



QSC Product Series Technical Notes

Q-SYS IO-USB Bridge

Using Microsoft Skype® for Business soft codec with Q-SYS Designer v7.0

Microsoft Skype for Business is a popular soft codec application for use with Q-SYS networked audio systems. Skype for Business may sometimes have compatibility issues with bulk USB transfer mode, which is the default Q-SYS setting for USB data transfer. If you experience occasional video frames dropping, which causes the video image to flash, there is a solution in Q-SYS Designer v7.0 and later that allows changing the transfer mode to isochronous.

PCs running Windows and tablets may be susceptible to this issue when they run Skype for Business. Skype Room systems, including Logitech SmartDock and Microsoft Surface Hub, may also be affected. This solution is necessary only if video frame dropping occurs.

This problem has not appeared in any other soft codec.

The solution

In Q-SYS Designer v7.0, the default setting for the IO USB Bridge's USB transfer mode is **Bulk** (Figure 1). If video frames drop when using Microsoft Skype for Business, use this procedure to change the setting to **isochronous**.

NOTE: Although the **Core 110f** processor features AV USB bridging, it does not support isochronous mode; it can only deliver audio and video data in bulk mode. *Use the Core 110f with an IO USB Bridge if you require isochronous mode.*

1. Open the design in Q-SYS Designer v7.0.
2. Select the **I/O USB Bridge**.
3. In the Properties pane, under **USB Bridging** change **USB Transfer Mode** to **isochronous** (Figure 2).
4. Save the design. The procedure is complete.

USB Bridging	
USB Bridge Name	IO-USB-Bridge-1
USB Transfer Mode	Bulk
UVC Camera Control	Enabled
USB Video Bridge	Enabled
USB Audio Bridge	Disabled

– Figure 1 –

USB Bridging	
USB Bridge Name	IO-USB-Bridge-1
USB Transfer Mode	isochronous
UVC Camera Control	Enabled
USB Video Bridge	Enabled
USB Audio Bridge	Disabled

– Figure 2 –