

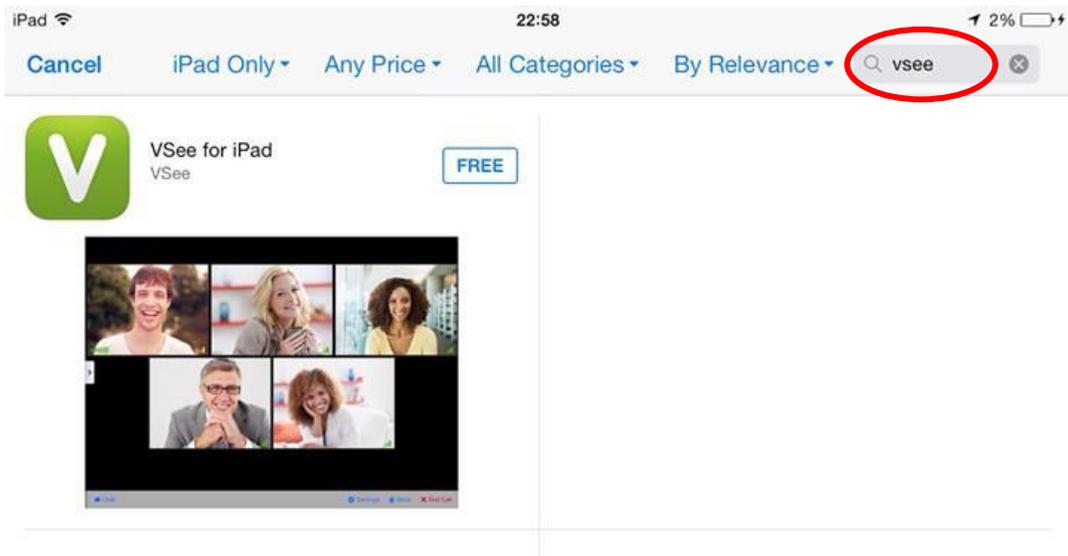


Video consultation through WLCFS Christian Family Counseling

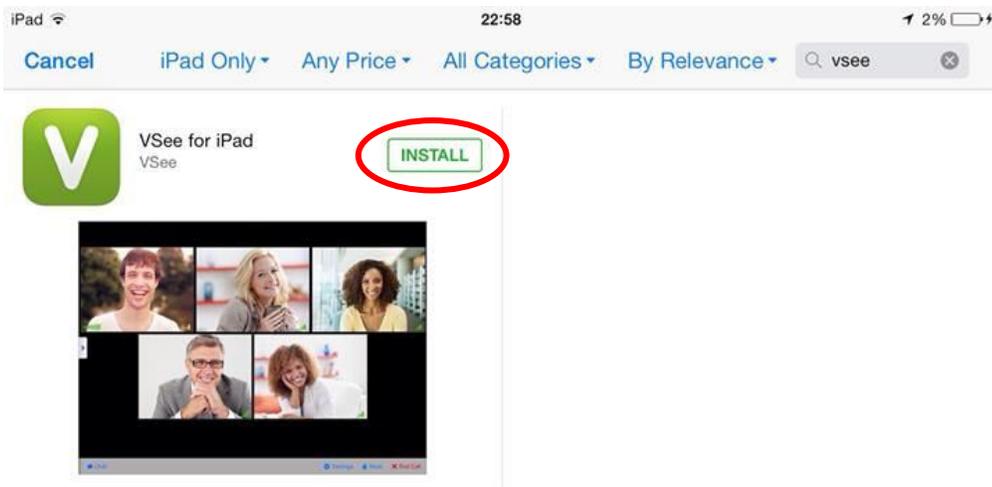
VSee iPad App Installation

A) How to install the VSee iPad application

- 1) Search “vsee” in the App Store.



- 2) “Install” VSee for iPad.

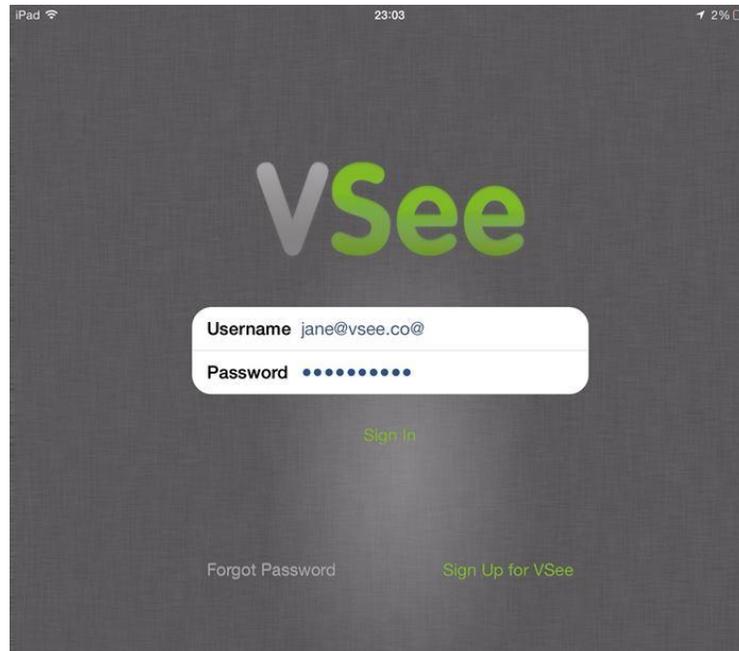


3) Once installation is completed, open “**VSee**” application.

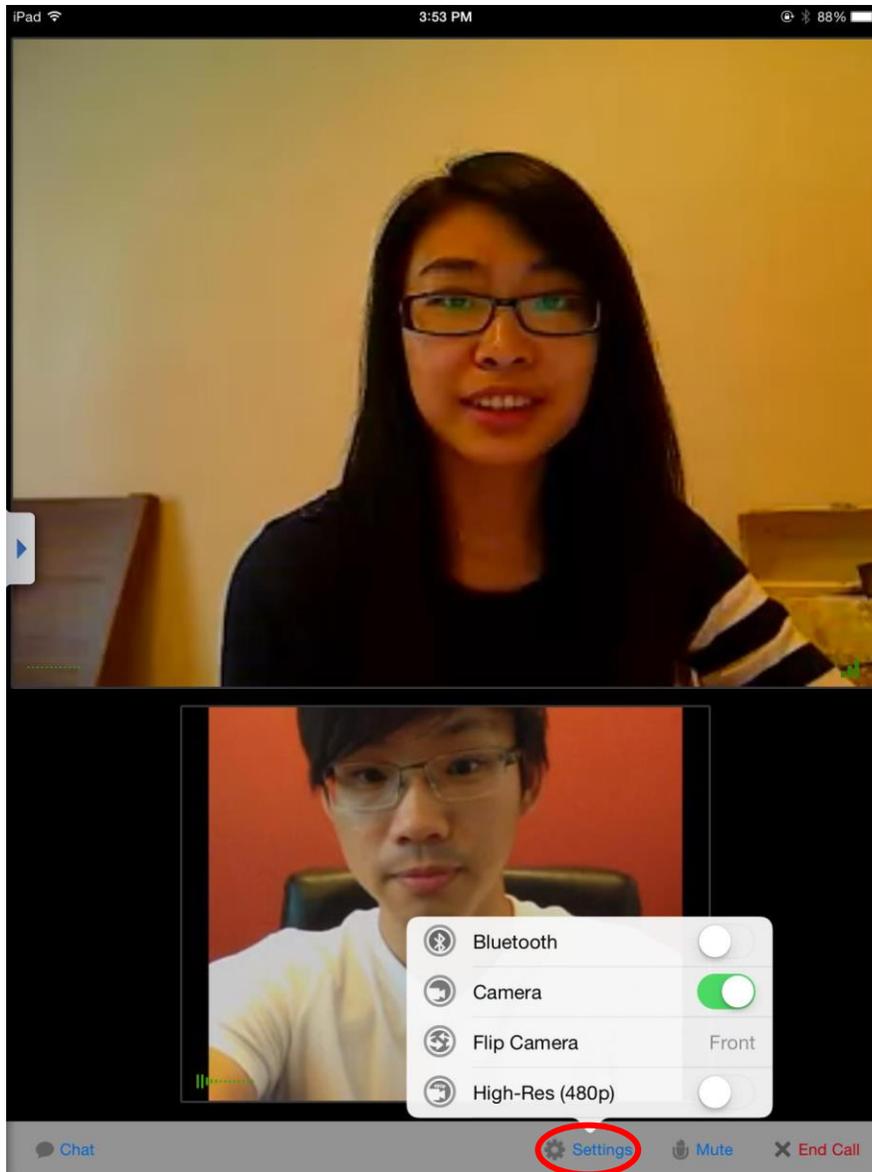


B) How to use the VSee iPad application

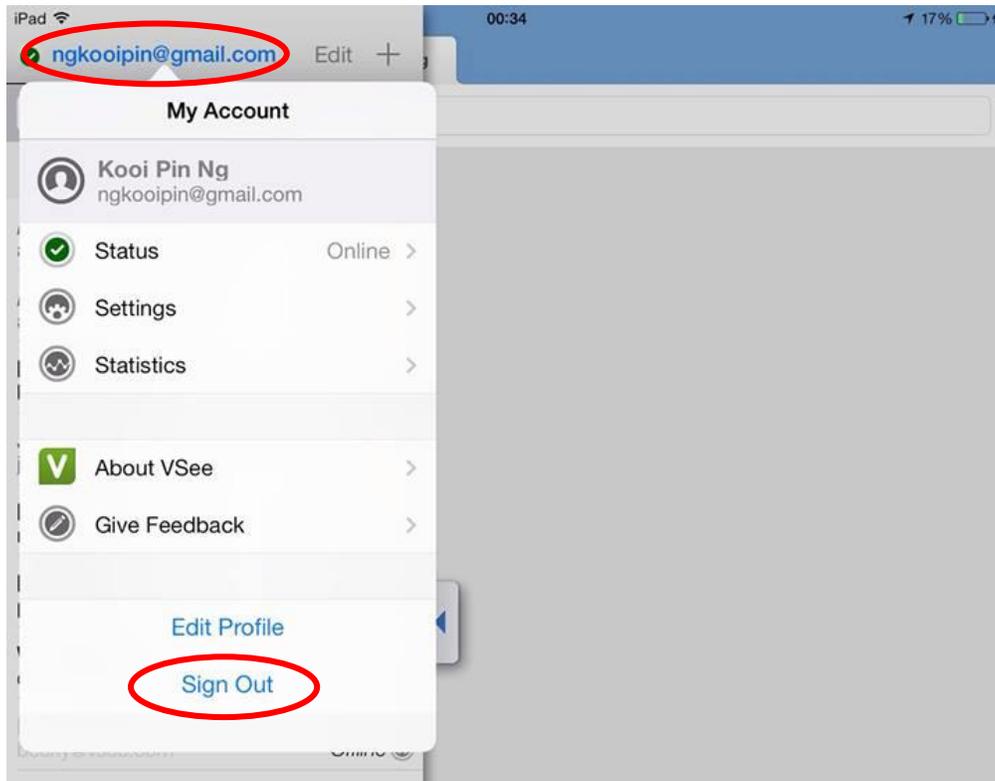
- 1) Fill in “**Username**” and “**Password**” and click “**Sign In.**” Once you have signed in, your counselor will send you a video call at the time of your appointment.



2) If you experience low network bandwidth, you can change the video resolution at **“Settings.”**



- 3) To log out from the VSee Application, tap on your e-mail on the top, then tap “Sign Out.”



Tips While Using VSee on an 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, such as 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

You can make manual adjustments by increasing the volume of the 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. If 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, and click the gear icon:
 - ➔ video settings ➔ resolution ➔ default
 - Change location—This may be due to the network coverage in your area via your Internet Service Provider (ISP), and hence you may have to move around to find the optimal connection.