



# known issues and limitations (software release)

Applies to:

Windows software 1.0.43384

Mac/OSX software 1.0.43412

Veebeam box firmware

1.5.0.20 or 1.5.0.22

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## 1 Preface

This document provides user information on significant known issues and/or limitations of the software/firmware combination(s) noted above.

For more detailed information, please see the **FAQ** section under **Support** at [www.veebeam.com](http://www.veebeam.com).

For support, Veebeam can be contacted via email or chat at the links found under **Support** at [www.veebeam.com](http://www.veebeam.com).

## 2 Significant fixes/additions in this release

- Numerous fixes for OS X installation and start-up issues – in particular, issues where the Veebeam network adaptor configuration may not be correct (auto corrects now)
- Various Windows stability and installation improvements
- Numerous dialogs added to help inform user when something goes wrong
- Audiocasting (low CPU audio only usage) now supported
- Audio only files now supported in Veebeam Player
- Improved performance
- Improved file compatibility in Veebeam Player

## 3 Ensure you have the latest OS/PC updates

**Please note:** many of the most common issues seen by users are corrected by either a Windows or OS X update or in a software update released by the PC manufacturer. As such, it is strongly recommended that your PC/Mac is up-to-date with the latest software to ensure trouble free operation.

## 4 Installation and firewalls

Some third party firewall software (i.e. internet security software) can stop Veebeam from working and needs to be configured to allow Veebeam to operate. Please refer to the User Guide, 'Installation' instructions for more details [5352].

## 5 Known Limitations

### 5.1.1 There is a 2 second delay in video/audio between the PC and TV [5197]

Description: The video (and audio) being shown on the TV is 1 to 2 seconds behind the video (and audio) displayed on the TV. This is due to the fact that Veebeam has been optimized for stable and high quality motion video (over pixel accurate desktop reproduction and/or gaming). The process for achieving this with the best video quality produces a delay.

Workaround: There is no workaround for this feature. Various changes to reduce this delay are being planned for inclusion in a future release.

### 5.2 Some content protected files (e.g. some Blu-ray disks) will not work in Video PlayTo [6025]

Description: On certain PCs/Macs, file which enforce full Digital Rights Management (DRM) many not be playable via the Veebeam Player. However, they may be playable via other local media players (e.g. iTunes or Windows Media Player). This is because Veebeam does not implement DRM support.

Workaround: Many of these files can be played in a local media player and Screencast to the TV. This issue is under investigation for potential inclusion in a future release.

### 5.3 (MacBook Airs only) Screencasting has reduced performance on Macs with the Intel GMA X3100 GPU [5983]

Description: Macs with the Intel GMA X3100 Graphics Processing Unit (GPU) operate with slightly reduced Screencasting performance compared to Macs with other GPUs:

- MacBook Air 1.1 (model MB003LL/A)
- Macbook Air 2.1 (models MB543LL/A, MB940LL/A, MC233LL/A and MC234LL/A)
- MacBook 3.1 (models MB061\*/B MB062\*/B MB063\*/B)
- MacBook4.1 (models MB402\*/A MB403\*/A MB404\*/A)
- MacBook4.2 (model MB402\*/B)

This issue does not affect any other Macs (including the latest MacBook Air 3.1 / models: MC505LL/A, MC503LL/A).

Workaround: There is no workaround. This issue is under investigation with Apple and it is hoped that improved performance can be provided in an upcoming software update.

## 5.4 Alternative subtitles and languages not supported in Veebeam Player [6405, 6365].

Description: The Veebeam Player does not currently support selection of alternative subtitles and/or languages.

Workaround: This is a limitation with the first release of Veebeam. Support for alternative subtitles and languages is being consider for inclusion in a future release.

## 6 Known Issues

### 6.1 Major Issues (Windows and OS X)

#### 6.1.1 PC may lock up when playing Flash video and USB antenna is unplugged during Screencasting [5704]

Description: In certain situations, PC may lock up when playing full screen video (Flash video) from Internet Explorer (7, 8 or 9) and USB antenna is unplugged.

Workaround: Requires a reboot of the PC. This is a known issue with full screen Flash video and is under investigation.

#### 6.1.2 (OS X 10.5 – Leopard – only) Screencasting stops when a network (wired or wireless) is connected/disconnected to the PC [5346].

Description: When using Veebeam in Screencasting mode, in some occasions, connecting or disconnecting another network to the Mac (wireless or wired) will cause Screencasting to stop.

Workaround: Unplugging and replugging the USB antenna from the Mac will usually correct this issue. To stop this issue from occurring, make Veebeam the highest priority network in OS X (will not affect the performance of your internet or other connections) by:

- a. Ensure the USB antenna is inserted into the Mac
- b. Select System Preferences -> Network and note the adaptor name used for the 'Veebeam Adaptor'
- c. Click the cog/settings button at the bottom and select 'Set Service Order...'
- d. Drag the Veebeam adaptor (noted above) to the top of the list
- e. Click Ok followed by Apply

This issue is being investigated for resolution in a future release.

## 6.2 Minor Issues (Windows and OS X)

### 6.2.1 Setting Screen Size to 'smaller' or 'smallest' can cause aspect ratio to become distorted [NA]

Description: In certain situations, when the Veebeam Settings 'Screen Size' is changed, to anything other than 'regular' it can cause the image on the TV to appear 'squished' with the incorrect aspect ratio.

Workaround: This issue will be addressed in an upcoming release.

### 6.2.2 PC to TV video (and audio) delay increases over time while Screencasting [5743]

Description: In certain situations when Screencasting on composite A/V (NTSC) RCA output, or where the CPU is overloaded (e.g. a low spec. PC or a PC busy with other applications) the PC to TV delay can increase, over time, beyond the standard 2s.

Workaround: The only workaround to this issue is to reset the Veebeam connection. Either by unplugging and replugging the USB antenna or by turning off/on the Veebeam box. This issue is due to be addressed in an upcoming release.

### 6.2.3 Multi-channel surround sound can produce sound on the wrong speakers [5809]

Description: When playing multi-channel surround sound in Video PlayTo mode, the sound for the different channels can come out on the wrong speakers. This is a known issue with the way the Veebeam product handles conversion of surround sound for playback.

Workaround: There is no workaround at present. This issue is due to be addressed in an upcoming release.

### 6.2.4 'Sheering' or 'splitting' of the video image can be seen when Screencasting a video being played in Windows Media Player [5109]

Description: When showing a video on the PC desktop using Windows Media Player, if the image is being Screencast to a TV, the image on the TV can appear to have a 'split' line across it and a slightly different image above and below the split line.

Workaround: This issue is only seen with Windows Media Player. It can be addressed by using a different media player. Other media players (e.g. Window Media Player Classic, VLC, Quicktime, etc.) do not exhibit this issue. This issue will be addressed in a future release.

### **6.2.5 Association of a USB antenna and Veebeam box may fail if the Veebeam box is not idle [5169].**

Description: In order for association to complete successfully, it must be started (i.e. USB antenna inserted into back of Veebeam box) when the Veebeam box is in the idle state (displaying 'Waiting for PC/TV connection' – can be reached by removing dongle from PC, NOT placing in cradle and waiting). No damage or ill effects are caused if the USB antenna is inserted at another time but the association will not be performed.

Workaround: Ensure the Veebeam box is in an idle state before attempting association.

### **6.2.6 Firmware upgrade only works if started when the Veebeam box is idle [5635].**

Description: In order for firmware upgrade of the Veebeam box to complete successfully, it must be started (i.e. thumb drive inserted into back of Veebeam box) when the Veebeam box is in the idle state (displaying 'Waiting for PC/TV connection' – can be reached by removing dongle from PC, NOT placing in cradle and waiting) by not having the USB antenna inserted into the PC. No damage or ill effects are caused if the thumb drive is inserted at another time but the upgrade will not begin.

Workaround: Ensure the Veebeam box is in an idle state before attempting a firmware upgrade.

### **6.2.7 If a USB audio device is added/removed while Screencasting, audio can stop playing from the TV [5343].**

Description: When in Screencasting mode, if a USB audio device is added or removed from the PC, Screencasting audio can sometimes stop playing on the TV.

Workaround: This issue can be corrected by stopping/starting Screencasting or by removing and reinserting the Veebeam USB antenna. This issue will be addressed in an upcoming release.

### **6.2.8 Some Low and/or Full speed USB devices (like mice, keyboards and USB speakers) can stop Veebeam from working [5361].**

Description: Some USB Full and Low speed devices can cause conflicts with the Veebeam USB antenna when plugged into the same PC. Examples of such devices include USB mice, keyboards and some USB speakers.

Workaround: This only occurs if both devices are connected to the same USB 'hub' (internal or external to the PC). There is no workaround available at this time. Changing the PC's

USB ports the devices are connected to may address the issue in some cases. This issue is being investigated for resolution in a future release.

### **6.2.9 When an optical disk (e.g. DVD or Blu-Ray) is ejected while being played in Video PlayTo mode, it can stop Veebeam from working [5379].**

Description: If a video is being played from an optical disk drive (e.g. DVD or BluRay player) using the Veebeam Video PlayTo feature, if the disk is ejected, it can cause Veebeam to stop working while it tries to locate the(now missing) video file.

Workaround: This issue can be corrected by clicking 'Cancel' on the missing file dialogue.

## **6.3 Minor Issues (Windows Only)**

### **6.3.1 Windows Internet Connection Sharing (ICS) can cause Veebeam not to work [4759, 4720, 5069]**

Description: Veebeam uses a private IP network to operate. If the Windows PC has Internet Connection Sharing (ICS) enabled, it can conflict with the Veebeam network causing Veebeam to not work.

Workaround: There is currently no known workaround to this issue except to disable ICS. This issue is under investigation for a potential fix in a later release.

### **6.3.2 Cancelling an install can cause a subsequent install not to work properly [5533].**

Description: If an installation is cancelled in the later stages, it may not roll back all the changes correctly leaving a 'partially installed' system. In such a case, a further install will not complete correctly.

Workaround: 'Uninstall' the application from Control Panel. A subsequent reinstall should then complete correctly.

### **6.3.3 Windows Aero desktop themes cause Screencasting mode performance problems [5470]**

Description: When a Windows Aero desktop theme is active, it can cause performance issues (e.g. choppy video) with Veebeam Screencasting mode..

Workaround: There is no known workaround for this issue at this time. Veebeam is designed to turn off Aero when it starts and turn it on again when it stops/exits.

#### **6.3.4 Windows Media Center in full screen mode on the desktop does not show on the TV (in Screencasting mode) [5310]**

Description: When Windows Media Center (WMC) is in full screen mode on the desktop, nothing is shown on the TV in Screencasting mode.

Workaround: There is no workaround. This is a known issue with Windows Media Center and only occurs when WMC is in 'full screen' mode. Consider using WMC in 'maximised' mode or using a different media player for playing the media. This issue is under investigation for resolution in a future release.

#### **6.3.5 Following installation on a PC that is part of a Windows network domain, Veebeam may not work [5158].**

Description: On a Windows PC that is part of a Windows network 'domain', following installation of Veebeam, the USB antenna and Veebeam box may not establish a connection and the product will appear not to work.

Workaround: Rebooting the PC corrects this issue. This issue will be addressed in a future release of the product.

### **6.4 Minor Issues (OS X/Mac Only)**

#### **6.4.1 It is not possible to change the Veebeam Player playlist order [6104]**

Description: It is not currently possible to change the Veebeam Player playlist order.

Workaround: Remove files and repopulate player in desired play order. This issue will be addressed in a future release.

#### **6.4.2 When the USB antenna is plugged into the Mac and a video is already being played on the Mac desktop, the audio may not be played on the TV [5088]**

Description: Occasionally, if a video is playing on the Mac desktop and the Veebeam USB antenna is connected to the Mac, the Veebeam product will enter Screencasting mode and the video will be shown on the TV but the audio will continue to play from the Mac (and not the TV).

Workaround: This issue can be corrected by closing and restarting the application playing the video (e.g. Quicktime, VLC, etc.). This issue will be addressed in a future release.