problem as follows:

Local echo

1. Follow the steps for troubleshooting feedback to check that the echo is not caused by incorrect system configuration or multiple devices joining the video conference from the same location.
2. Ask attendees at other sites to troubleshoot the echo based on the instructions for troubleshooting peer echo.

Peer echo

If attendees at other sites hear an echo during the video conference, perform the following operations at the local site:
1. Disable the local microphone or speaker to check whether the peer echo is caused by the local site. If the peer site no longer hears an echo, the echo is caused by the local site. If the peer site still hears an echo, the echo is caused by a third party in the video conference. Ask the third party to mute their microphone or speaker to assist in checking the echo source.
2. Keep the speaker away from the microphone and do not place large obstacles within 30 cm in front of the speaker to prevent strong sound reflection. Lower the speaker volume. We recommend that the speaker volume to be set below 80% of the maximum volume. Lower the microphone volume. If possible, use an external microphone in the video conference room.
3. If the problem persists, enable the microphone only when you speak. If only one individual is joining the video conference at the site, we recommend that they use a headset. Exit VooV Meeting and rejoin the video conference.

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What can I do when rustling noises occur during a video conference?

Noises that occur during a video conference are classified into the following scenarios:

1. All or most attendees hear the noises.
2. Only a specific attendee hears the noises.
3. Some attendees hear noises but some do not.

Troubleshoot the problem as follows:

All or most attendees hear the noises:

The microphone of an attendee might pick up noise. Perform the following operations:

1. If the host can see noise from an attendee in the noise prompt, the host can mute the attendee and remind the attendee to check the problem.
2. The attendee who is muted due to noise should first check whether their environment is noisy. The attendee can use the **Test Microphone** feature in audio settings to have VooV Meeting test the microphone quality and environmental noise. If the surrounding is noisy, the attendee can change to another location to join the video conference. If it is inconvenient for them to change their location, the attendee can use a headset to join the video conference. The attendee can also reduce the microphone volume.
3. If the surrounding is not noisy, but there is still noise, check if there is an issue with the microphone. Try changing the microphone. For example, use a headset or the microphone of the device and check whether the noise exists.
4. If noise occurs but no noise prompt is reported, the network connection may be abnormal. To solve this problem, see “What can I do if the sound is stuttering, speeding up, or slowing down during a video conference?”.

Only a specific attendee hears noises:

If only one attendee hears noises, the attendee’s microphone or speaker is causing the issue. The attendee can troubleshoot the problem as follows:

1. Check if there is another software, for example, a music player or voice chat application, running in the background. If so, close the software.
2. In VooV Meeting’s audio settings, use the **Test Speaker** feature to have VooV Meeting check whether the device is working properly. Adjust the volume to a normal level. If the sound is abnormal, the playback device, either the speaker or sound card, is defective. We recommend that you replace the faulty device. For example, you can switch from using the speaker to using a headset.
3. If the playback sound is normal but the sound is stuttering, speeding up, or slowing down during the video conference, the downstream network is abnormal. To solve this problem, see the solution to “What can I do if my voice is too soft in a video conference?”.

Some attendees can hear noises but some do not:

The attendees who hear the noises may have the same problem as that described in the scenario where **Only a specific attendee hears noises.** The host can ask these attendees to troubleshoot the problem based on the steps described in that scenario.

What can I do if the sound is stuttering, speeding up, or slowing down during a video conference?

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This problem usually occurs when the network connection is abnormal. There are many possible causes for abnormal network connection. The device's NIC could be abnormal or there might be other applications occupying data bandwidth. It could be due to poor uplink network connection or there could be network jitters or congestion.
Troubleshoot the problem as follows:
1. Check that the environment and device are not the cause.
2. Check whether the Wi-Fi or 4G signal is normal. If the network condition is poor, change to a higher quality network or dial in to join the video conference.
3. If you are not sure whether the network connection is working properly, test the connection with another application.
4. If the problem persists, disable features that consume high bandwidth, such as video and screen sharing, to optimize voice call quality.

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Video

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Why can't I turn on the video?

Troubleshoot the problem as follows:

1. Check whether another application is using the camera.
2. Restart your computer to ensure that the camera is not being used by another application.
3. Update your camera driver.

How do I view only the shared screen but not the video of attendees?

In a meeting, click **Settings** on the toolbar, select **General**, and enable **Audio Mode** to stop receiving the videos of other attendees while retaining only the shared screen.

How do I share just one window instead of the whole desktop?

VooV Meeting supports both desktop and program window sharing. To share a program window, click **Share Screen** on the toolbar and choose the window to be shared.

I am in an important meeting, but the background is messy. What should I do?

In a meeting, click **Settings** on the toolbar, click **Background&Beauty**, and select **Blur** to blur the background and highlight the attendees in the Background tab.

How do I set the virtual background/background blur?

Caution:

Due to hardware restrictions, certain device models don't support the background blur/virtual background features.

On mobile client

1. In a meeting, tap **More** > **Background** on the toolbar and tap **Done**.
2. Select a system image or add a custom image as the background of the meeting. You can view the background effect in the preview window.

On PC client

1. Select **Settings** > **Background&Beauty** on the toolbar.
2. On the background settings page, select a system image or add a custom image as the background of the meeting. You can view the background effect in the preview window.

Why is the background blur feature unavailable on my device?

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VooV Meeting supports the background blur/background features on Windows, macOS, iOS, and Android clients; however, due to hardware restrictions, they are not available on certain device models.

System	Supported Models
Windows/macOS	Models with a CPU that supports AVX2 and have two or more cores (generally, CPUs launched after 2013 meet such requirements)
iOS	iPhone 6s and later not on iOS 10.3 iPad Pro 1st generation (2015) and later not on iOS 10.3
Android	Models with the following chips: For Snapdragon 600 series, the chip model must be at least 670, such as vivo X23 For Snapdragon 700 series, the chip model must be at least 710, such as vivo NEX For Snapdragon 800 series, the chip model must be at least 835, such as Mi MIX 2 For Kirin 700 series, the chip model must be at least 710, such as Honor 20i For Kirin 800 series, the chip model must be at least 810, such as Honor 9X For Kirin 900 series, the chip model must be at least 955, such as Huawei P9

How do I set beauty filters?

On mobile client

Caution:

Currently, certain mobile device models don't support the beauty filter feature.

In a meeting, tap **More** > **Filters** on the toolbar. You can tap anywhere on the control bar to adjust the beauty filter level as appropriate.

On PC client

In a meeting, click**Settings** > **Background&Beauty** or **Apps** > **Filters** on the toolbar and select the beauty filters as appropriate in the **Beauty Filter** section.

Why is the beauty filter feature unavailable on my device?

VooV Meeting supports the beauty filter feature on Windows, macOS, iOS, and Android clients. However, the hardware and software of the client used must meet specific requirements.

System	Supported Models
iOS	iPhone 6 or later. iPhone 8 or later support the upgraded beauty filter feature
macOS	macOS 10.11 or later The CPU has 4 or more cores and supports AVX
Android	Support for OpenCL 2 with Mali-G76 or later or G57 GPU, and Qualcomm Adreno 418 or later (excluding Adreno 505)

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Windows	Support for D3D112 NVIDIA Graphics Driver 9.18.13.1269 or later, or Intel Graphics Driver 21.20.16.45513 or later Successful attempt to load a kernel (support for simultaneous texture read and write in the kernel) Windows 7 or later

Why doesn't the video image become brighter after I enable video image quality enhancement?

Currently, the video image quality enhancement feature of VooV Meeting includes a low-light detection capability, and it will not take effect when the environment is well-lit.

How do I switch the video screen size?

On PC client

When you hold a video meeting, you can display the 9-grid view or select the video screen of an attendee to enlarge it.
Click the button in the top-right corner of the video screen to switch to the split screen mode.
To watch the video screen of an attendee separately, directly double click it to enlarge it.

On mobile client

When you hold a video meeting, you can display the 4-grid pattern or double click the video screen of an attendee to enlarge it.
You can swipe left or right to switch between the two modes.

How do I lock a video screen?

On PC client

After turning on video, select the video screen to be locked, click the **lock icon** on the left of the UI to lock it, and click the icon again to unlock it.
In speaker view, the large screen is the speaker spotlight by default (i.e., the speaker is automatically displayed on the large screen), and if the large screen is locked, it will not be automatically adjusted along with speaker spotlight.

On mobile client

After turning on video, select the video screen to be locked, tap the **lock icon** in the bottom-right corner of the UI to lock it, and tap the icon again to unlock it.

Does VooV Meeting support rebroadcasting meeting room A to meeting room B?

No.

How do I enable recording on VooV Meeting?

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VooV Meeting supports local recording.

The steps are as follows:

Enter a meeting, click **Record** to start recording. If you are prompted that you don't have the recording permission, you need to ask the host to grant you the permission.

Where are recording files stored? How do I specify the storage path?

By default, recording files are stored in the `VooVMeeting` folder on drive C in the following path:

`C:\\Users\\Windows username\\Documents\\VooVMeeting\\`

If you want to change the storage path, you can find the path in **Settings** > **General** on the VooV Meeting client, click **Change**, and select the perferred storage location. You can click **Open** on the right to quickly find the recording files.

How do I hide video-off attendees in a meeting?

Currently, VooV Meeting lets you hide video-off attendees on PC only.

The steps are as follows:

In a meeting, click **Settings** on the toolbar and select **Hide Video-off Attendees**.

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