

- 1) It is recommended that any user experiencing lag or degraded signal adjust the Video Preferences setting to "Limited Bandwidth" to ensure that the Vidyo Desktop client is properly provisioned for limited connectivity. This setting can be accessed by navigating to:
 - > Configuration and Status page > Video Menu > Video Preferences Select "Limited Bandwidth" and click "Apply"
- 2) Ensure all participants correctly disconnect from the call at the end of the meeting (Pulling your CAC does not end the call).
- 3) Utilize early morning and evening hours to the extent possible.
- 4) Verify local LAN or VPN connection speed with local IT staff before calling DISA GSD for GVS tickets. **
- 5) Check your PC task manager and verify that CPU utilization is not excessive due to virus scanning.
- 6) Consider using DCS Chat (<u>https://chat.apps.mil</u> or Swift desktop) for long-term communication sessions