



# Product Bulletin

## Open Beta and Anchor Announcement: VidyoWeb™ Extension Version 1.3.1 (117)

Dear Customer,

Vidyo is pleased to announce an open beta program for VidyoWeb Extension version 1.3.1 (117).

In April 2015, Google® announced removal of support for the Netscape Plugin Application Programming Interface (NPAPI) from the Chrome™ browser on both Windows® and Mac® platforms. Due to this change, users were not able to use the VidyoWeb Extension with Chrome version 42 and later. In September 2015, Vidyo released VidyoWeb Extension version 1.3.0 which introduced a new technical design that provided support for all Chrome versions on Windows platforms. With this release of VidyoWeb Extension version 1.3.1, support for the Mac platform is available as well.

Please be advised that there are several differences and limitations that are specific to running VidyoWeb on the Mac platform and the major ones are:

- Once installation of the Chrome Extension and plug-in is complete, users will be required to restart their browser.
- On the Mac platform, a new virtual camera, called VidyoCamera, will be registered to the OS and will appear as an available camera when using applications that access the list of cameras. If this virtual camera is selected, it will present a black image.
- Once installation is complete, it may take up to 60 seconds for the virtual camera to register in the system. If a user tries to join a conference before the camera is registered, the attempt to join will fail and an error message will be displayed. When this occurs, the user should wait a few seconds and then try joining the

conference again.

Vidyo is also pleased to announce that VidyoWeb Extension version 1.3.1 (117) is a beta Anchor Release in accordance with Vidyo's [Software Maintenance Policy](#). Therefore, we encourage you to test this beta version in preparation for the Anchor Release.

Please refer to the Release Notes referenced below for additional details regarding this release.

### Reference File

- [VidyoWeb\\_ReleaseNotes\\_1.3.1.117-BetaA.pdf](#)

### Contacting Customer Support

Customers with support contracts in good standing can download new software, release notes, and documentation from the Vidyo Support Center portal at [support.vidyo.com](http://support.vidyo.com). If your contract has expired, please contact your authorized Vidyo sales representative for renewal.

If you need assistance with the resources or have additional questions, please feel free to do one of the following:

- **Vidyo Resellers and End Users with "Plus" coverage:** Please contact the Vidyo Customer Service Team at [support@vidyo.com](mailto:support@vidyo.com).
- **Vidyo End Users without "Plus" coverage:** Please contact your authorized Vidyo Reseller.

Sincerely,

The Vidyo Product Team

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