

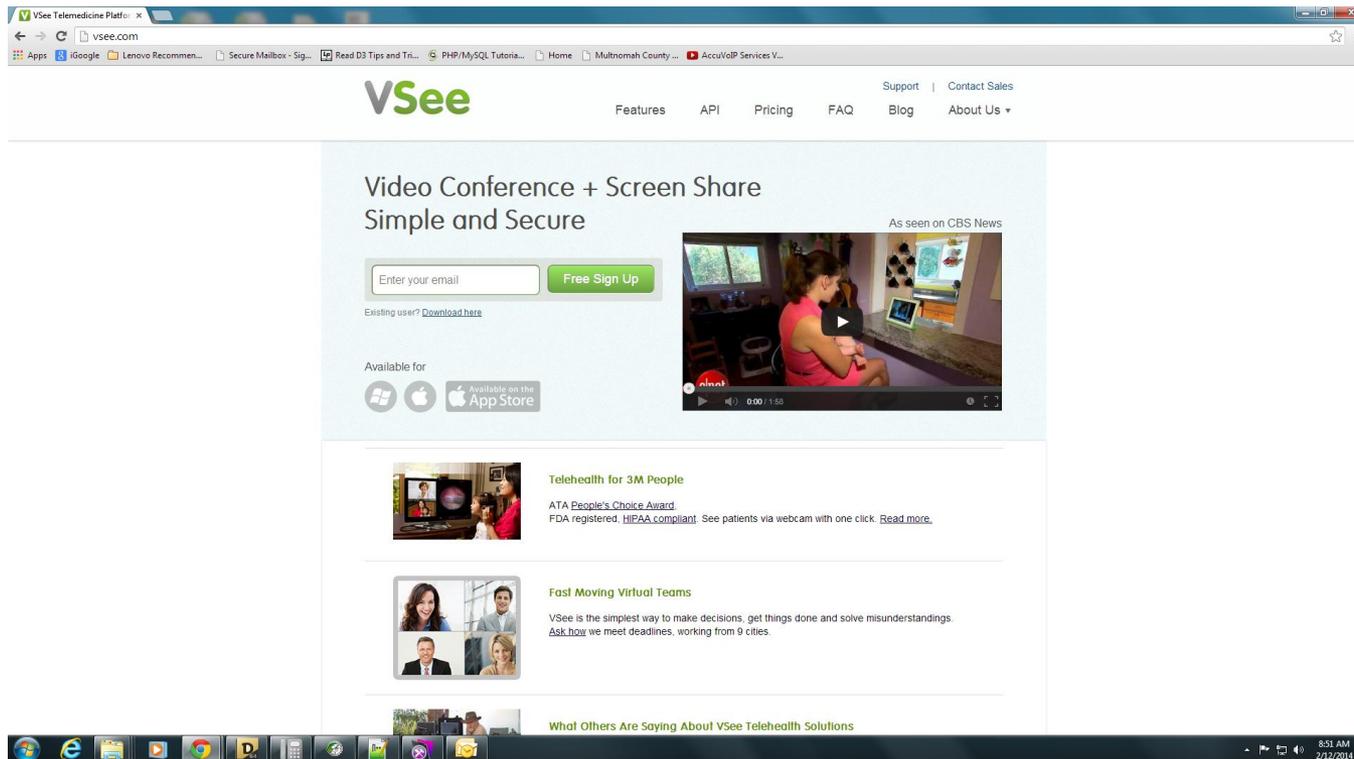
**VSEE**

INSTALL USE

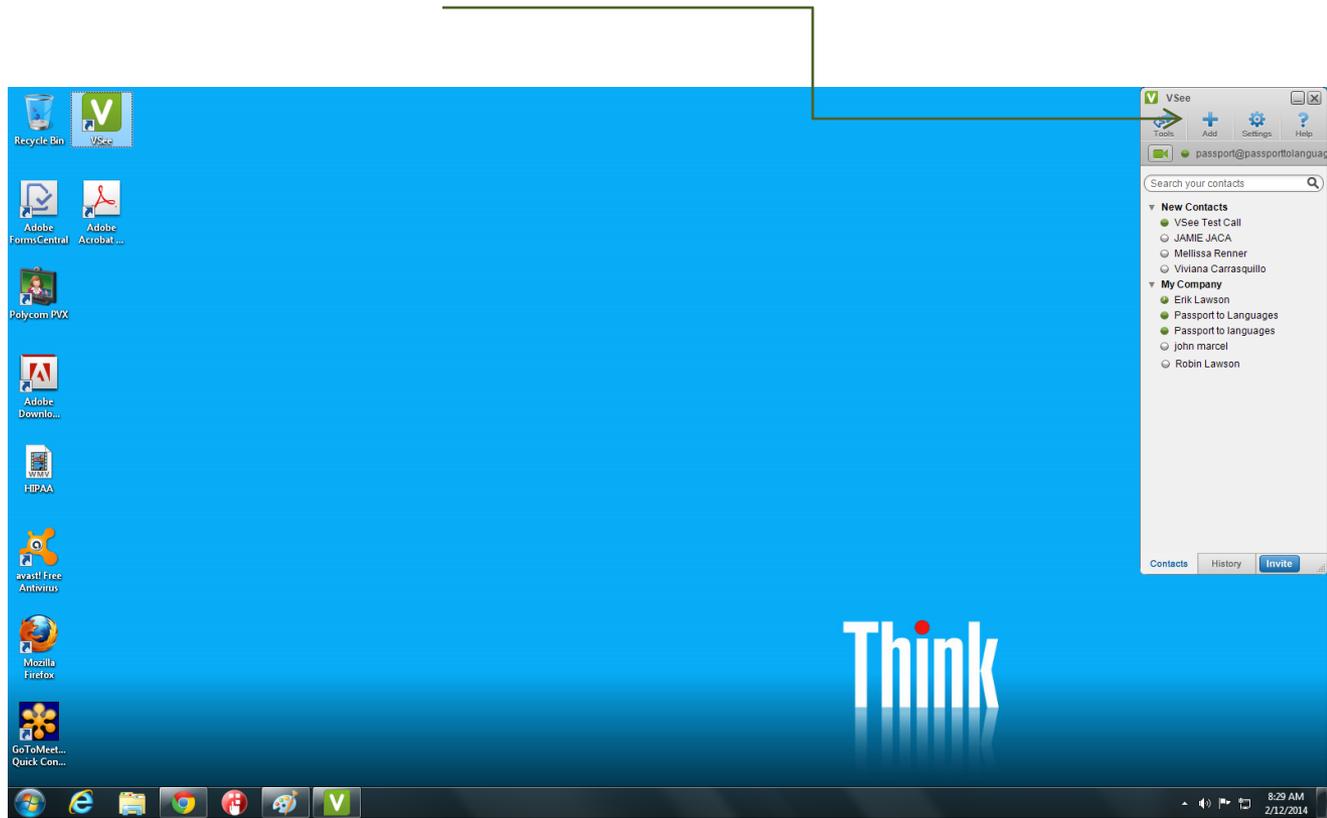
And

TROUBLESHOOTING

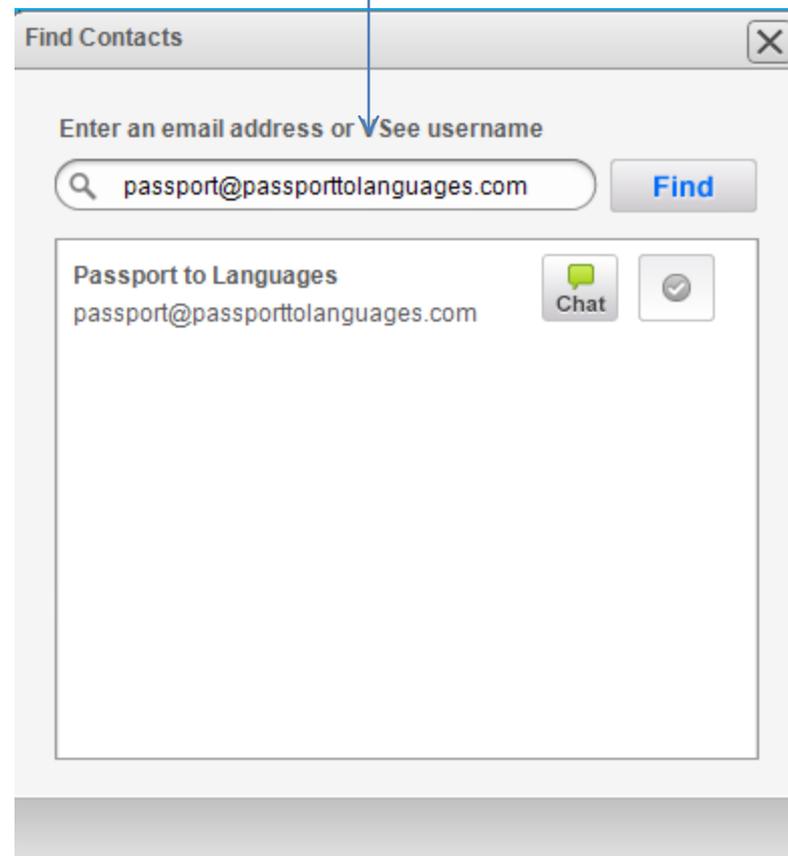
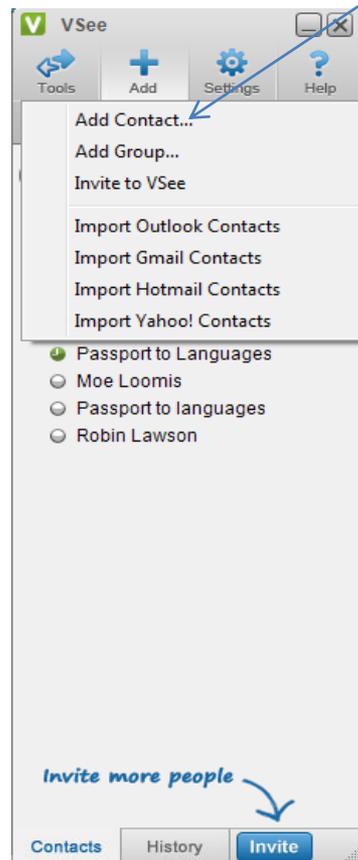
- First go to [www.vsee.com](http://www.vsee.com) and sign up for a free account.
- Follow the on-screen instructions to download and install



- After you have installed VSEE open the program by selecting the icon 
- Once you have selected the Icon you should see VSEE on the right hand side of your screen
- To add a contact select the Add button.



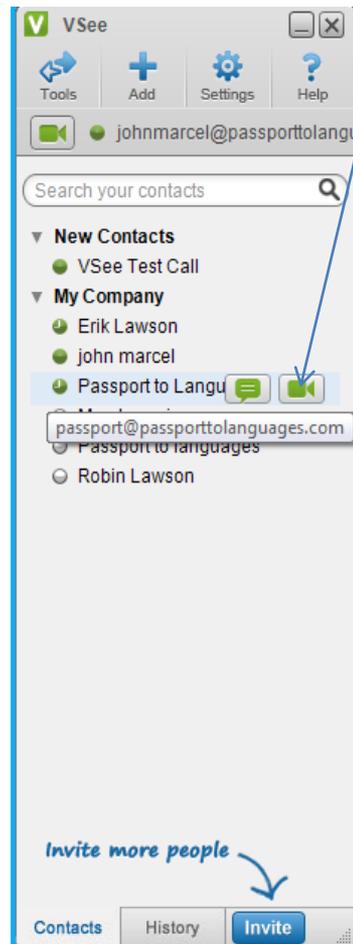
- Once you select the add button choose Add Contact.
- A Window will pop open enter passport@passportlanguages.com



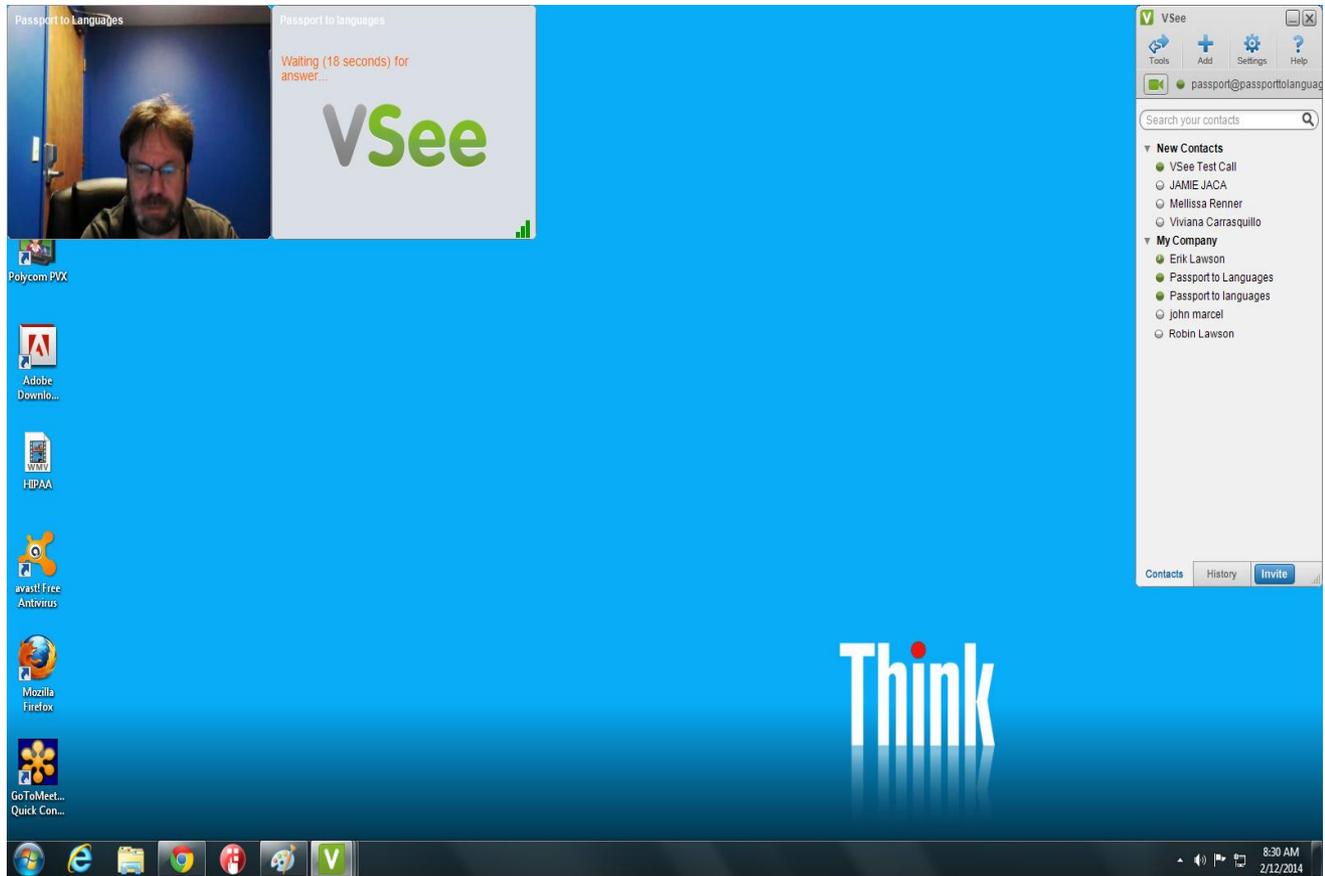
- You Should now see [passport@passporttolanguages.com](mailto:passport@passporttolanguages.com) as one of your contacts.
- You can only make calls to contacts that have the green ball next to their contact info. ● If the ball is grey color ○ they are not available.



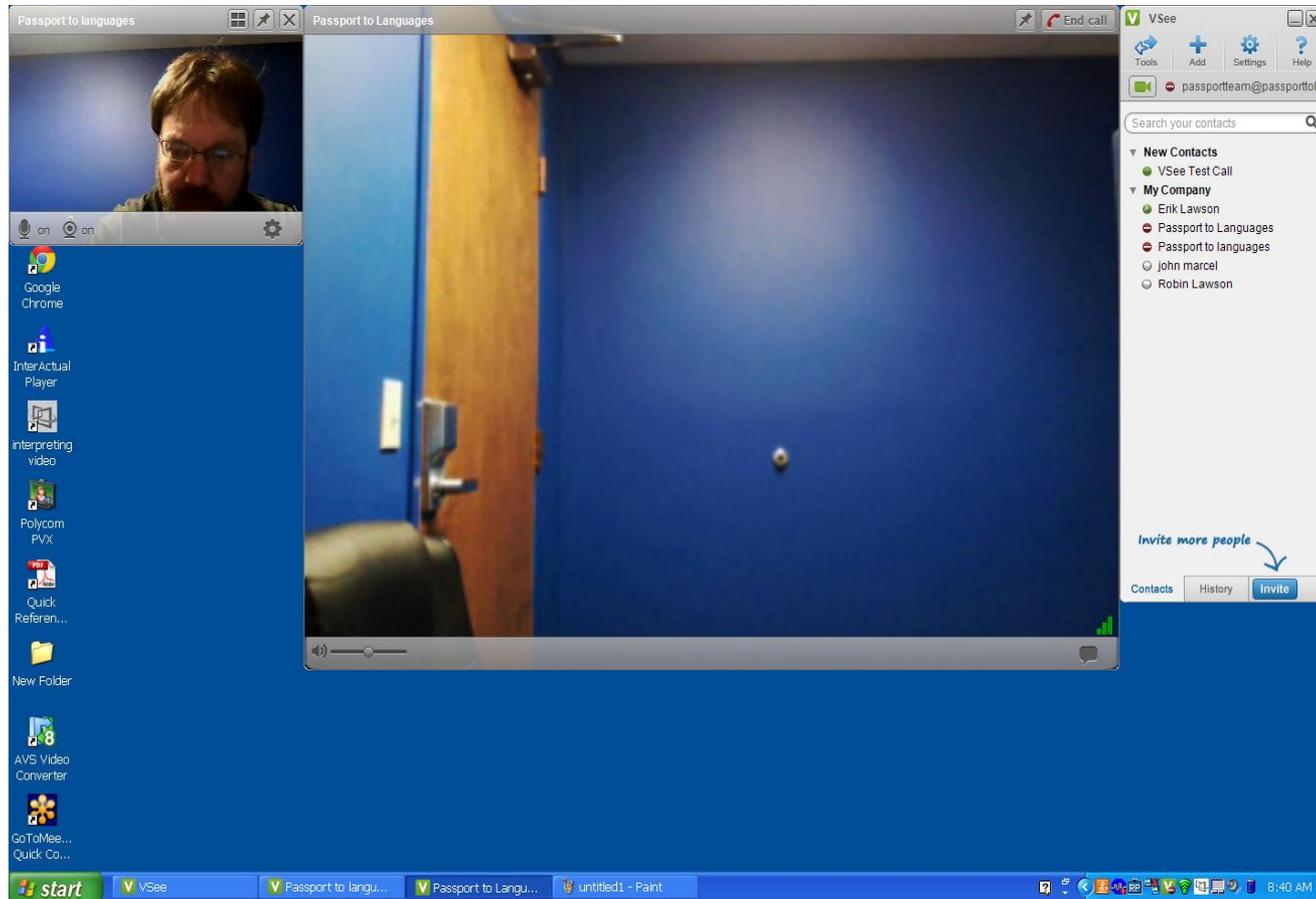
- To Place A call select the contact you want in the contacts area.
- Depending on what kind of communication would like to have you can select  to do just a chat or you can select  to do a video conference.



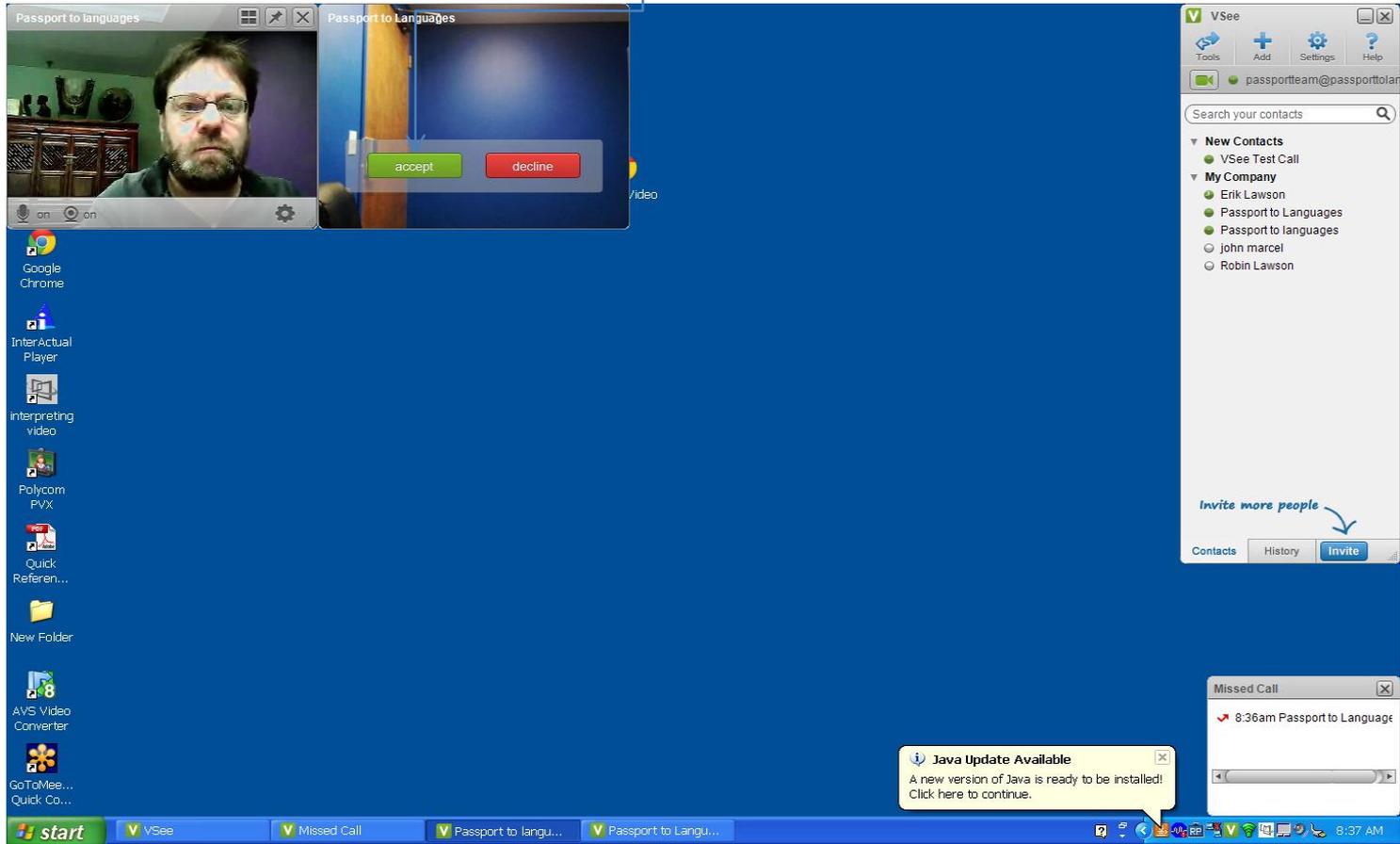
- When you place a call you will see the following screen.



- Once your connection has been established you will see the other parties view.
- To increase the size of the window simply drag open the window.

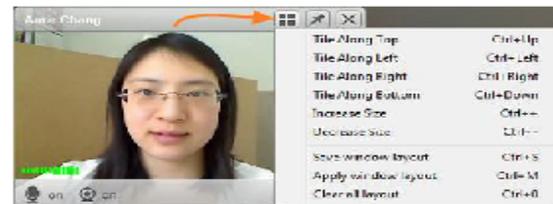


- When you receive a call you will see the screen below. Just select the accept button and you will see the person who is contacting you.



## 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

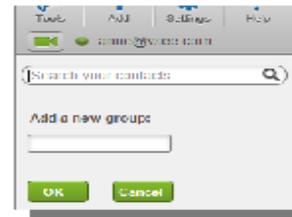
### Tip #2 – Starting A Group Call

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

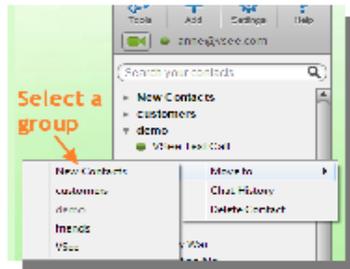
A. Go to your VSee address book, click the Add icon → Add Group.



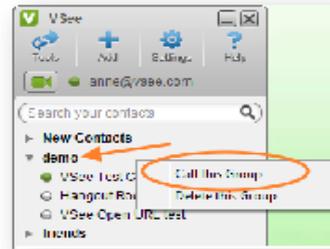
B. Type in the new group name and click OK.



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



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  
 window show you the strength of the network or connection between you and the caller.

video

- 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.



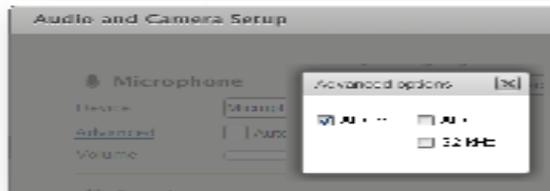
If the other person can't hear you:

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

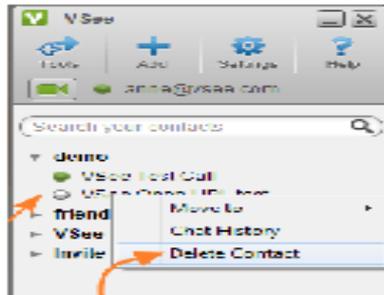
Echo is caused by a user's microphone capturing the audio being output by the speaker. Here are a few things you can do to troubleshoot echo:

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).

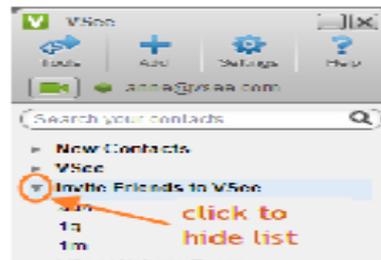
#### Tip #4 – Delete Contacts



can hide this list of potential

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 contacts by clicking on the gray triangle

to the left of the group.

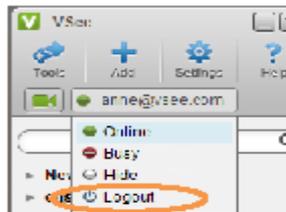
#### Tip #5 – Can't Log Into VSee

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>**