

# VSee iPad App Quick Guide

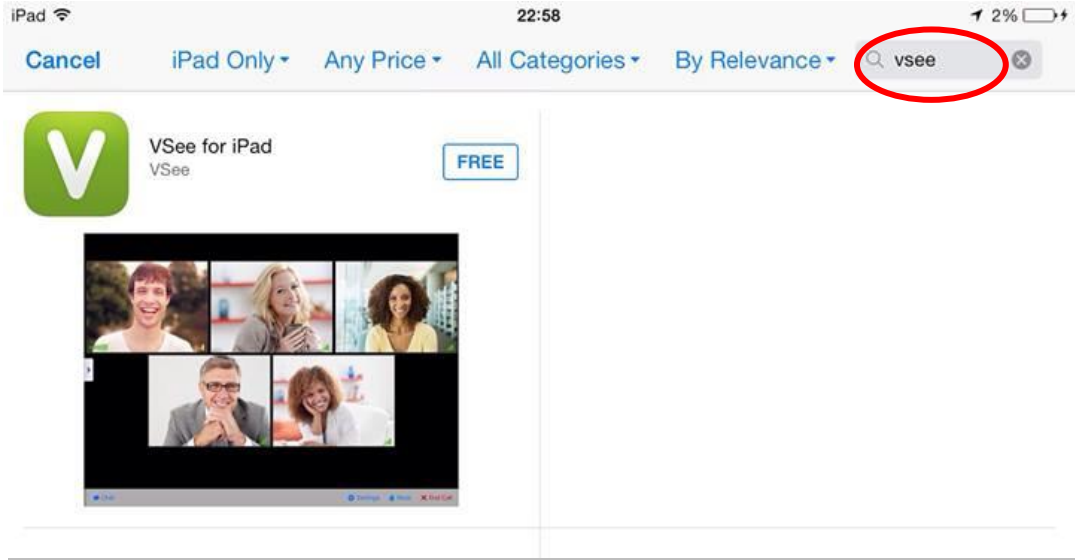
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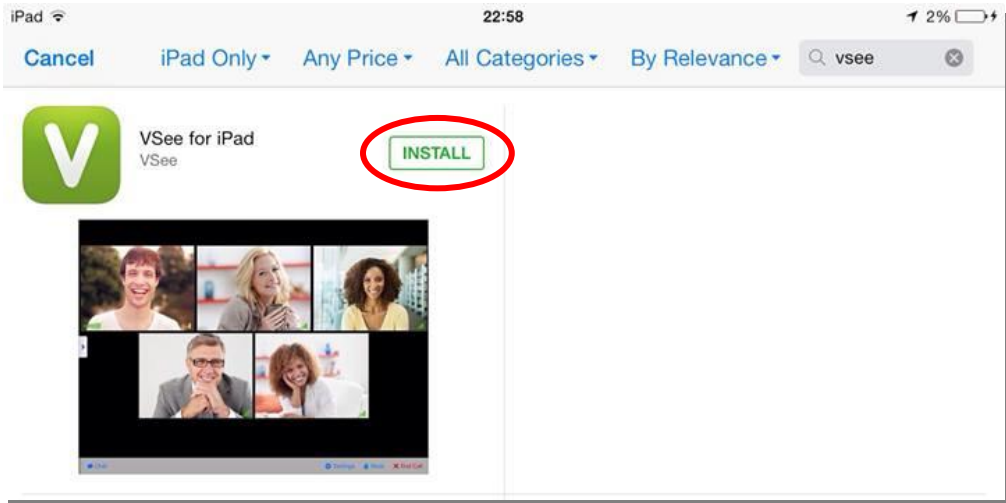
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# I. How to install VSee iPad Application

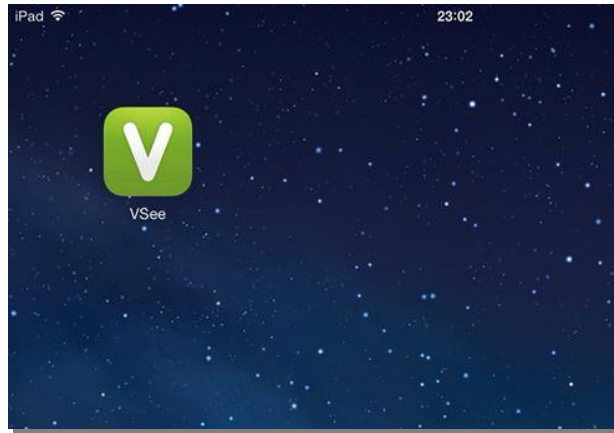
a. Search for “VSee” on App Store



b. “Install” VSee for iPad.



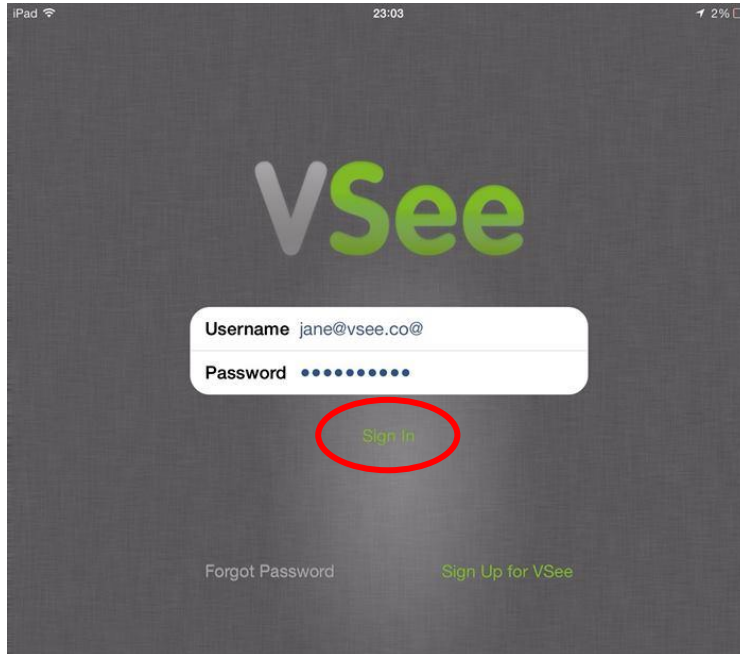
c. Once installation is completed, open “VSee” application



## II. How To Use VSee iPad App

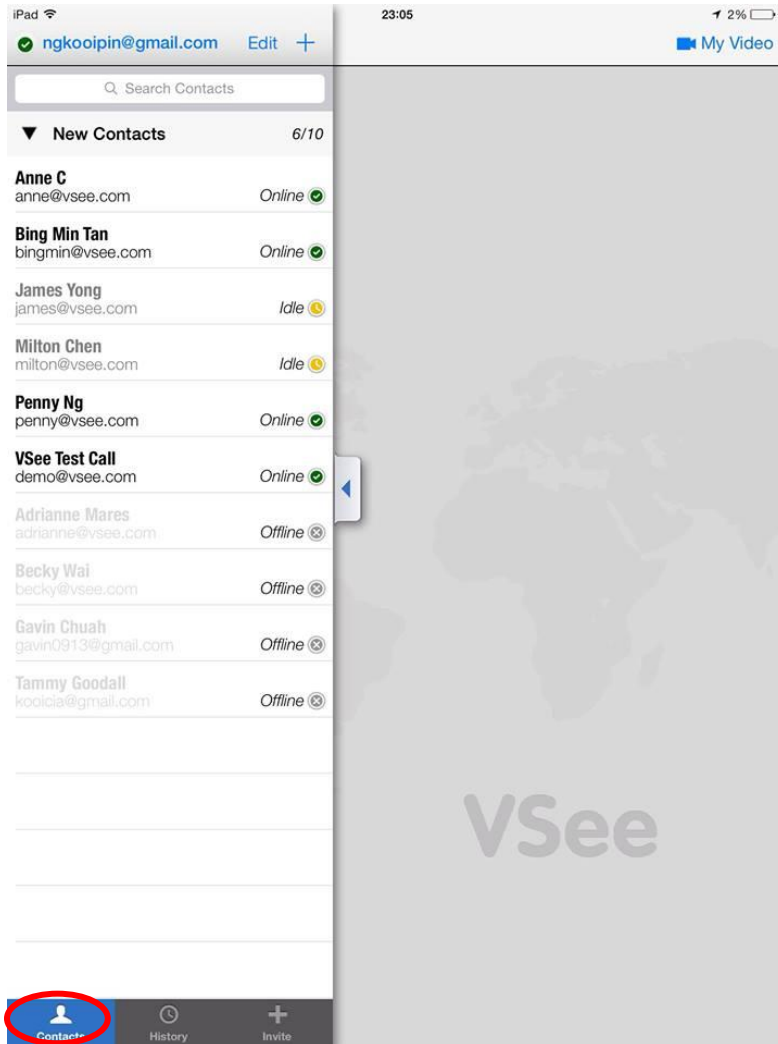
### 1. Signing In

Enter your “**Username**” and “**Password**” and click “**Sign In.**” The username will always be an email address.



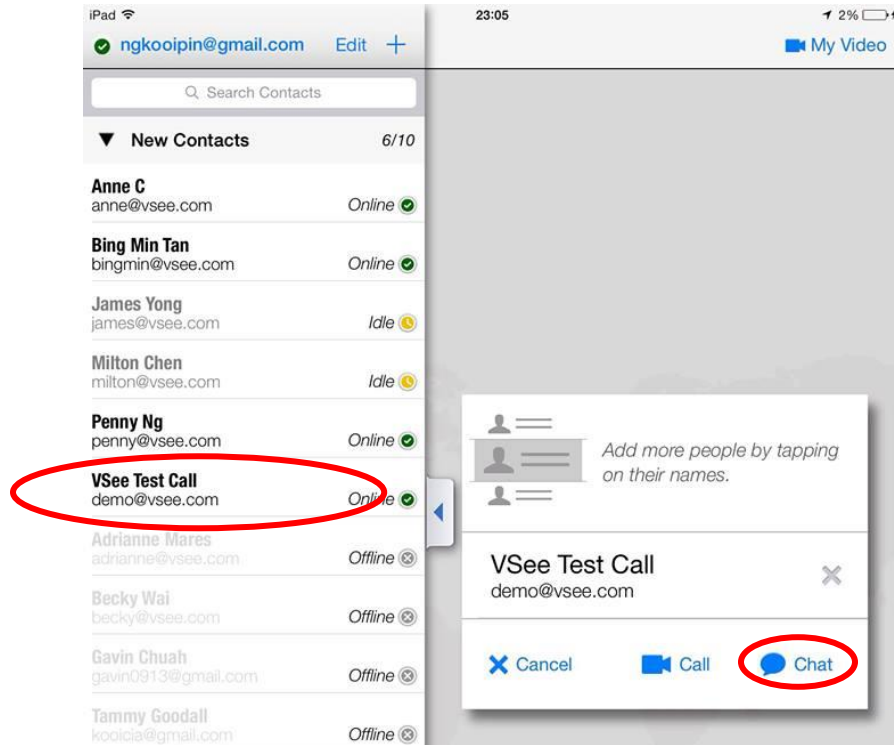
## 2. Video Calling and Text Chatting

There are 3 tabs at the bottom left which are **Contacts**, **History** and **Invite**. Choose tab “**Contacts**” to text chat or video call your contact.

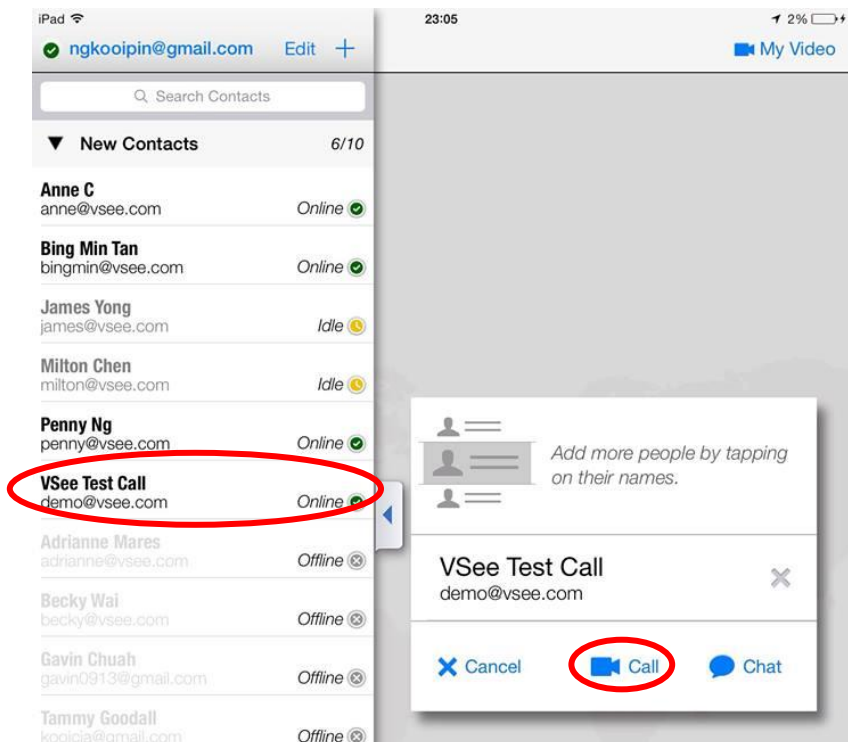


Tap on one of the contacts name to start text chat or video call.

- a. To text chat, tap “Chat”



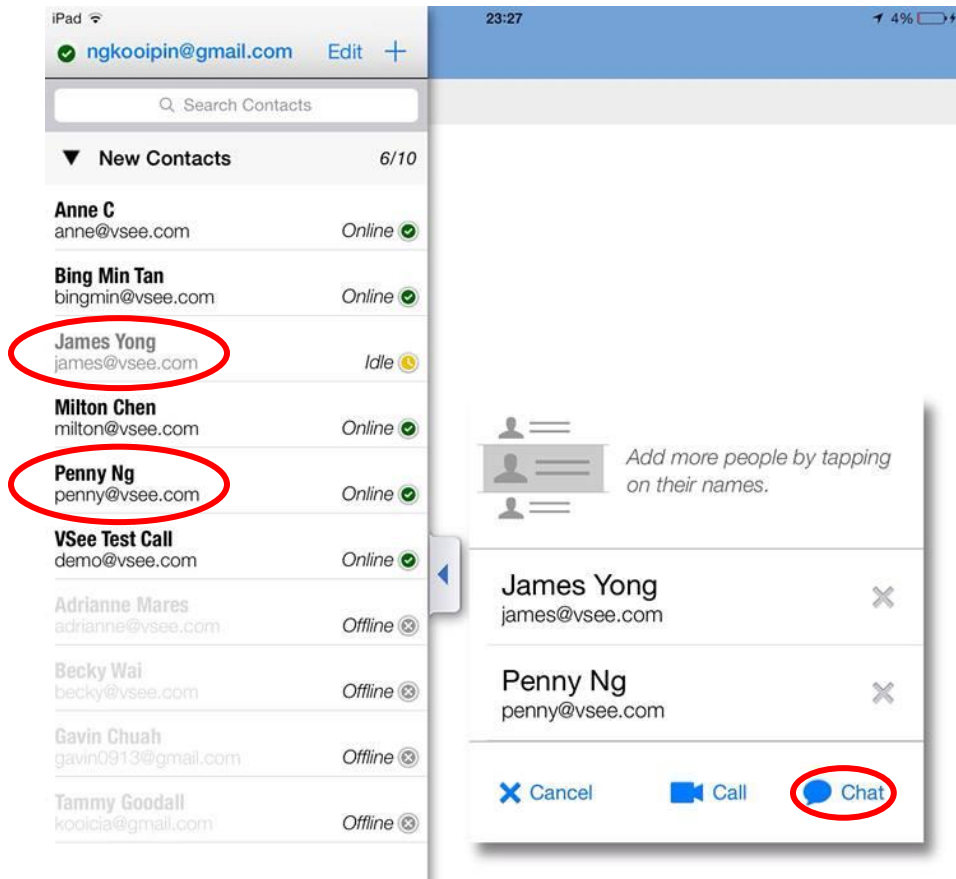
- b. To video call, tap “Call”



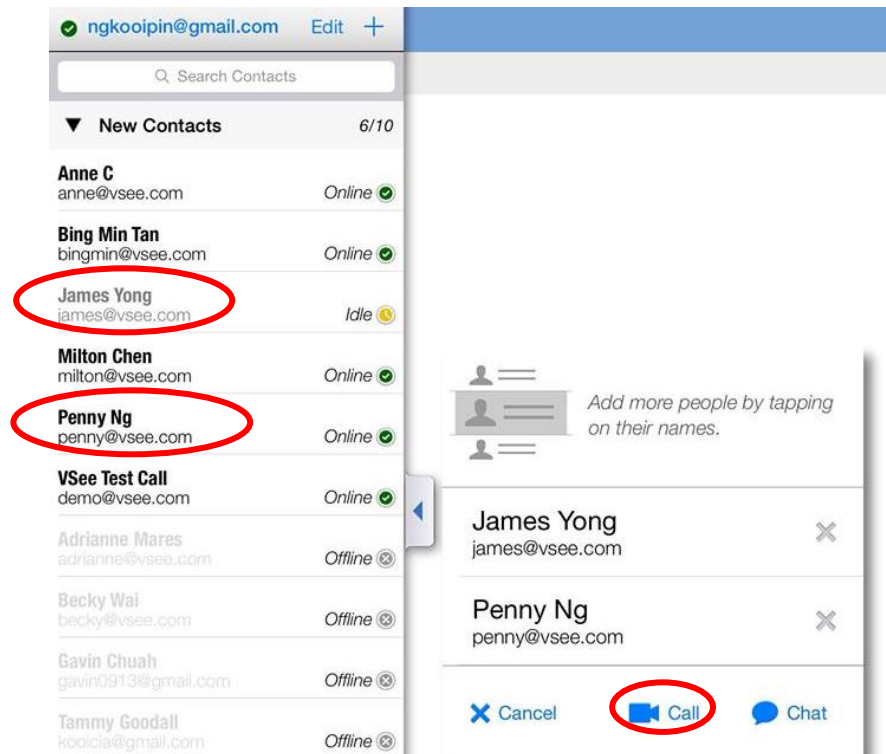
### 3. Group Calling and Group Chatting

To have a group chat or video call, simply add people into the chat or call by tapping their names.

- a. To text chat, tap “Chat”



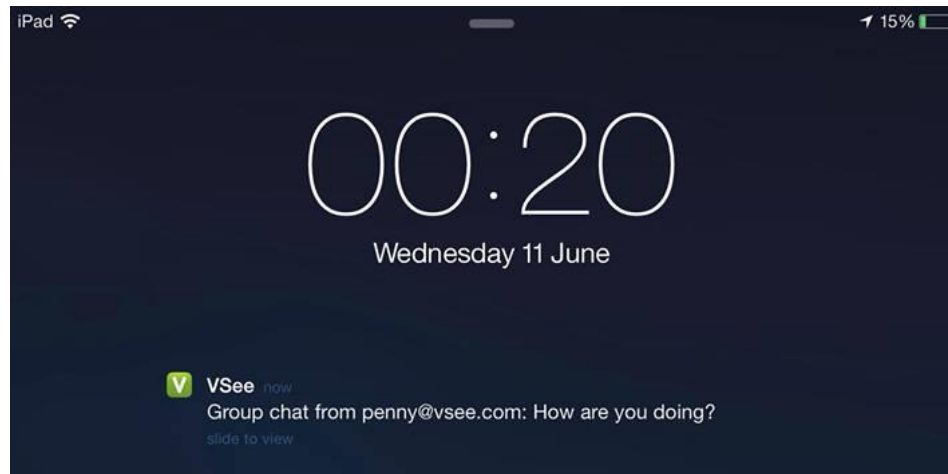
b. To video call, tap “Call”.





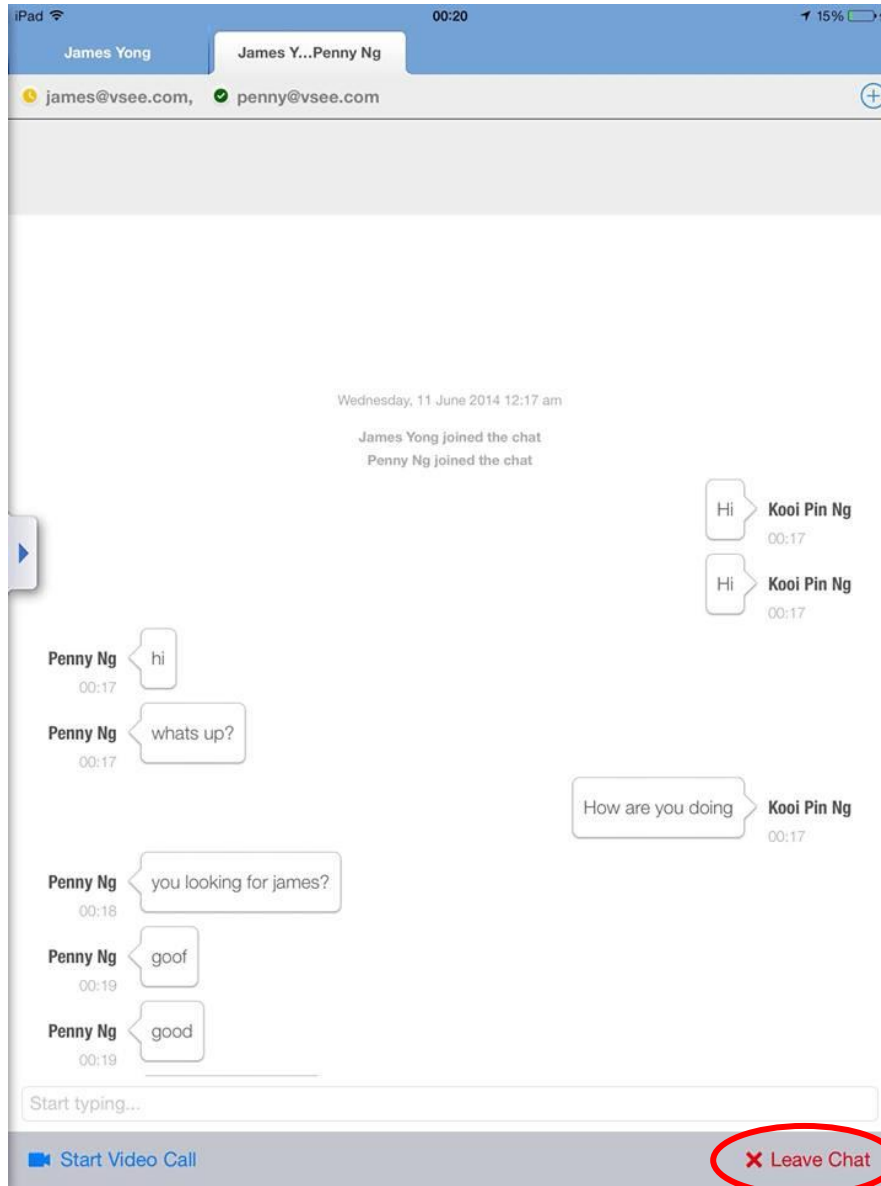
#### 4. Chat Notifications

You will be notified if there are any messages for you. **Slide** notification to view message.



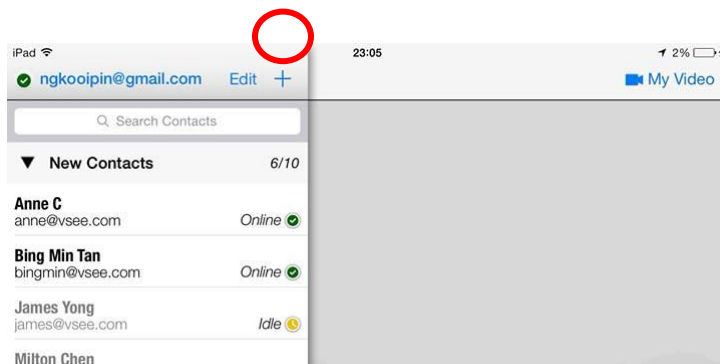
## 5. Leaving Chats

You can quit conversation by tapping “**Leave Chat**”.

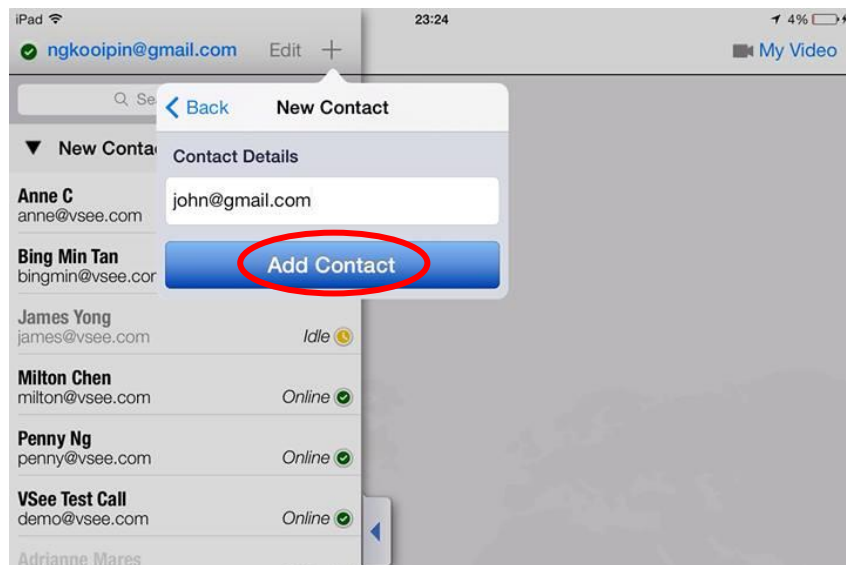


## 6. Adding New Contacts

Invite more friends by tapping “+” sign along the top of the screen.

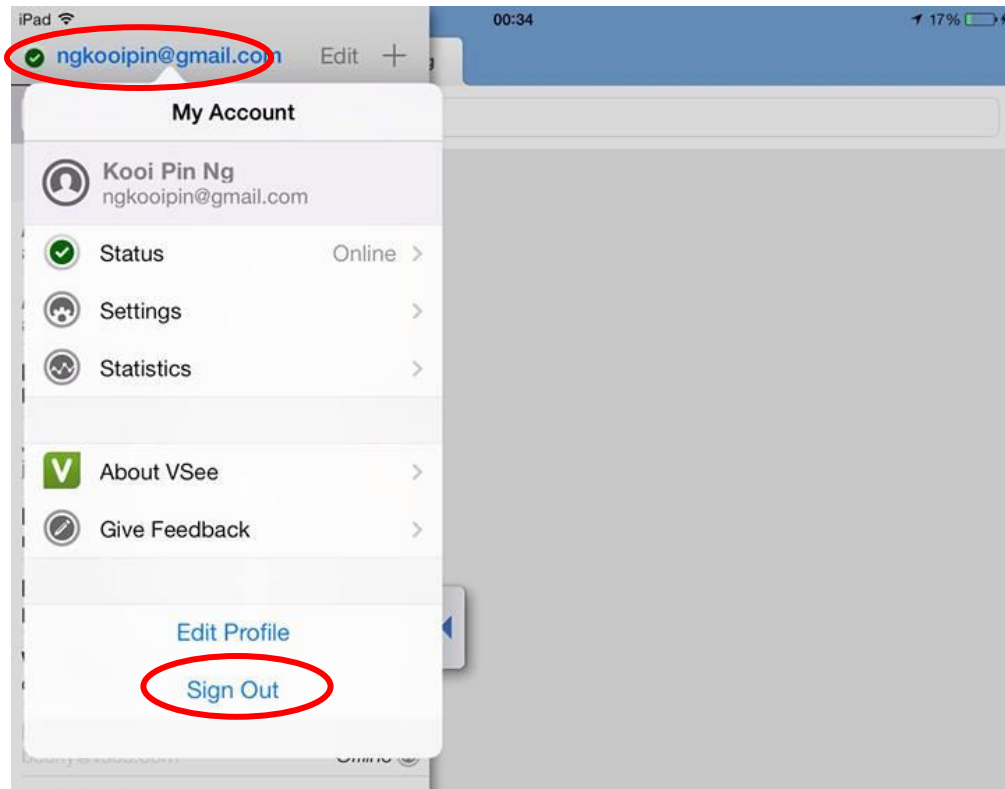


Fill in contact's email and tap “Add Contact”



## 7. Logging Out

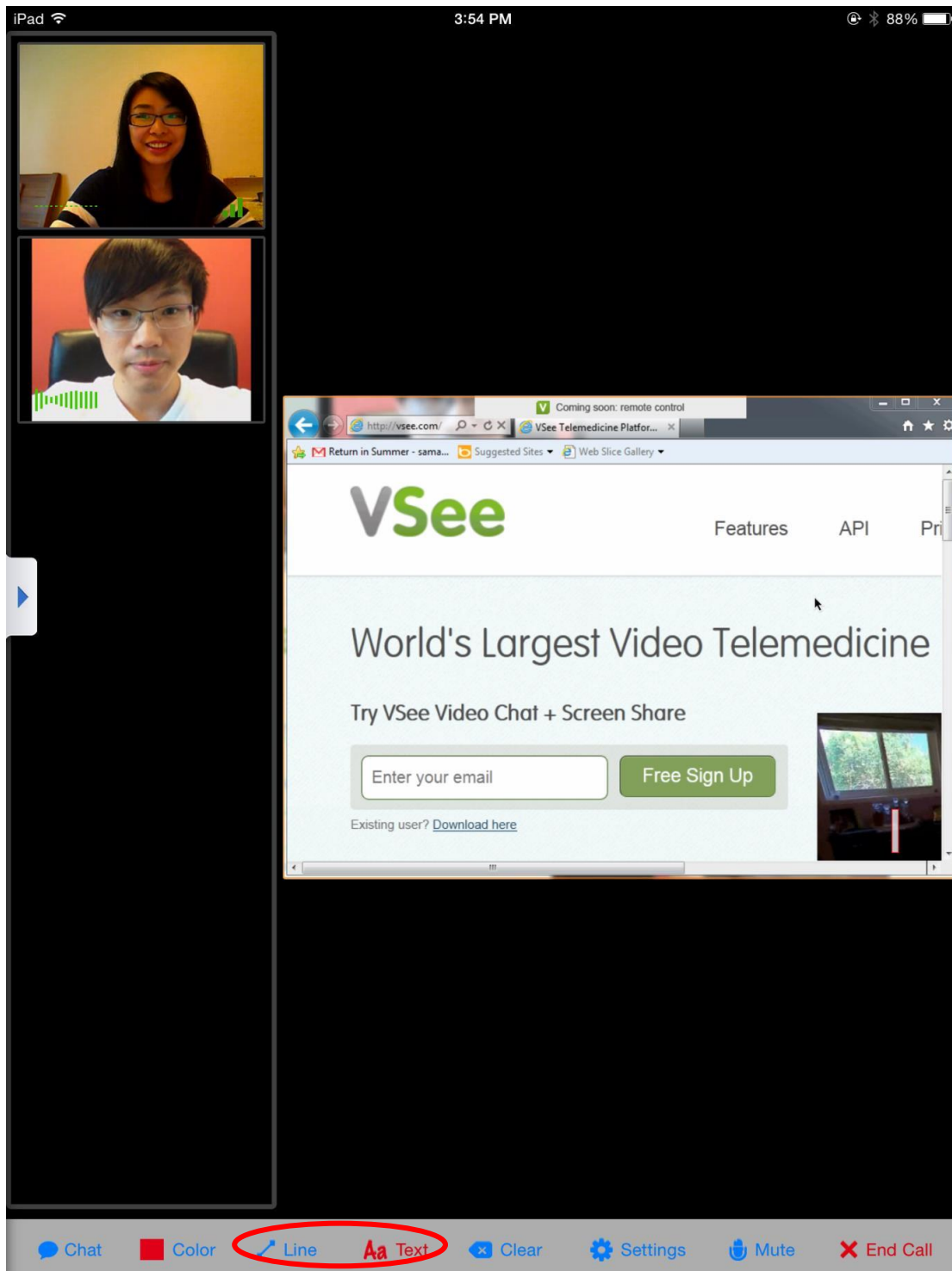
To log out from Vsee Application, tap on your VSee username (email) in the top left corner and tap “**Sign Out**”.



## 8. Screen Share and Annotation

VSee iPad allows you to annotate on received screen shares from any caller.

*Note: Screen sharing items from your iPad to callers is not possible due to technical limitations of the Apple iOS.*



## 9. Problems with Video and Audio

- a. If you experience poor video, you can access **Network Statistics** to check on bandwidth consumption.

**My Account** Statistics

**Sending** 211 kbps

**Receiving** 217 kbps

Username samantha@vsee.com

Connection Direct

Audio 17 kbps (0 kHz)

Video 198 kbps (320 x 240, 16 fps)

Delay 79 ms (round trip)

CPU 16%

**Upload** 7703 kbps

**Download** 8000 kbps

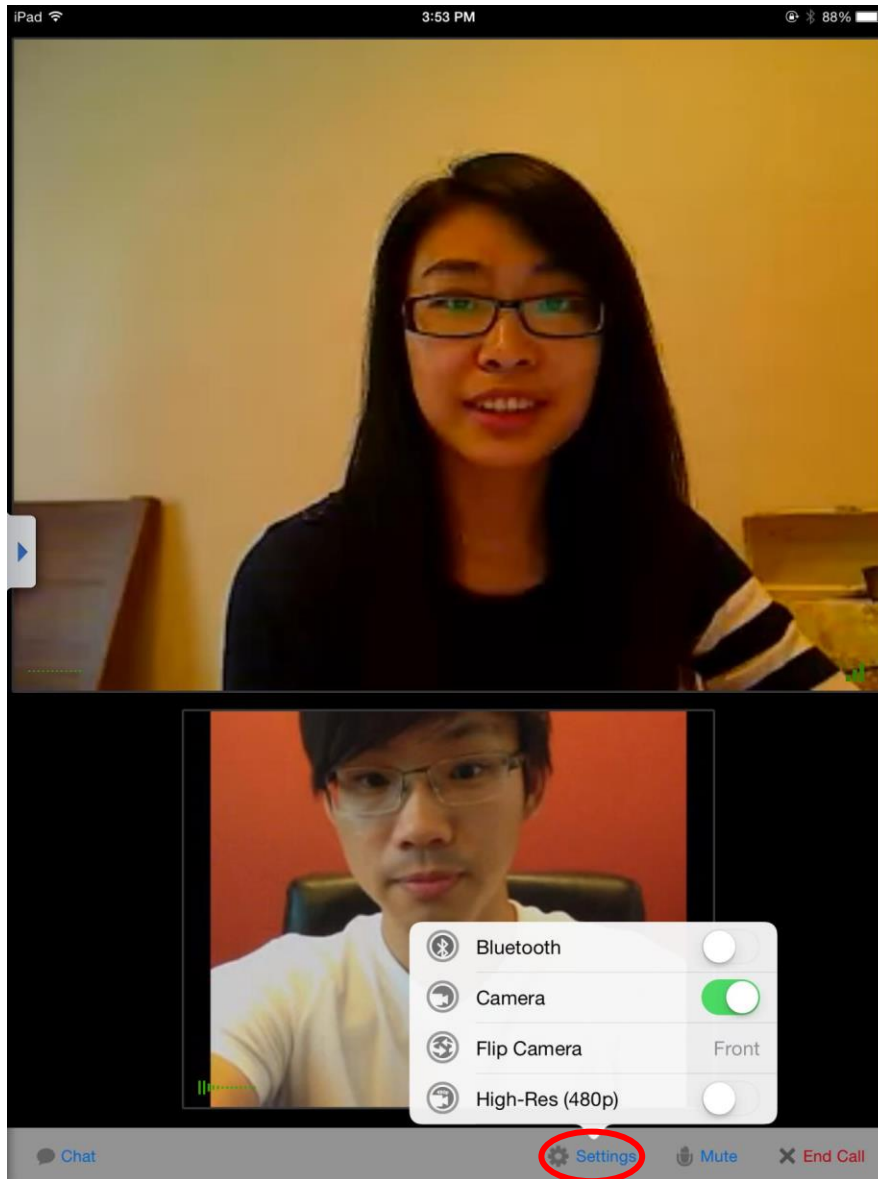
**Sending** shows your bandwidth consumption;

**Receiving** shows the other's party bandwidth consumption.

**Upload & Download** statistics show your network bandwidth.

Settings Mute End Call

b. If you have low network bandwidth, you can change video resolution in “Settings”



## Helpful Tips For Using VSee on iPad

### 1. Microphone volume control

If the other party is still unable to hear you, make sure you are not running other video conferencing software on your iPad, 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 of your iPad by double clicking on the home button. Find the VSee icon, and close it by swiping VSee to the top. Start VSee again by clicking on the VSee app.)

### 2. Speaker volume control

Manual adjustments via increasing volume of iPad speaker

### 3. Network statistics

The bars on the bottom right-hand corner 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
  - Change location – This may be due to the network coverage in your area via your ISP and hence you may have to move around to find the optimal connection