

TelePresence FAQ: Why am I not able to see some participants in the conference even though I can hear their audio?



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This document describes potential solutions for when you cannot see participants in a conference, but you can hear their audio correctly.

Why am I not able to see some participants in the conference even though I can hear their audio?

This can be due to these reasons:

- There are no free screen licensing ports available. Go to *Status*. In the *Activated Features* section check the licensed ports usage.
- There are no video ports available on a single TelePresence Server configuration. Go to *Status*. In the *Conference Status* section check the video ports usage.
- There are no video ports available on a configured slave TelePresence Server. Go to TelePresence Servers and check the video ports usage for each active slave.

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