Audio, Video and General Settings for VSee Messenger

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

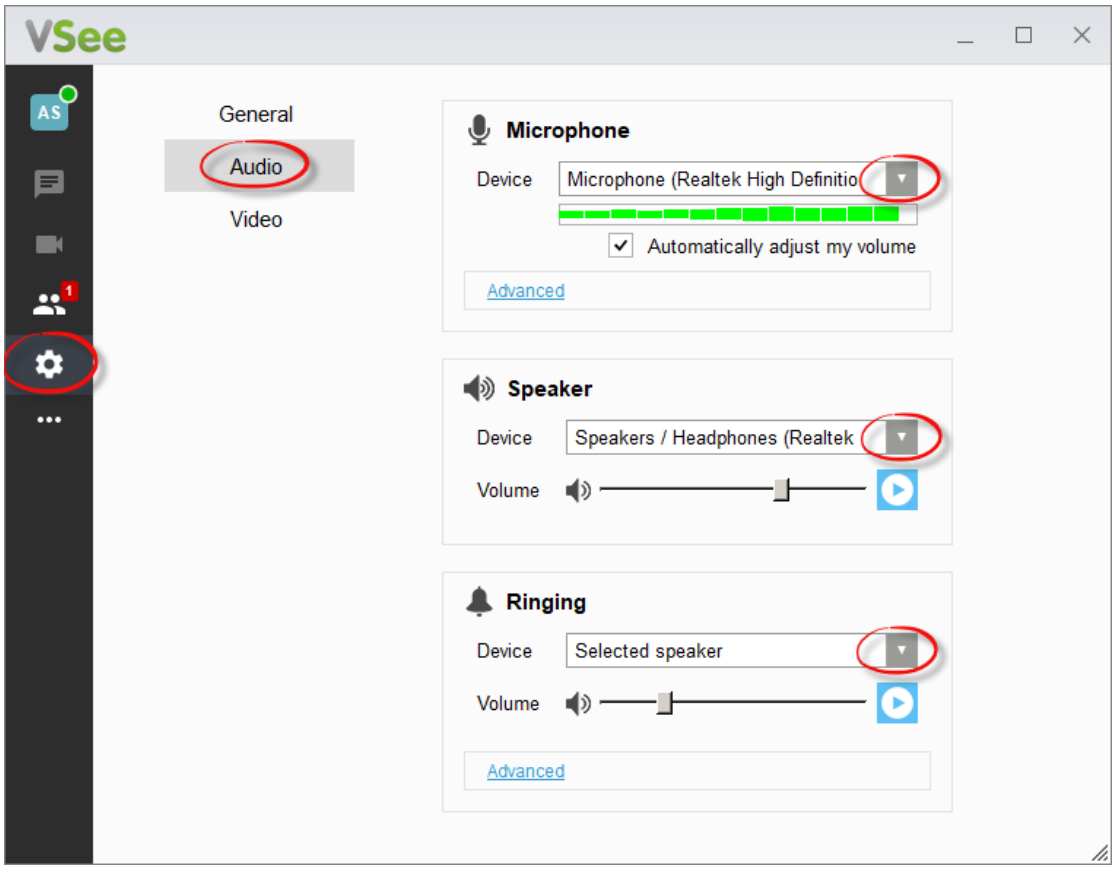
RUN A GUIDED AUDIO/VIDEO CHECK

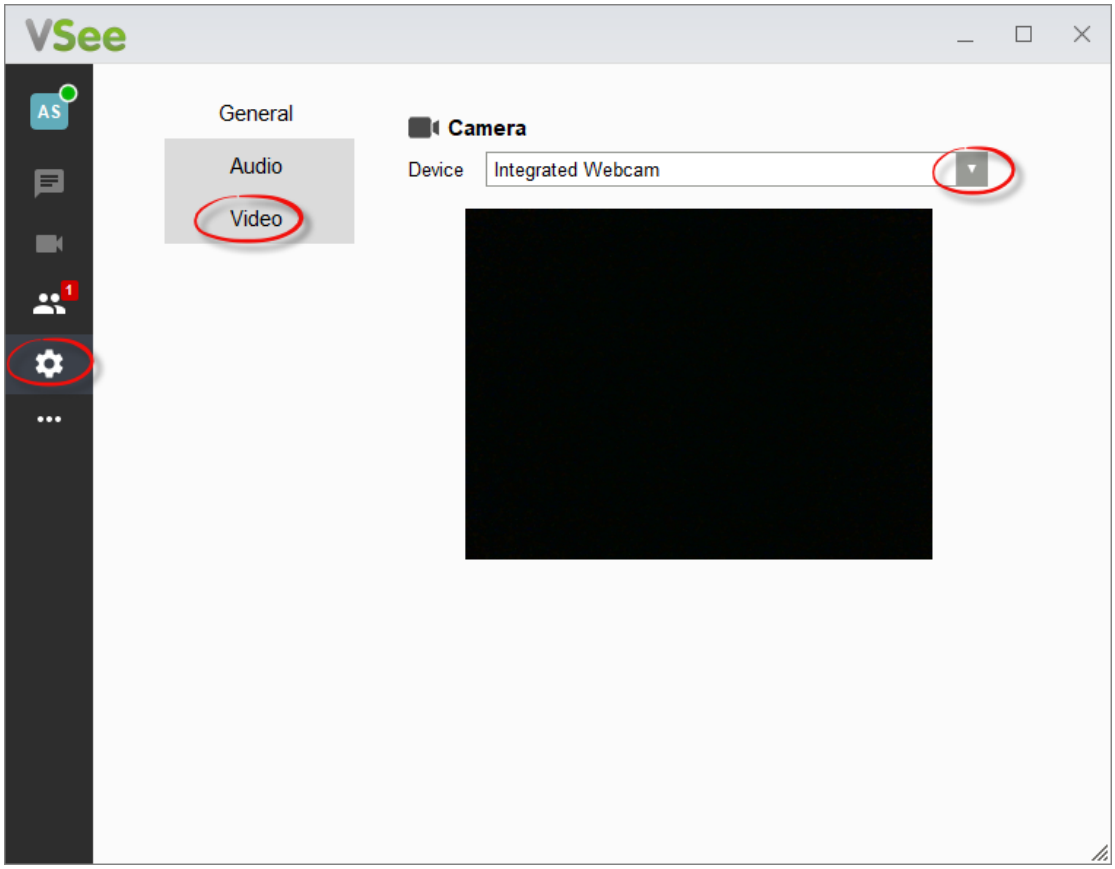
Run it here and please follow the instructions.

MANUALLY CHECK YOUR AUDIO AND VIDEO SETUP

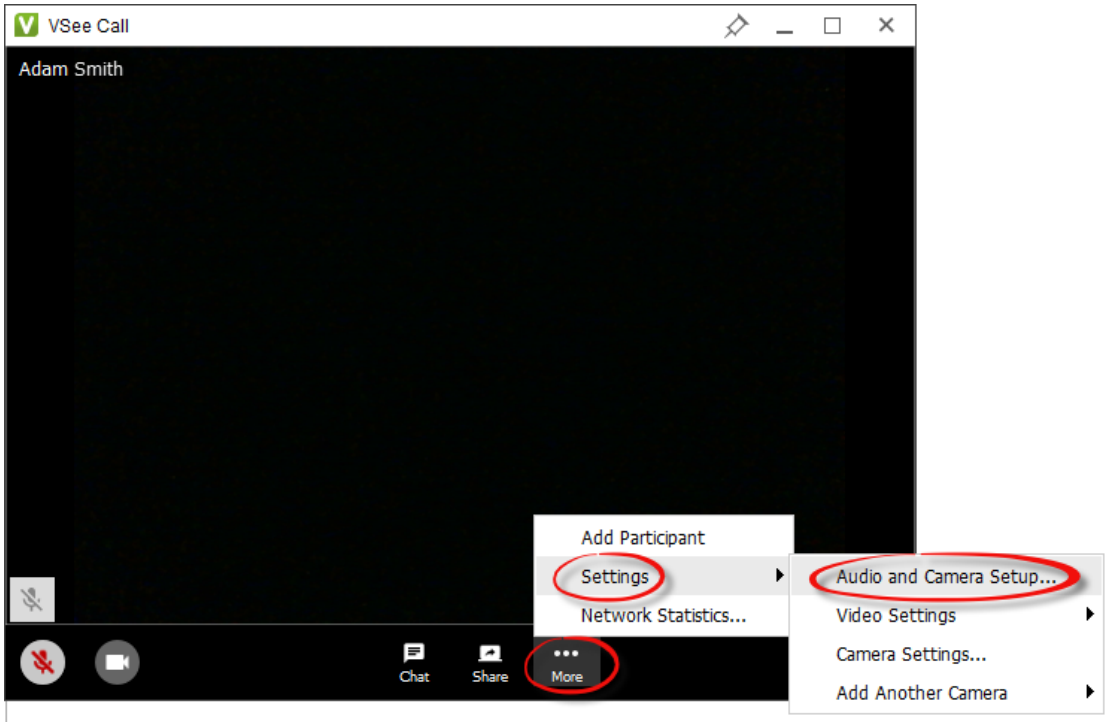
1. Open the VSee Messenger app.

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** > **Setting**s > **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).

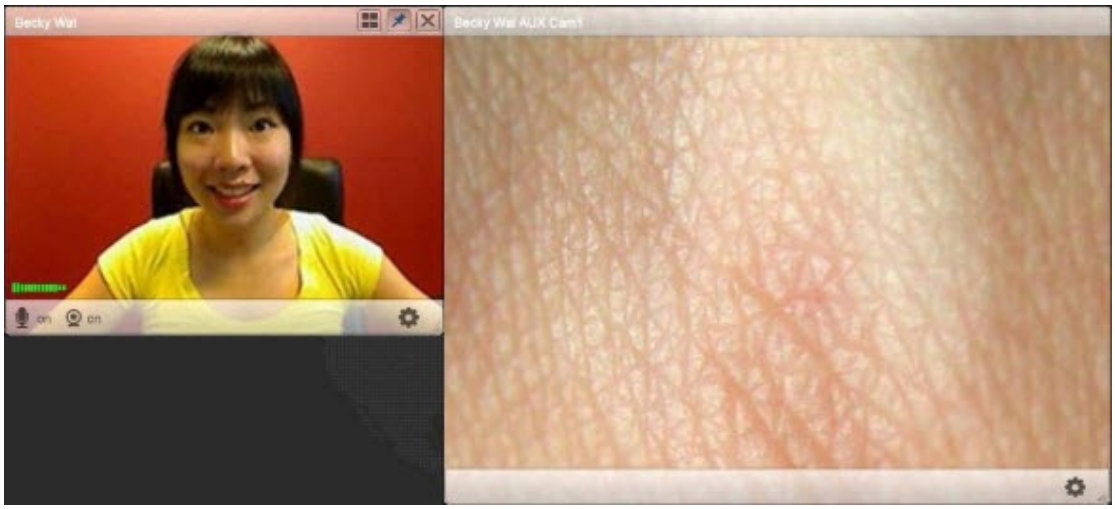
- **Resolution** - Refers to the number of distinct pixels that could be displayed in each dimension. Choose between *Low, Medium*, *High (480p)* or *HD (720p)*. Recommended setting is *High (480p)* but lower it if you are having network and CPU usage issues.

- **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.

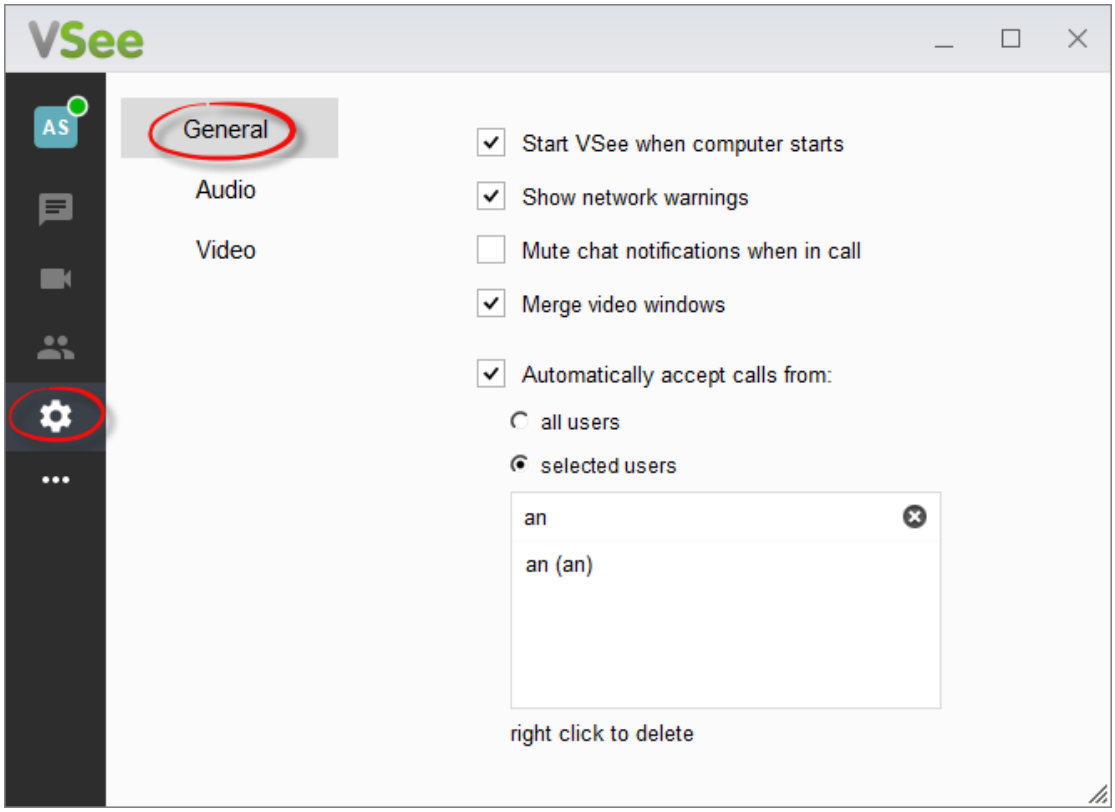
Camera Settings - Adjust your camera filter and proc amp settings (optional).

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