



● troubleshooting

This document provides basic Veebeam troubleshooting information

For additional information and troubleshooting/help please visit www.veebeam.com/pages/support



1) Latest software/updates installed

Many common issues can be resolved by ensuring that your PC has the latest Operating System and PC OEM updates installed. Please check that you have the latest updates installed on your PC.

In addition, Veebeam periodically updates the software on www.veebeam.com to provide enhancements and bug fixes. Please check that you have the latest Veebeam software from the website installed on your PC.

2) Firewalls

During installation, Veebeam creates a secure, private network on your PC in order to communicate between the USB antenna and the Veebeam box. Some internet firewalls (e.g. Norton and McAfee internet security) require the user to manually confirm/allow this new network before it can operate. Until this is done, the firewall may stop Veebeam from operating properly. In such cases, please enable Veebeam to be recognised by your firewall by enabling it as an 'exception'. See www.veebeam.com/pages/faq or the Veebeam User Guide for more detailed instructions.

3) Mac OS X service order

On Mac OS X, connecting or disconnecting a wired/wireless network can cause Veebeam to stop operating or perform poorly. To correct this issue please make Veebeam the highest priority network in OS X (will not affect the performance of your internet or other connections) by following these steps:

1. Ensure the USB antenna is inserted into the Mac
2. Select System Preferences → Network and note the adaptor name used for the 'Veebeam Adaptor'
3. Click the 'cog' (settings) button at the bottom and select 'Set Service Order...'
4. Drag the 'Veebeam Adaptor' to the top of the list
5. Click 'Ok' followed by 'Apply'

4) Resetting

Many common issues can be resolved by restarting the Veebeam product. To do this, put the USB antenna back in the Veebeam box cradle, reboot your PC and restart your Veebeam once the PC is fully booted. Please remember to allow time for the PC to fully boot.

5) If you are still having problems...

In the event that you are still having problems with your Veebeam, we are here to help. Please visit the Support section at www.veebeam.com where you will find a full User Guide, Frequently Asked Questions and Forum.