



Download and Install VSee Messenger

- 2023-09-22 - FAQs

Downloading and installing VSee messenger to computers can be done with ease. Users can do it in a few minutes and will be able to use the app right away by following the steps listed below.

[How to Install on a Windows Computer](#)

[How to Install on a Mac](#)

[Unable to Download or Install](#)

[Scope and Limitations](#)

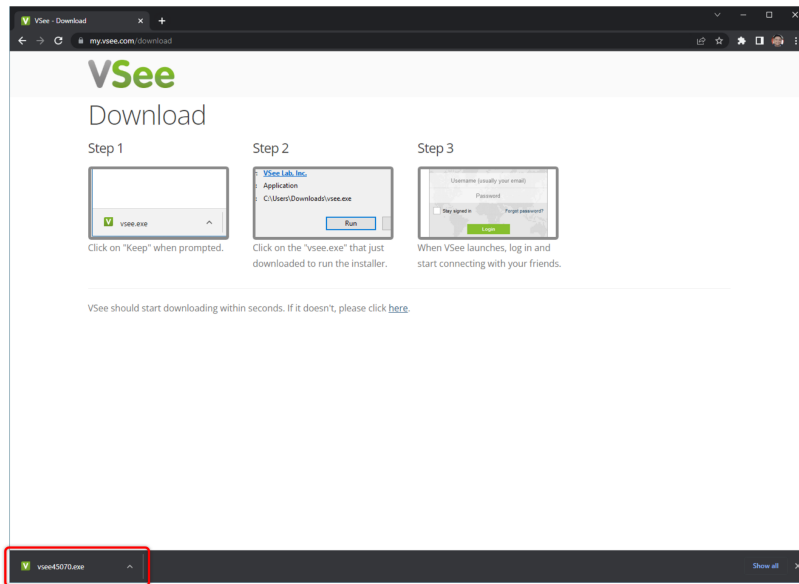
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Windows Installation

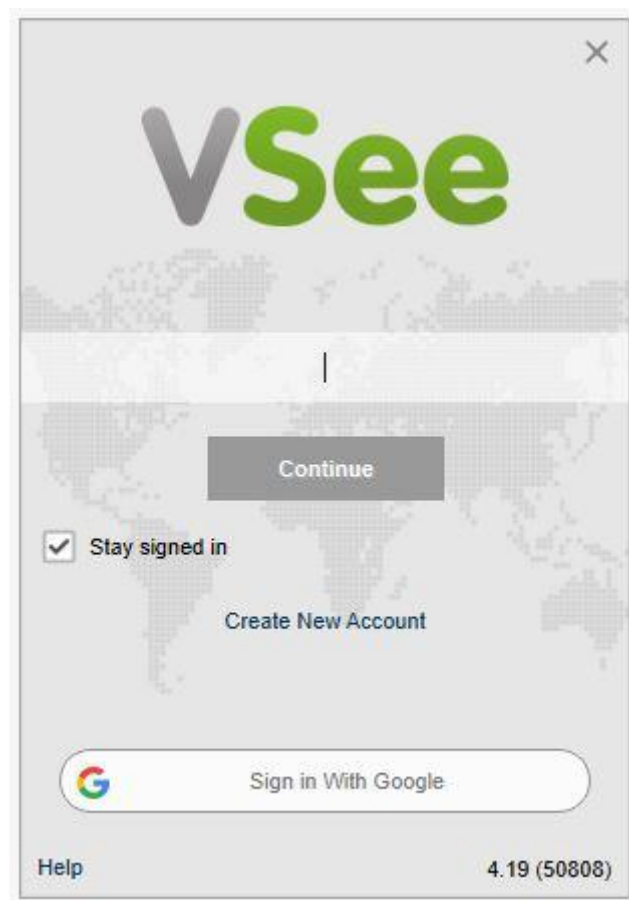
1. Open a browser and go to [VSee Download](#). The download should start automatically and will be saved on your downloads folder by default

2. Click on the **downloaded file**.

*Note: If you don't see the downloaded file at the bottom of your browser, you may go to your downloads folder or enter **Ctrl + J** which will open your browser's download manager.*



After clicking on the file, the installation should run by itself and show you the login page when done. Please note that depending on your computer's settings you may get a pop-up or a window asking your permission to proceed with the installation.



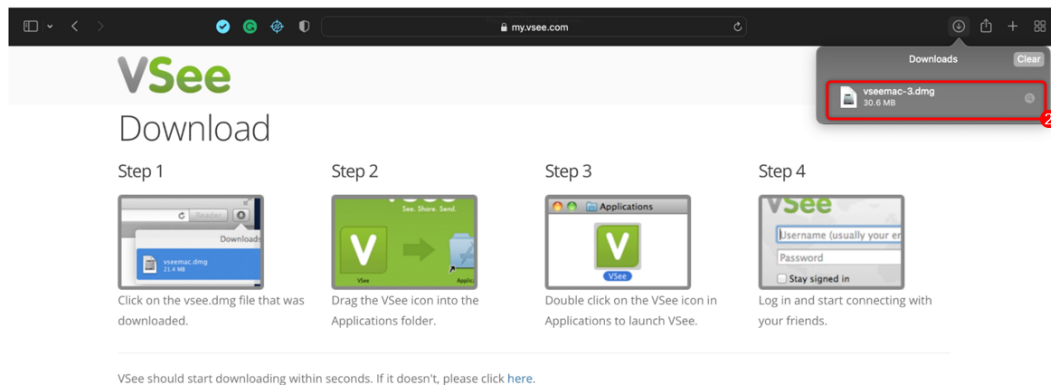
Upon logging in with your VSee Messenger account, you will be asked to test your camera and microphone. This is to ensure that the correct device is selected for the app to access.

Mac Installation

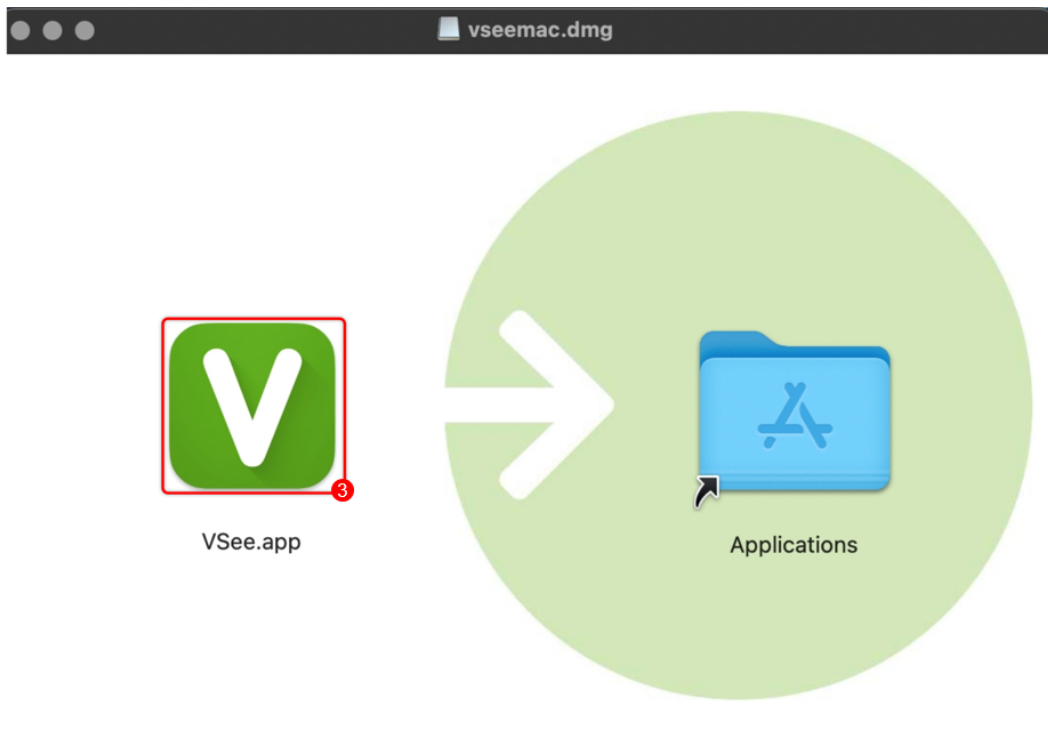
1. Open a browser and go to [VSee Download](#). The download should start automatically and will be saved on your downloads folder by default

2. Double-click on the **downloaded file**

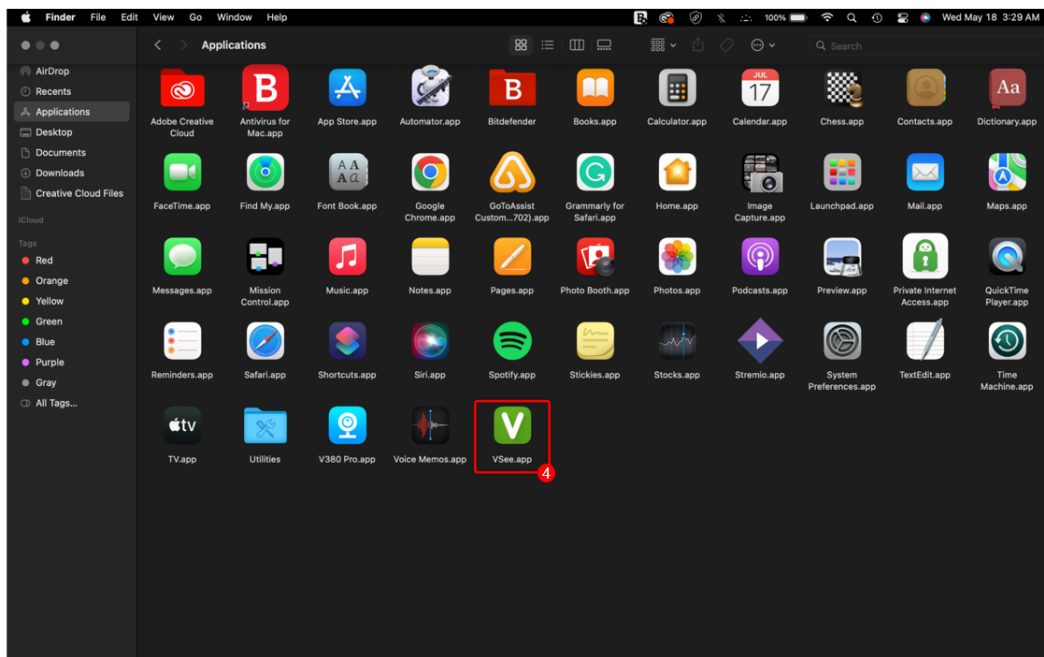
*Note: If you don't see the downloaded file at the bottom of your browser, you may go to your downloads folder or enter **Ctrl + J** which will open your browser's download manager.*



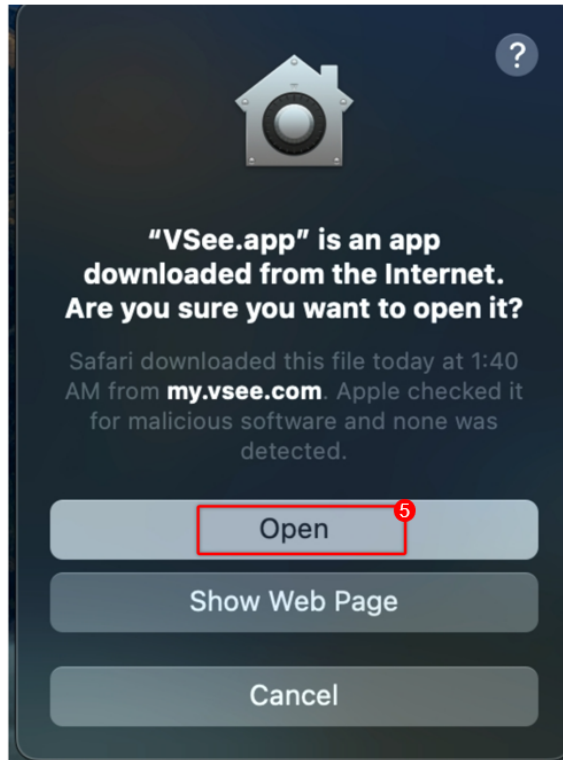
3. Drag (click and hold to drag) the **VSee icon** into the **Applications folder**.



4. Double-click on the VSee icon in the Applications folder to launch VSee.



5. Click **Open**.



6. Under **Security & Privacy**, select **Screen Recording**.

7. Check the **box for VSee**, a prompt will then appear if you want to restart the app, choose **Later**.

Note: Depending on your computer's settings, your system preferences may be locked. To unlock it, simply click on the Lock Icon in the bottom left corner and enter your computer's password.



Unable to Download or Install App

For some users that are on computers provided by their office or workplace, they could be managed by your IT team and may limit your option to download and install new apps. If this is the case, you will need to coordinate this with your IT team to get their permission or have them do the installation instead.

Scope and Limitations

- Please check this link to ensure that the device you are using will be able to run VSee Messenger: [VSee Messenger System Requirements and Specifications](#)

Related Articles

- [Create or Sign Up for a VSee Messenger Account](#)

- [What Are The Compatible Devices & OS?](#)

If you have any questions, please contact us at help@vsee.com

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