



VSee Troubleshooting Guide

[Troubleshooting Audio](#)

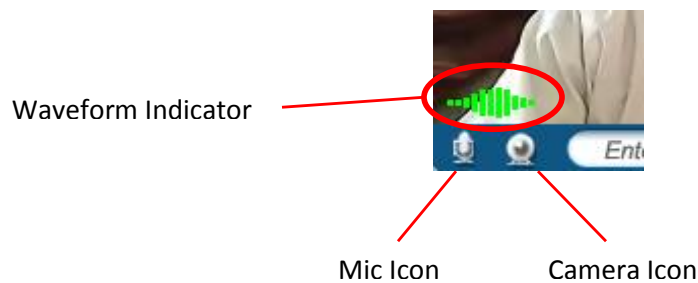
[No Audio](#)

[Echo](#)

[Troubleshooting Video](#)

[No Video](#)

[Logitech 9000 at High Resolution](#)



Troubleshooting Audio

No Audio

Prior to initiating a call, look to see that the waveform indicator is picking up your voice when you speak. If it is not, please check that the mic icon in the lower left corner of your video window indicates VSee isn't muting your mic. If it is, please click on the mic icon to turn mute off.

If it is not the case, go to VSee's drop down menu, go to Audio> Settings and make sure the proper device is selected.

If that has not resolved the issue, please go to Control Panel> Sounds and check that your mic (or recording device) is not muted through your operating system. If it is, turn mute off.

If the system's mute is already off, please check and see if you have the proper device selected in Control Panel> Sounds. Once selected (or confirmed), please run the device test to confirm it is working properly.

If you have attempted all of the above and your voice still cannot be heard by VSee, please check the [Users' Forums](#) or, if you are a subscriber, email or VSee support@vsee.com.

Echo

An echo is usually due to one participant either using Windows XP (which lacks sufficient acoustic echo cancellation), the microphone on a Logitech camera (which can be oversensitive), or the Audio In volume is turned too high, causing the microphone to pick up sound from the speakers.

Once you've determined which participant's setup is causing the echo, first try turning the Audio In volume down at Audio> Settings.

Next, have that participant try plugging in headphones or a headset. Otherwise, they should consider either a USB speakerphone or using a Windows 7 system. For more information, please refer to [VSee Basic Requirements & Setup](#).

Troubleshooting Video

No Video

Prior to initiating a call, check that there is a picture of you in your video window. If it not, first check that the VSee camera icon on the lower left corner of you video window indicates VSee isn't muting your camera. If it is, please click on the camera icon to turn mute off.

If it is not the case, return to VSee's drop down menu, go to Video> Select Camera and make sure the proper device is selected.

If it is, please check and see if you have the proper device selected in Control Panel> Scanners and Cameras. If not, reinstall the device and all needed drivers. If so, right click on the device, select "Properties", then run the device test to confirm the camera is working properly.

If, you have attempted all of the above and your picture still cannot be seen on VSee, please check the [Users' Forums](#) or, if you are a subscriber, email or VSee support@vsee.com.

Logitech 9000 at High Resolution

If, when using the Logitech 9000 at high resolution, you experience high bandwidth consumption and video delays, go to Control Panel> System or right-click on the boot partition and select Properties. Select the Hardware tab. Then click on the Device Manager button.

In the Device Manager, click on the "+" next to "Imaging Devices". Click on the Logitech camera. Select the Driver tab. If the camera's driver is 11.[x], update to the most recent driver (12.10.[x]).

This concludes our Troubleshooting guide. We hope you have found it helpful. If you have any feedback about this document, please email support@vsee.com. For additional aid, please see our [User Forums](#), [Blog](#), or [How To](#) page. If you are a commercial user, you may also phone us at 866-496-3306, or VSee with us at support@vsee.com

Please also refer to our *User's Manual* for aid in learning the major features of VSee or the *VSee Basic Requirements & Setup* for a more in-depth discussion on setup.

Thank you for using VSee! We expect you'll enjoy the experience.