



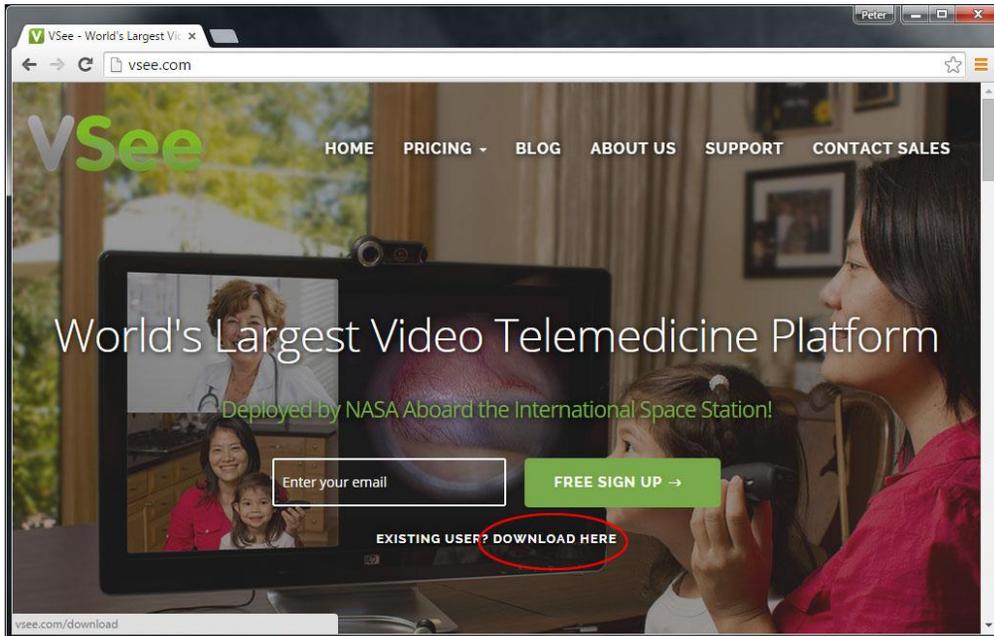
VSee Quick Guide and Tips

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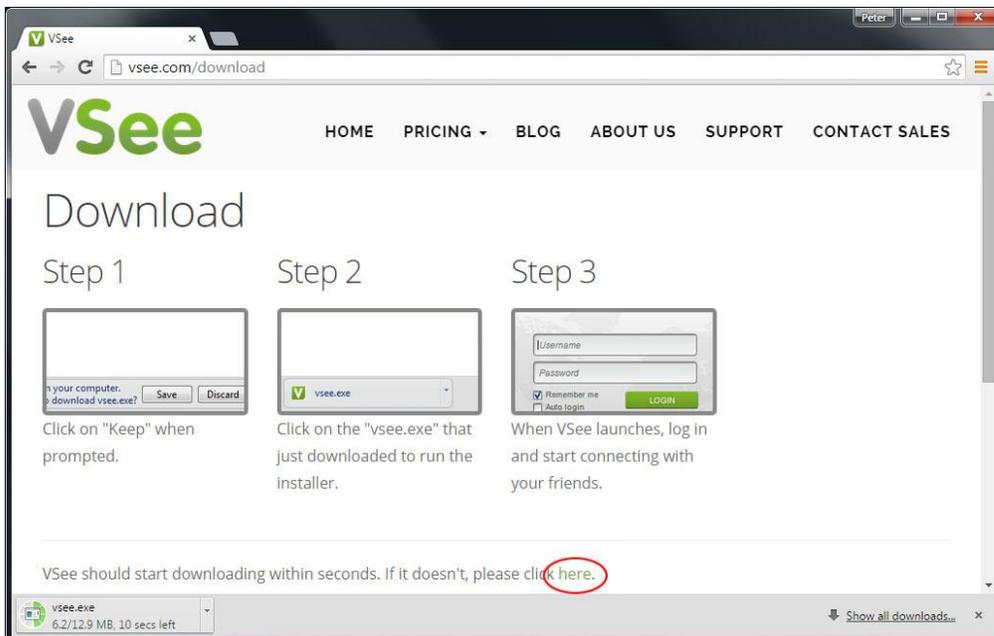
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How to Install the VSee Application

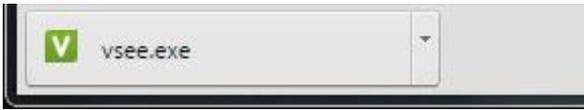
- A. Go to VSee.com and click "Download here"



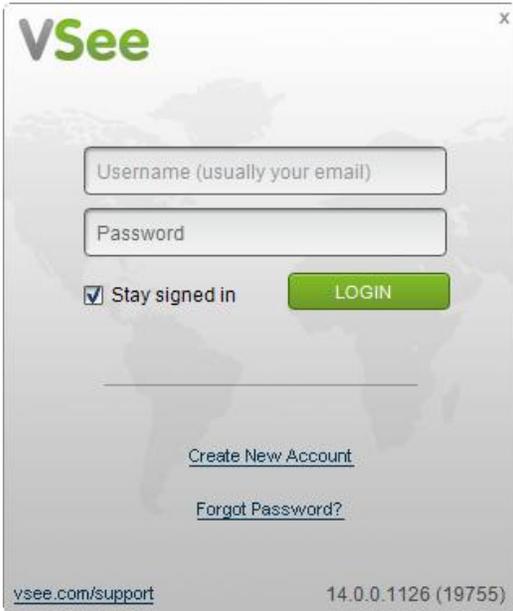
- B. A file called "vsee.exe" will download automatically. If it does not download after several seconds, "click here" to start the download manually.



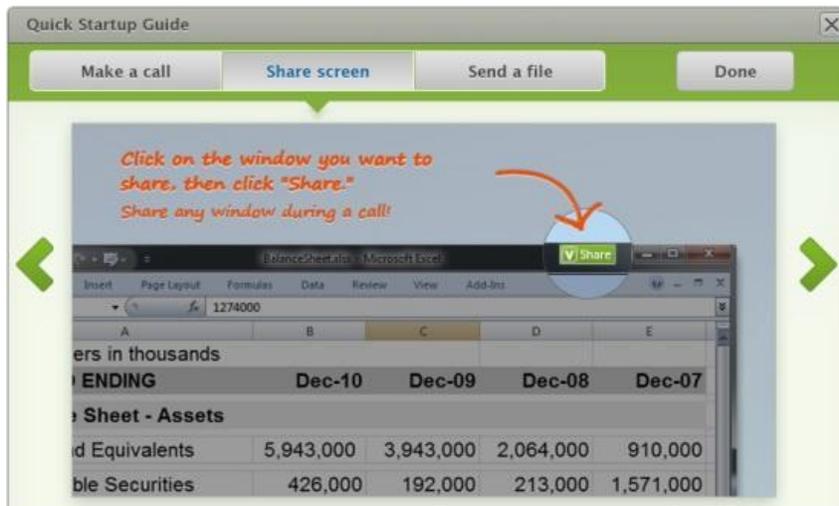
C. Once "vsee.exe" is downloaded, click on it to run the installer.



D. Your VSee is ready to use.

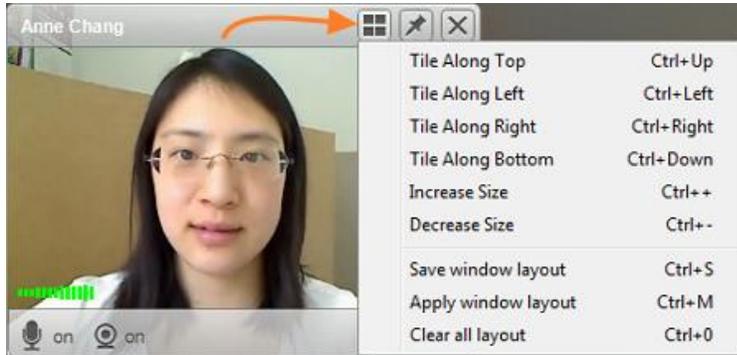


VSee Quick Guide and Tips



Easy Tips for Using VSee

Tip #1 – Control Your Video Windows



Make video windows bigger and smaller

- CTRL + plus key (+) to make video bigger
- CTRL + minus key (-) to make video smaller

Line up video windows along one side of your screen

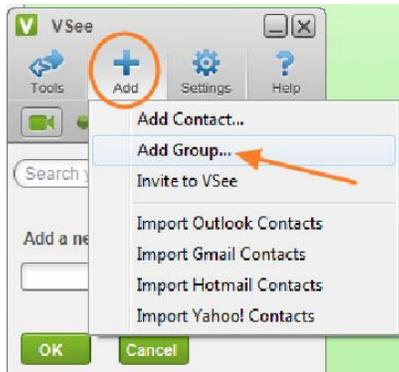
- CTRL + [Arrow Keys] in the direction you want the windows to align
 - CTRL + ← to tile left
 - CTRL + ↑ to tile top
 - CTRL + → to tile right
 - CTRL + ↓ to tile bottom

*Mac users should substitute CMD (⌘) key in place of CTRL

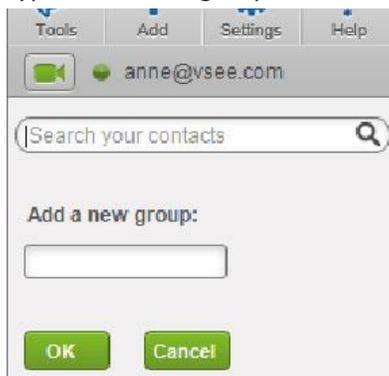
Tip #2 – Starting A Group Call

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

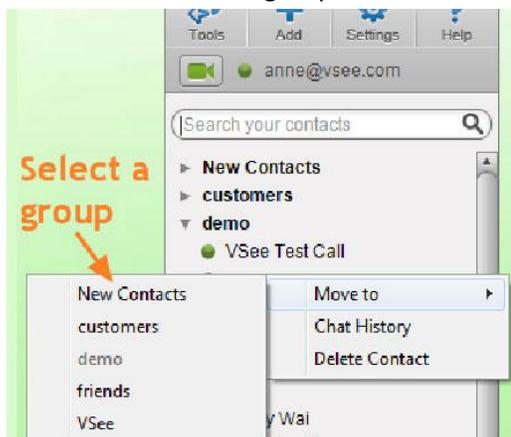
- A. Go to your VSee address book, click the Add icon → Add Group.



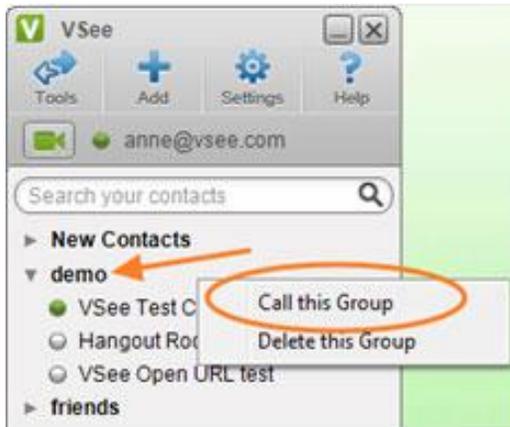
- B. Type in the new group name and click OK.



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



D. To call your group, right-click the group name and select **“Call this group”**.



Tip #3 – Troubleshooting Poor Video

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

If you have a weak connection and your call keeps breaking up, you can try one of the following to improve the call:

- **Lower the screen resolution** – Go to the bottom right of your video window, click gear icon → video settings → resolution → default
- **Decrease the frame rate** – Go to the bottom right of your video window, click gear icon → video settings → frame rate → adaptive
- **Completely mute your video** – Go to the bottom left of your video window, click the video camera icon
- **Use a wired instead of a wireless network**



Tip #4a – Troubleshooting Audio - Can't Hear



If you cannot hear the other person:

1. Make sure that the other party has not muted his/her microphone.
2. Check if your remote person has selected the correct **audio input device** (i.e. microphone) and the correct **audio output device** (i.e. speaker). On PC, have her go to the bottom right of her local video window, click the gear icon → "Audio and Camera Setup". If this doesn't resolve the issue, restart VSee to sync with the device; then, re-select the device.



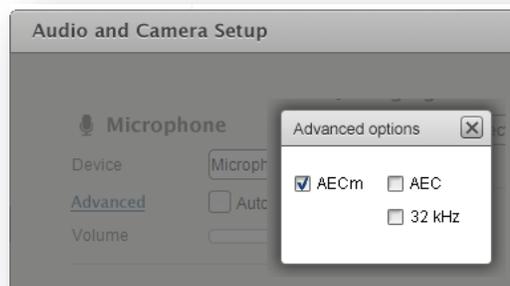
If the other person can't hear you:

1. Make sure you are not running other video conferencing software on your PC, 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.)
2. Upon restarting VSee, please go to your VSee address book, under Settings → "Audio and Camera setup" make sure you have selected the right microphone and speaker device. Use the 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:

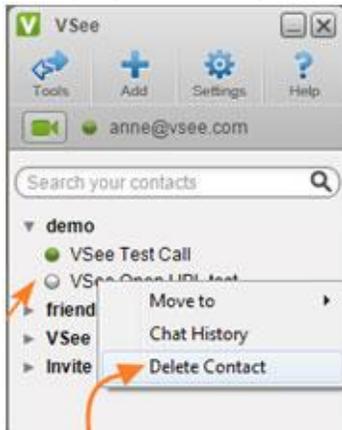
1. Toggle between AEC (Audio Echo Cancellation) and AECm in the "Audio and Camera Setup." On PC, go to your local video window, click gear icon → Audio and Camera Setup. On Mac, select Audio Setup from the VSee menu. Click on the "Advanced" link under Microphone.



2. 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.
3. 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.
4. Use speaker phones. We recommend Jabra 410 Speakerphone (or Jabra 510 for BlueTooth support).

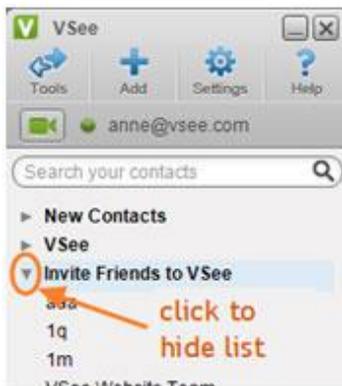
Tip #4 – Delete Contacts

To **delete a contact** from your VSee address book, move the cursor arrow over the contact's name until it is highlighted and right-click. Select "Delete Contact" from the menu that appears.



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

* Note: the **Invite Friends to VSee** group can not be deleted and will always appear in your VSee address book. You can hide this list of potential contacts by clicking on the gray triangle to the left of the group.



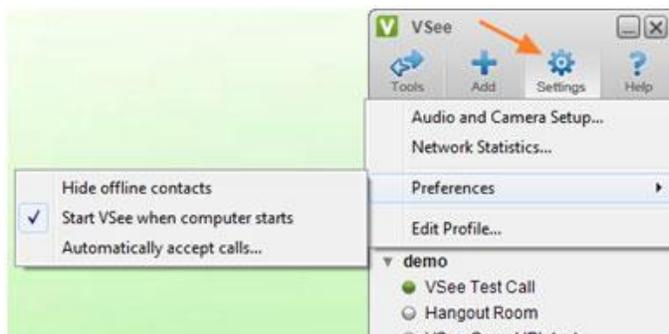
Tip #5 – Can't Log Into VSee

1. If you've forgotten your password, you can reset your password at <http://vsee.com/passwordrequest>
2. 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>

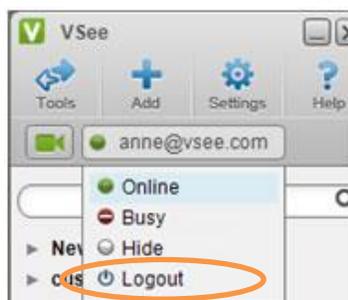
Tip #6 – Automatically Logging Into VSee and Switching Accounts

For your convenience, you can have VSee automatically log you in whenever you start your computer. Just go to your VSee contacts, click

Settings icon→Preferences→Start VSee when computer starts



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>**