



## Audio, Video and General Settings for VSee Messenger

- 2023-07-11 - VSee Messenger (Providers and Patients)

### RUN A GUIDED AUDIO/VIDEO CHECK

Run it [here](#) and please follow the instructions.

### MANUALLY CHECK YOUR AUDIO AND VIDEO SETUP

1. Open the VSee Messenger app.
2. Click on the **gear icon** then **Audio** or **Video** tab. Select your mic, speaker and camera from the dropdown lists respectively.



3. If you are in a call, go to this same setting by clicking on **More > Settings > Audio and Camera Setup** on your video window.



### Audio and Camera Setup

This is a shortcut to the Audio or Video tabs where you can choose your device from respective dropdown lists.

### Video Settings

Set your video's resolution, frame rate including its mirroring setup (optional).

- **Resolution** - Refers to the number of distinct pixels that could be displayed in each dimension. Choose between *Low*, *Medium*, *High (480p)* or *HD (720p)*. Recommended setting is *High (480p)* but lower it if you are having network and CPU usage issues.
- **Frame Rate** - This is the frequency (rate) at which consecutive images called frames appear on a display. Choose between *Low Bandwidth*, *Adaptive* or *30fps*. Recommended setting is *Adaptive*.
- **Mirroring** - You have the option to flip your video image for hand-signing or when showing documents.

**Camera Settings** - Adjust your camera filter and proc amp settings (optional).

**Add Another Camera** - You may add up to 4 more cameras for peripheral streaming. To try this feature, contact us at <https://vsee.com/contactsales>.



#### GENERAL SETTINGS

Click on the gear icon then **General**. Check the boxes according to your preference.



**Start VSee when computer starts** - Launch VSee Messenger as soon as you boot your device.

**Show network warnings** - Automatically show warnings if you or other participants experience network issues during a call.

**Mute chat notifications when in call** - Check this box if you do not want to hear any chat alert while in a call.

**Merge video windows** - Will always merge all video windows when you are in a call.

**Automatically accept calls from** - By default this is disabled. If you enable this, select if **all users** or **selected users**. If you choose selected users, type the name of the contact you wish to add. To remove from the list, right-click on the contact.

#### HOW TO USE A STETHOSCOPE WITH VSEE MESSENGER

Please go to <https://help.vsee.com/kb/articles/use-a-stethoscope-with-vsee-messenger>

Having problems with your camera, mic or speaker? Contact us at [help@vsee.com](mailto:help@vsee.com)