VSee Quick Guide and Tips

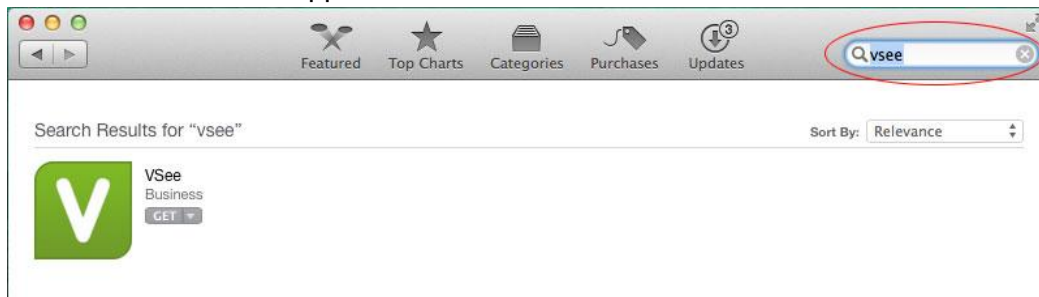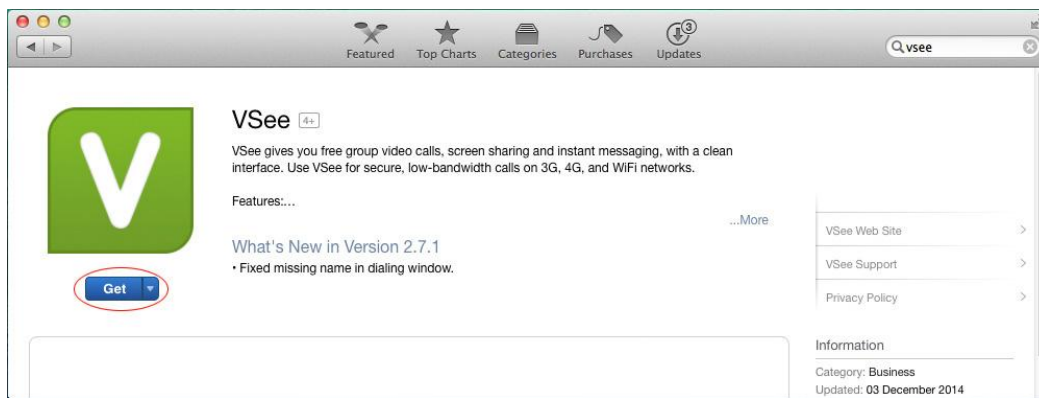## Contents

How to Install the VSee Application from App Store
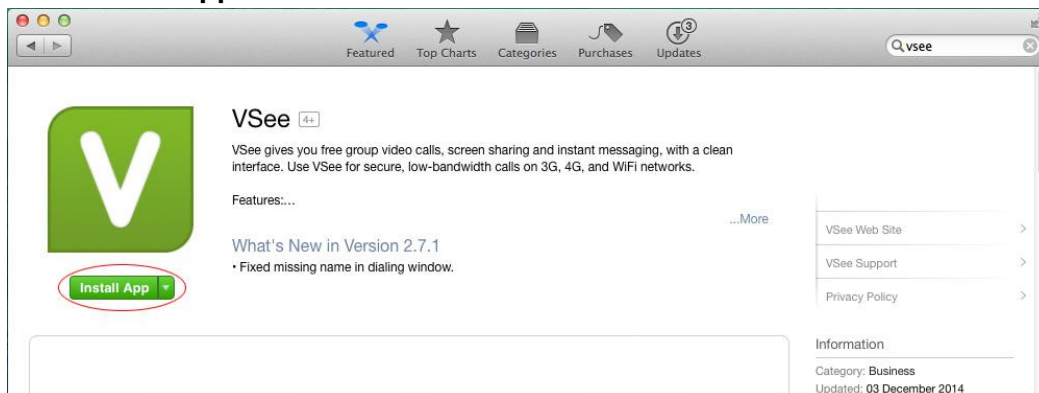In case you don't have an Apple ID, [see here](#).

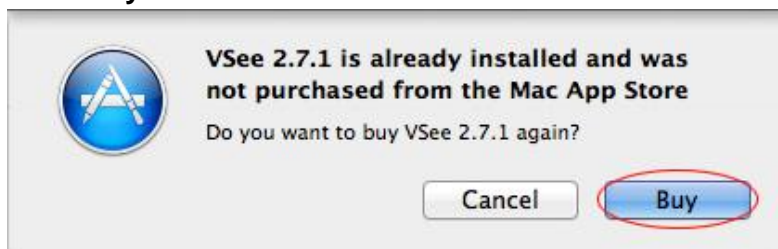A. Search for "**VSee**" on App Store.

B. Click "**Get**".

C. Click "**Install App**"

D. Click "**Buy**" for the **free** installation.

E. Enter your Apple ID to start the installation.
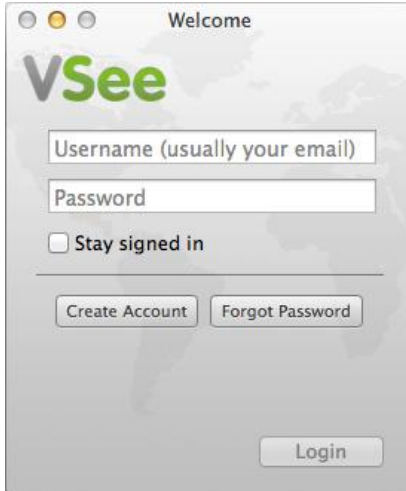
Sign in to download from the App Store.

If you have an Apple ID, sign in with it here. If you have used the iTunes Store or iCloud, for example, you have an Apple ID. If you don't have an Apple ID, click Create Apple ID.

Apple ID   Password   Forgot?

Create Apple ID   Cancel   Sign In

F. Once the installation is complete, your VSee is ready to use.

Welcome

VSee

Username (usually your email)

Password

☐ Stay signed in

Create Account   Forgot Password

Login

How to Install the VSee Application from VSee.com

A. Go to VSee.com and click "**Download here**"
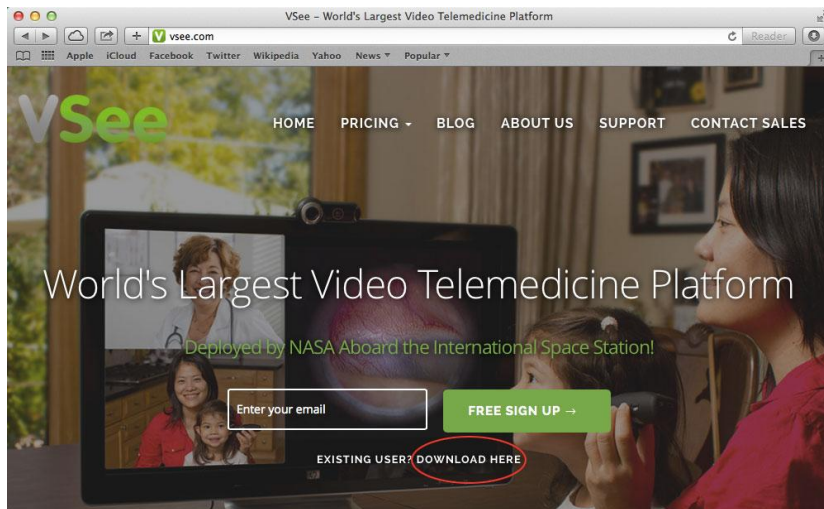

B. An application called "**vseemac.dmg**" will download automatically. If it does not download after several seconds, "**click here**" to start the download manually.
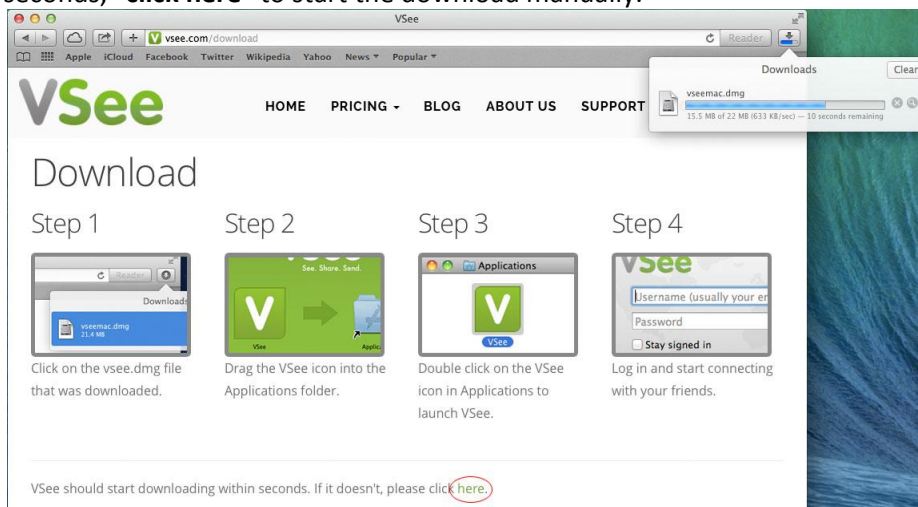
C. Click on the "**vseemac.dmg**" once it is downloaded.
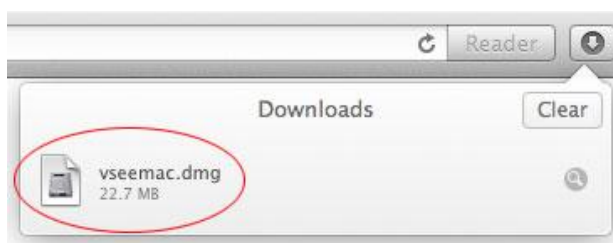
D. Drag the "**VSee**" icon into the "**Applications**" folder.

E. A window will prompt you to allow the VSee application. Click "**Open**".

F. Your VSee is ready to use.

Quick Start Guide
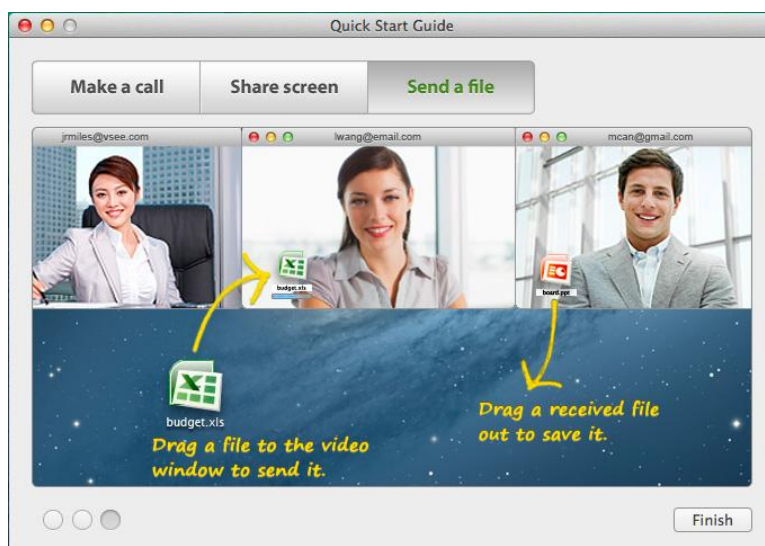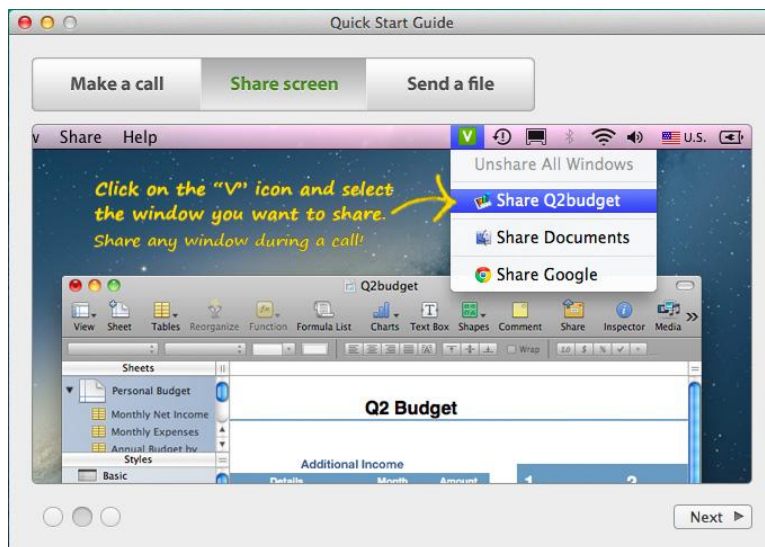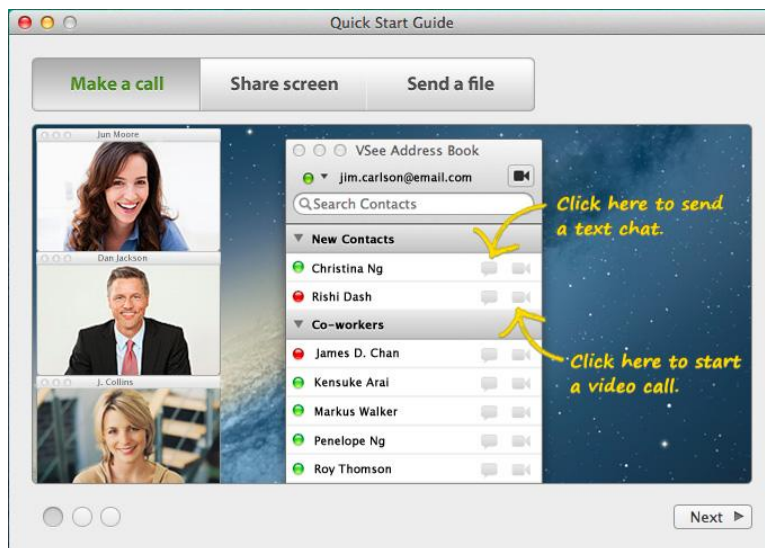
Easy Tips for Using VSee

Tip #1 – Control Your Video Windows

Go to the menu bar and select Window.

A. **Make video windows bigger and smaller**
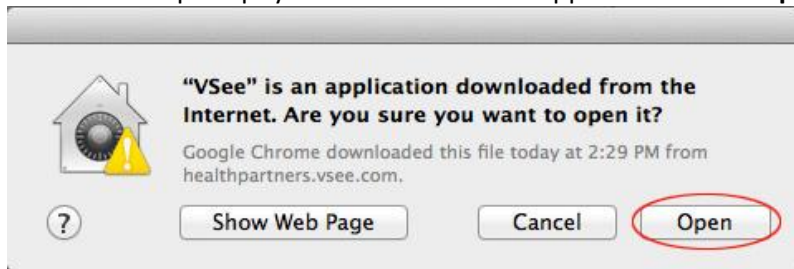   ⌘ + plus key (+) to make video bigger
   ⌘+ minus key (-) to make video smaller

B. **Line up video windows along one side of your screen**
   ⌘ + [Arrow Keys] in the direction you want the windows to align
   ⌘ + ← to tile left
   ⌘ + ↑ to tile top
   ⌘ + → to tile right
   ⌘ + ↓ to tile bottom

Tip #2 – Starting A Group Call

First create and set up a new group in your contact list:

A. Go to the menu bar, select Contacts→ Add Group.
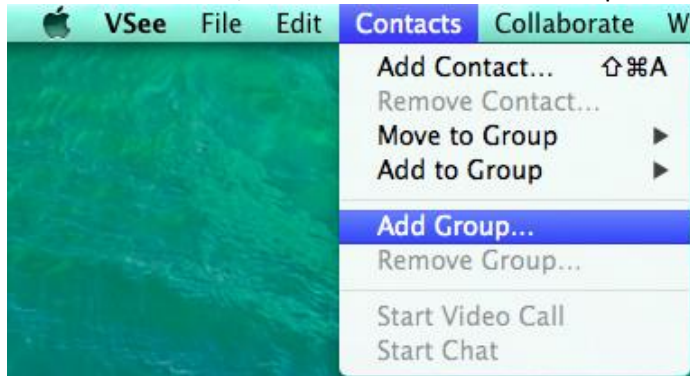
B. Type in the new group name and click Add.

C. Drag and drop contacts into your new group OR Right-click on the contact's name, select "Move to Group" or "Add to Group", and choose the group.

D. To call your group, right-click the group name and select "Start Video Call".
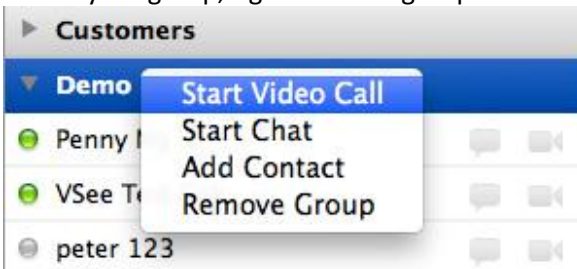
Tip #3 – Troubleshooting Poor Video

A. The bars on the bottom right of a caller's video window show you the strength of the network or connection between you and the caller.

Green ◆(strong) – great audio and video

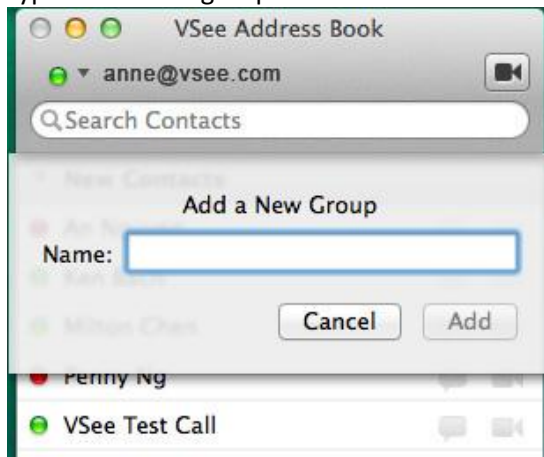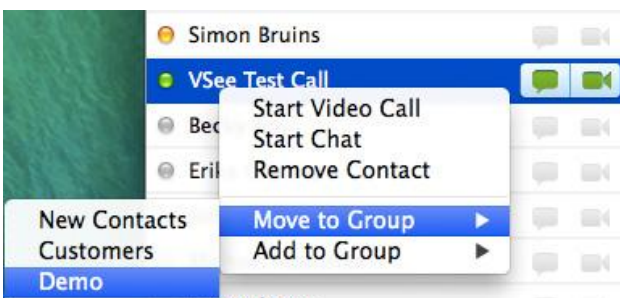**Yellow** ◆(medium) – possibility of some audio and video interruptions

Red ◆(weak) – likely to have audio and video interruptions

B. If you have a weak connection and your call keeps breaking up, you can try one of the following to improve the call:
   i. **Lower the screen resolution** – Go to the menu bar, select VSee→Preferences →Video→Resolution→Default
   ii. **Decrease the frame rate** – Go to the menu bar, select VSee→Preferences →Video→Frame Rate→Adaptive
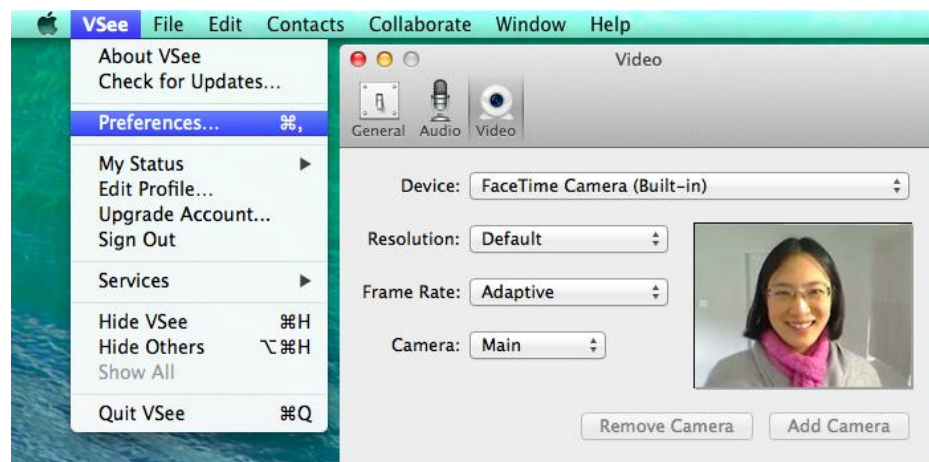
iii. **Completely mute your video** – Go to the bottom left of your video window, click the video camera icon

iv. **Use a wired instead of a wireless network**

Tip #4a – Troubleshooting Audio - Can't Hear
A. If you cannot hear the other person:
  i. Make sure that the other party has not muted his/her microphone.

ii.   Check if your remote person has selected the correct **audio input device** (i.e. microphone) and the correct **audio output device** (i.e. speaker). Have her go to the menu bar, se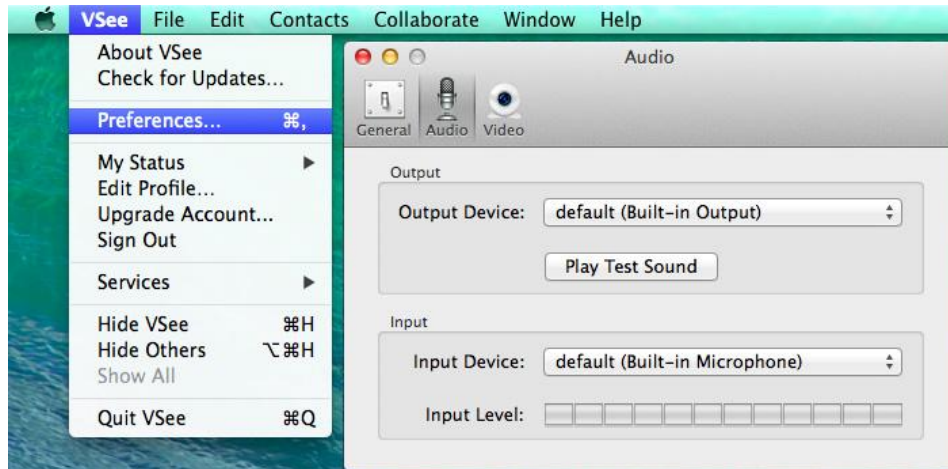lect VSee→Preferences →Audio. If this doesn't resolve the issue, restart VSee to sync with the device; then, re-select the device.

B. If the other person can't hear you
  i.   Make sure you are not running other video conferencing software, e.g. Skype. If you are, please make sure you quit those programs, and then restart VSee. (You can restart by going to your system task tray at the bottom right of your desktop, find the VSee icon. Right click on it and select "Quit." then go to your program files and start VSee again.)

  ii.   Upon restarting VSee, please go to your menu bar, select VSee →Preferences →Audio. Make sure you have selected the right microphone and speaker device. Click on "Play Test Sound" buttons to verify if they are selected correctly.

Tip #4b – Troubleshooting Audio - Echo

Echo is caused by a user's microphone capturing the audio being output by the speaker. Here are a few things you can do to troubleshoot echo:

A. If you are hearing an echo of your voice, it means that the OTHER user's microphone is causing the echo. Ask the call participant to turn down their speaker volume, or use headphones instead of speakers (this completely eliminates the possibility of echo). Turning the speaker all the way up also causes clipping.

B. If you are using the webcam mic, we suggest using the built-in mic and speaker. Sometimes when the microphone and speaker are two different devices - there's clock drift - which would cause echo.

C. Use speaker phones. We recommend Jabra 410 Speakerphone (or Jabra 510 for BlueTooth support).

Tip #5 – Delete Contacts

A. To **delete a contact** from your VSee address book, right-click on the contact's name, and select "Remove Contact".
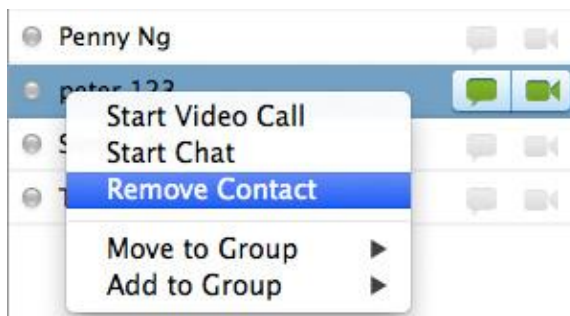

B. You can also **delete an entire group** in the same way, by simply right-clicking on the highlighted group.

Tip #6 – Can't Log Into VSee

A. If you've forgotten your password, you can reset your password at
http://vsee.com/passwordrequest

B. If you are able to login, but cannot connect, this is usually caused by a firewall. You may need to disable your computer's firewall or add VSee as an exception. If you are using a corporate network, please have your IT set the corporate firewall to the settings at http://vsee.com/firewall

Tip #7 – Auto-Login and Logging Into a Different Account

A. For your convenience, you can have VSee automatically log you in whenever you start your computer. Just go to the menu bar, select VSee →Preferences →General, and check onStart VSee when you login.
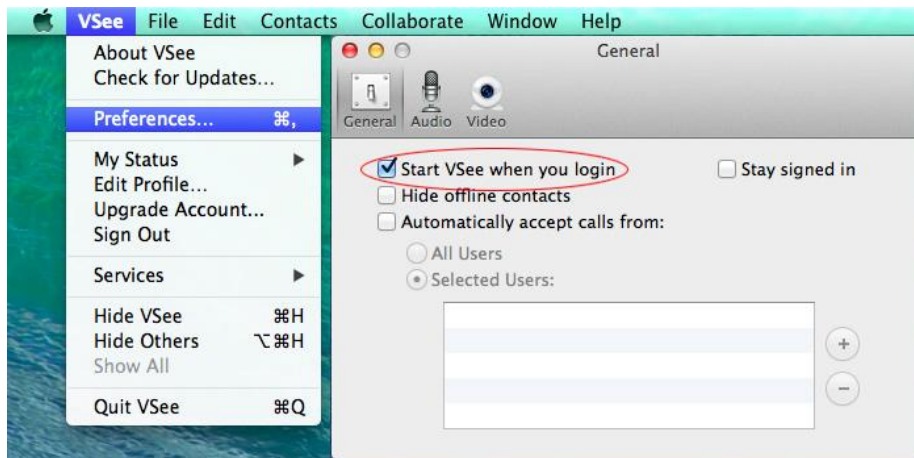
B. If you ever need to sign in with a different VSee account, simply log out of your current account and you will be taken to the VSee login window to sign in as a different user.
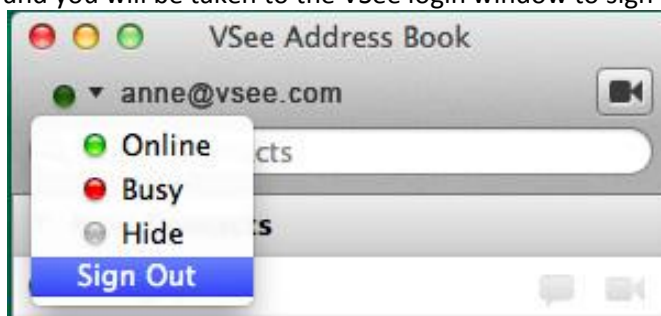
More General Troubleshooting

Sometimes you might experience poor quality audio or video. Most often this is caused by one or more users having:

1. A firewall that is preventing an optimal connection.

2. Insufficient bandwidth for the call(s).

3. Insufficient CPU (processing) power.

For problem (1): Disable any firewalls that may be running, or add an exception for the VSee program.
For problem (2): Reduce number of callers or video resolution/framerate.
For problem (3): Reduce number of callers or use a more powerful computer.

*Corporate firewall issues, please have your IT check settings at http://vsee.com/firewall

If you have other issues or problems, please email support@vsee.com