



# Release Notes

VidyoDesktop™

for Windows® and Mac®

Anchor Version 3.6.9 (014)

September, 2016

Doc. Rev A

## About VidyoDesktop™ for Windows® and Mac® Anchor Version 3.6.9 (014)

### What's New in this Release

#### ❖ Support for macOS™ Sierra

- This release of VidyoDesktop supports the latest version of the Mac operating system, which is version 10.12 and is known as “macOS Sierra” (rather than “Mac OS X 10.12”).

#### ❖ Additional Language Support

- If you speak Danish, you can now enjoy viewing the VidyoDesktop UI in the Danish language.

#### ❖ Resolved Issue

- In this release, we've fixed an issue that users who are running VidyoDesktop version 3.6.5 on Windows may have experienced.

## Compatibility

To determine which version of the VidyoPortal your VidyoDesktop is compatible with, click [Compatibility Matrix](#), log in to your account on the Vidyo Support Center, and refer to the Software Compatibility Matrix.

The following table defines the compatibility between VidyoDesktop for Windows and Mac version 3.6.9 and OS platforms.

VidyoDesktop	Compatible Platforms	
	Windows	Mac
3.6.9	Windows 7 32-bit and 64-bit	Mac OS X 10.8.5
	Windows 8 32-bit and 64-bit	Mac OS X 10.9.5
	Windows 8.1 32-bit and 64-bit	Mac OS X 10.10.5
	Windows 10 32-bit and 64-bit	Mac OS X 10.11-10.11.5 macOS Sierra

## Resolved and Known Issues

### Resolved Issue

Users running VidyoDesktop version 3.6.5 on Windows can now view more than 32 favorite contacts. In addition, if these users are using Windows 10 PCs, they no longer experience crashes as soon as they join a call.

### Known Issue

Users running VidyoDesktop with Windows 10 may experience crashes after they are on a call for a few minutes. This issue is caused by third-party software that was included with the AMD graphics card driver package (Rapt, PlaysTV, and VulkanRT). This software interferes with DirectX, which is used by Vidyo to encode and decode.

Workaround: Uninstall the packages listed above as described in <http://support.plays.tv/support/solutions/articles/5000541598-how-do-i-uninstall-raptr-amd-gaming-evolved->, and then uncheck the Raptr, PlaysTV, and VulkanRT packages in the latest update to the AMD installer app.

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**Note** There were no other known issues introduced in VidyoDesktop 3.6.9 since version 3.6.5.

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