VSeehealth

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How to Mute a Participant

Jay-Ileen (Ai) - 2023-07-10 - VSee Messenger (Providers and Patients)

There are two ways to mute participants: Mute a single participant or Mute All.

Mute a Participant

- 1. Hover over the video window of the participant you would like to mute.
- 2. Click More.
- 3. Select **Mute** from the menu option.



4. Once the confirmation pop-up appears, click on the **Mute** button.

Mute All Participants

1. Navigate to the bottom of the main video window.

- 2. Click More.
- 3. Select **Mute All** from the menu option.



4. Once the confirmation pop-up appears, click on the **Mute All** button.

Scope and Limitations:

- Only hosts can mute participants.
- Participants who have been muted will be muted for everyone in the call, not just for the host.
- Host cannot unmute participants.
- Participants who have been muted by the host can unmute themselves at any time.
- Users on older versions of the VSee Messenger and those who connected through the dial-in number won't be muted.

Need more assistance? Send us an email at <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

Tags Mute Mute All Vsee Messenger