



# Installation Guide and User's Manual

**Welcome to VSee!** Let us walk you through all the major features of our product. It's easy, intuitive, and you'll be using it like a pro in no time!

## Contents

Installing VSee.....	2
Opening VSee.....	6
Making Your First Call .....	9
Answering a Call.....	11
Hanging Up a Call .....	12
The Address Book .....	13
Adding a Contact.....	13
Interpreting Contact Status .....	14
Setting Your Own Status .....	14
Organizing Your Address Book.....	15
Deleting Old Contacts and Groups.....	16
Chatting/IM.....	17
Private Chat.....	17
Group Chat.....	19
Adjusting Audio Levels for Individual Participants.....	22
Other Functions of the Video Windows.....	23
Add a Contact.....	23
Add to Meeting .....	23
Keeping Windows on Top of Applications .....	23
Resizing Video Windows .....	23
Camera and Microphone Mute Controls on Your Window .....	24
Your Video Window Menu (the major features of VSee) .....	25
How to Host a Meeting/Group Call .....	25
How to Share Desktops, Windows, and Applications.....	27
Working with “Record...” .....	29
Working With Shared Items.....	30
File Transfer .....	33

# Welcome to VSee! Let's help you get started...

## Installing VSee

If you haven't already installed VSee, let us walk you through the process. After that, you'll want to work through the rest of the User's Manual and familiarize yourself with all the tools available in VSee.

- 1) Go to [www.vsee.com](http://www.vsee.com).



The screenshot shows the VSee website header with navigation links: Solutions, Features, Pricing, Blog, About Us, and Support. Below the header is a large image of a Microsoft Excel spreadsheet with a 3D bar chart. A yellow arrow points from the 'Share' button in the Excel window to a 'Free download' button on the right. The text 'one-click application sharing' is overlaid on the Excel window. To the right of the 'Free download' button, there is a testimonial from Paul Gierow, CEO of GATR, and a '30-day trial for commercial use' note.

**Free download** ↓

Free for personal use.  
30-day trial for commercial use.

*"I love the speed and simplicity of VSee's user interface: one click application sharing, one drag to transfer a file, and one click video conferencing."*

Paul Gierow, CEO of GATR

### VSee Shortens The Sales Cycle

What if you could bring key engineers on your sales calls, tour a remote factory, show documents you didn't have with you, personally introduce your senior management – all the things you need to complete a sale from start to finish right in your first meeting? [Find out how >](#)

### VSee Enables Remote Offices

What if you could pop by your coworkers' offices on the spur of the moment, work in applications together, drop documents onto people's desks, share the latest news and gossip, and just plain be more productive as a team than ever before... while thousands of miles apart? [Find out how >](#)

### Case Study: GATR Technologies

GATR is the manufacturer of the world's first inflatable satellite communication terminal for first-in and back-up communications, broadcast television, and other communications in remote environments. [Read more >](#)



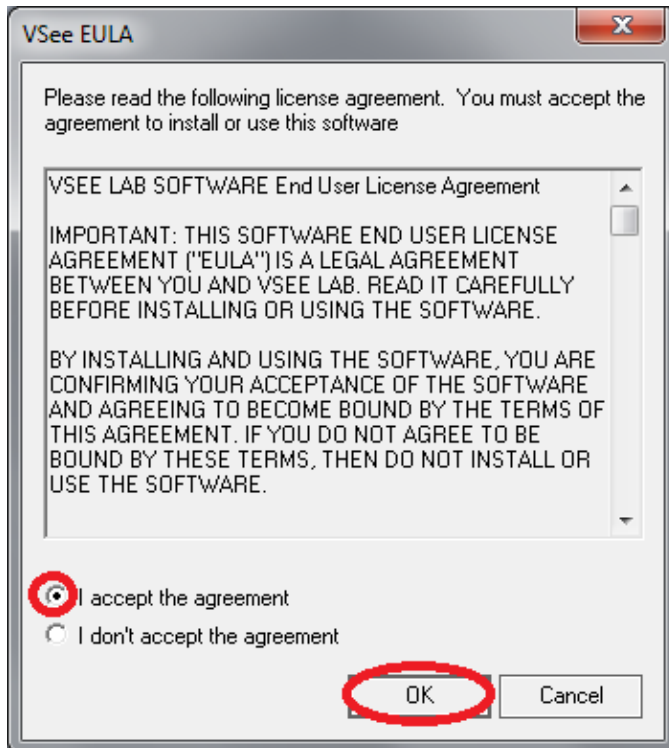
Serving over 5000 enterprises worldwide

- 2) Click on



A yellow button with the text 'Free download' and a white download icon (a downward arrow inside a circle).

- 3) Follow the prompts from your browser and security software, always opting to save or run. Run vsee.exe.
- 4) You will now see the VSee EULA (End User License Agreement). Please read the information. When finished, click "I accept the agreement" followed by clicking "OK".



- 5) Now you will see the VSee login dialogue box. If you already have a VSee account, enter your Username and Password and skip to step 11. Otherwise, click on "Create New Account".



- 6) Create a username and password and enter them into the correct fields. Retype your password in "Confirm password". Then enter your e-mail address and click "CREATE".



The image shows the VSee registration form with the following fields: Username, Password, Confirm password, and E-mail address. Below the fields are two buttons: CREATE and CANCEL. The VSee logo is in the top left corner, and the contact information "support@vsee.com - 866 496 3306" is at the bottom.



The image shows the VSee registration form with the following fields filled: Username (john), Password (\*\*\*\*\*), Confirm password (\*\*\*\*\*), and E-mail address (sample@sample.com). The CREATE button is highlighted with a red oval. The VSee logo is in the top left corner, and the contact information "support@vsee.com - 866 496 3306" is at the bottom.

If you get the following...



The image shows an error message: "Registration error: This username is not available". The OK button is highlighted with a red oval. The VSee logo is in the top left corner, and the contact information "support@vsee.com - 866 496 3306" is at the bottom.

...or something similar (“password not available”, etc.), don’t worry. Just click “OK” and choose another username or password.

- 7) CONGRATULATIONS! You now have a VSee account! Please see the Making Your First Call and Opening VSee on the following pages to get started with your account!



**Thank you for choosing VSee. We hope you enjoy its use for years to come.**

## Opening VSee

Once you have created a VSee account and closed it for the first time, you'll certainly want to run it again. Friends, coworkers, customers, etc., cannot call you if you are not logged into VSee. Likewise, you can't call out.

- 1) First, open the "Start" menu on your computer, by clicking on the button on the bottom left of your screen. In XP, this button actually says "Start".

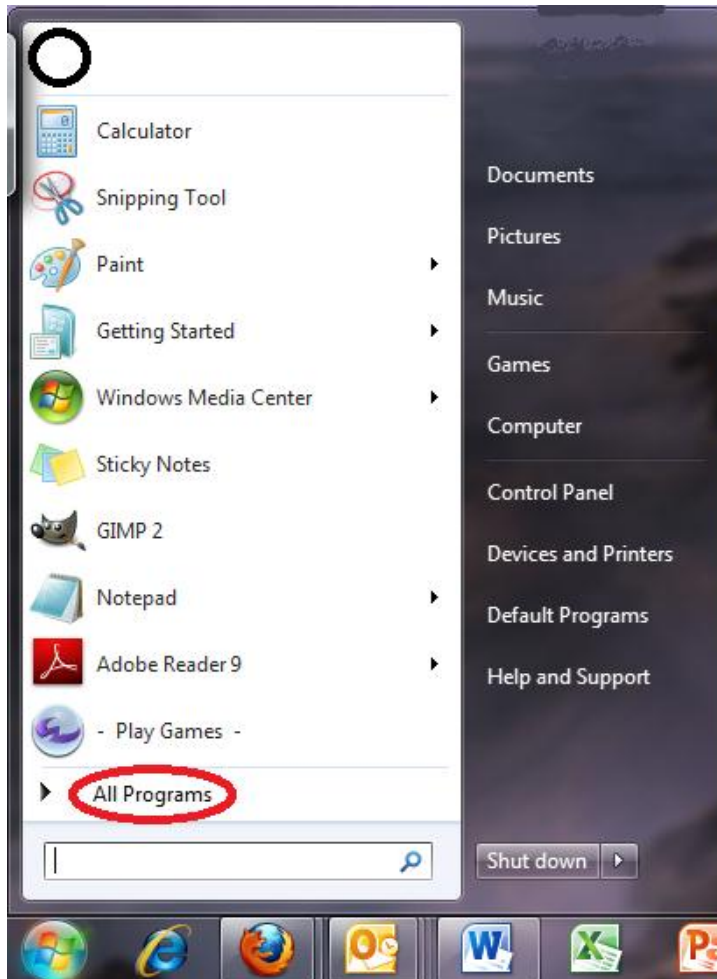


Start Button in Vista and Windows 7

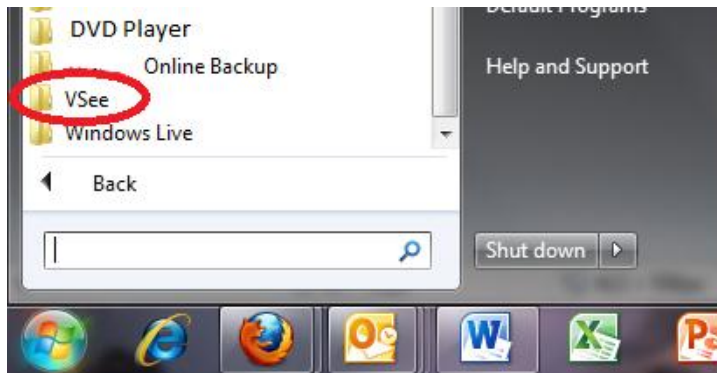


Start Button in XP

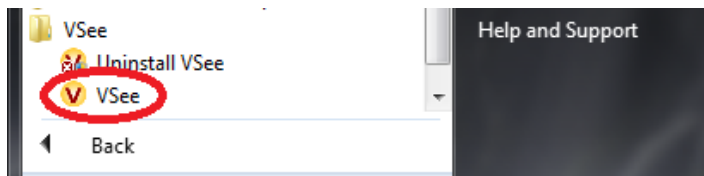
- 2) You will then see your Start menu. Click on "All Programs".



- 3) When the list of programs on your computer appears, find the VSee folder and click it.



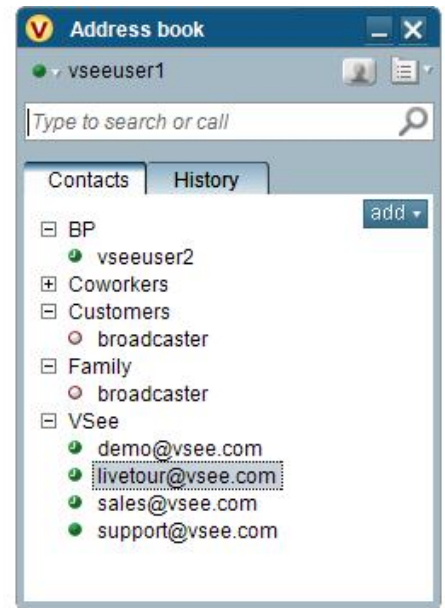
- 4) You will see "Uninstall VSee" and "VSee". Click "VSee".



- 5) The VSee login dialogue box will appear. Enter the Username and Password you created when you installed VSee.



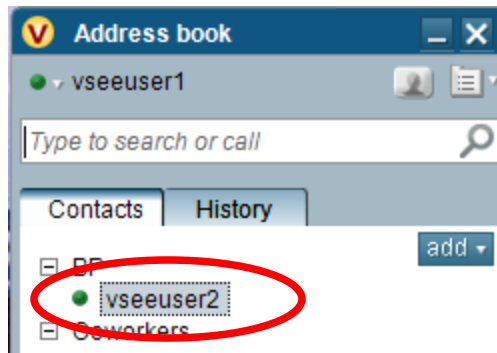
- 6) Voila! A frame with video of you should appear in the upper left corner of your screen, while the address book bar appears along the right hand side! You are now ready to call someone!



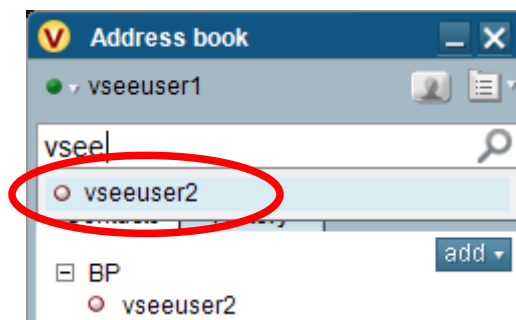
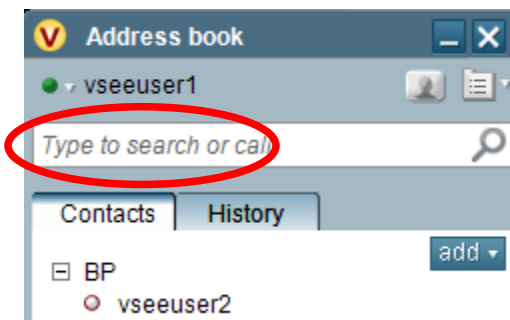
## Making Your First Call

Before making your first call, you must know someone's VSee Username (aka VSee ID). Or you can choose to call one of the support IDs that automatically populate your address book. We suggest getting a friend or coworker to set up an account so that you may test VSee with each other.

- 1) There are two ways to call someone by knowing their VSee ID. You may double-click on them within the Contacts tab area of your Address book...

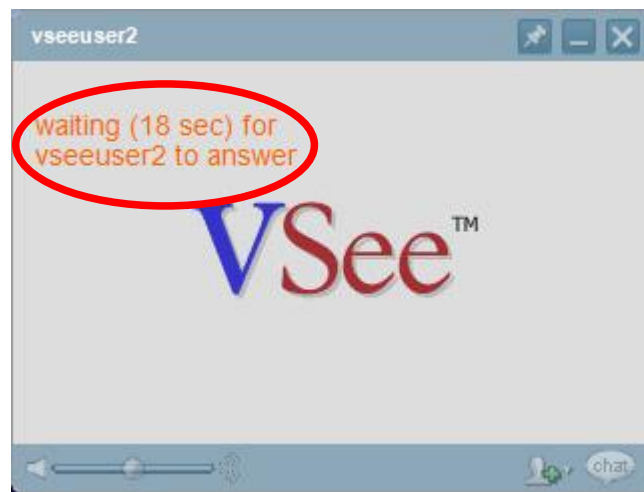


.... Or you may enter the ID in the "Type to search or call" field in your Address book and hitting "ENTER" (note this also triggers the search function)



Entering the ID triggers the Search function.  
You may click on the addresses that come up or finish typing and hit ENTER.

2) If your party is available, you'll see:



3) When the recipient answers, congratulations, you've made a VSee call!



## Answering a Call

Answering a call is the simplest thing.

- 1) First, be logged into VSee. If you are not on VSee, people will not be able to call you.
- 2) Next, you'll see a screen like the following:



- 3) Click "accept" to take the call or "decline" to ignore the call.

## Hanging Up a Call

This is almost as easy as answering.

- 1) First, scroll your cursor over the other person's video window. This will reveal the menu bars for the window.



- 2) Next, click the  button in the person's window.



- 3) You have now ended the connection to that caller.

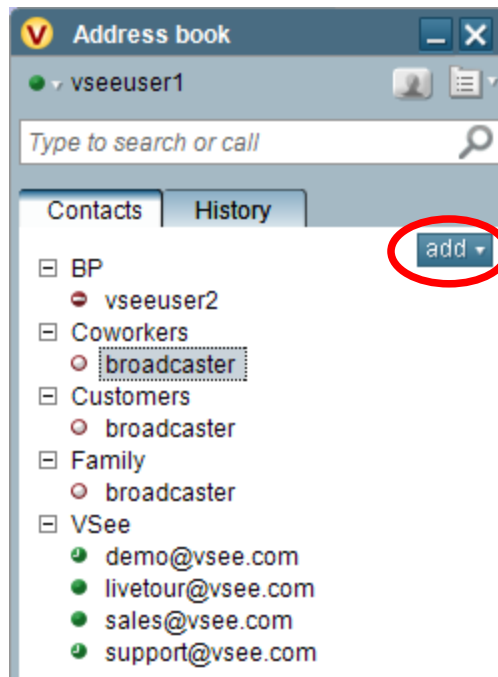
## The Address Book

There are four main features of the address book. The first, covered in “Making Your First Call”, is allowing you to make a call directly from the “Type to search or call” field. The second is to allow you to add and organize the IDs of other VSee users so you can see if they are available to talk and let you call them with one click. Thirdly, you can inform others whether you are available to be called or would prefer to be left alone. And last, you can easily see your call history, along with the start time of the call, to make responding easy.

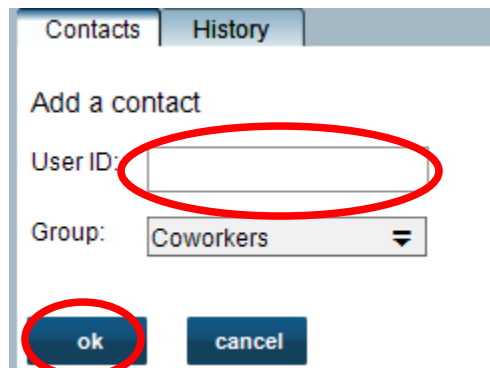
Since we’ve already covered making a call, we’ll begin with...


### Adding a Contact

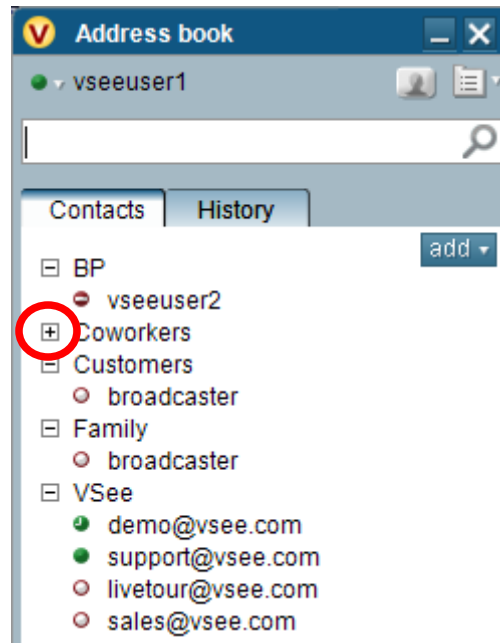
- 1) First, click “+add” on the top right side of the Contacts tab. Then select Add contact.



- 2) Next, enter the contact’s User ID , then click “ok”.








- 3) The ID will now show up in your address book. You may need to click on  next to the associated Group, in order to see the IDs in that group.



### Interpreting Contact Status


Adding contacts is nice, but it's even nicer to know if they're available to talk and collaborate. VSee's address book includes five status indicators:

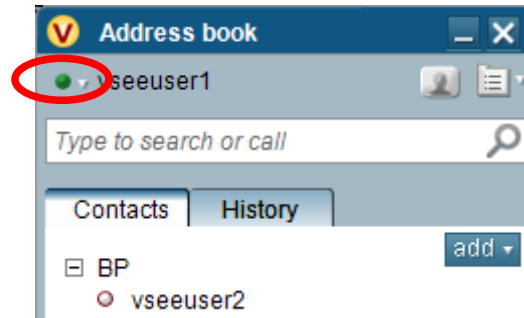
-  = indicates available and likely to answer
-  = indicates is logged in, but there has been no activity for a while...VSee may be on but the contact may not be at their computer
-  = indicates the contact is either offline or hiding (online, but not wishing to be called); you may try calling, but likely won't answer
-  = indicates busy or on a call; may or may not answer; possible to create a group call
-  = indicates unknown status or unregistered user

### Setting Your Own Status

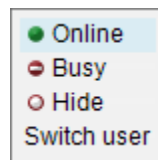
When you are offline, anyone with your ID listed as a contact in their address book will see you listed as offline/hidden. When you log onto VSee, your status automatically is listed as "Available". If you make or receive a call, your status will appear as "Busy" for others, but as "Available" on your address book to remind you others may still call.

To change the status shown to others:

- 1) Click on the  symbol next to your ID in the top left of your address book.



- 2) To inform others that you are busy (perhaps on the phone or trying to concentrate) but may still answer VSee, select “Busy”. To indicate you are not at all available, select “Hide”. You may change to any status setting, including “Available”, at any time.



### Organizing Your Address Book

Organizing your address book is done with three operations: creating contact groups; “drag ‘n drop” group assignment; deleting old contacts and groups.

To create a contact group, you may either:

- 1) Click “+add” and select Add contact.
- 2) Add a contact’s ID.
- 3) Rather than accept the default group or assigning to a current group, select “New Group”.
- 4) Enter a group name (“Family”, “Customers”, etc.).
- 5) Click “ok”.

That contact will now appear in the new group.

To enter a group without entering a contact:


- 1) Click “+add” and select Add group.
- 2) Enter a group name (“Family”, “Customers”, etc.).

- 3) Click “ok”.

You may add more contacts to that group following the “Add a Contact” instructions above, but selecting a desired group from the “Group:” drop down menu before hitting “ok”.

Alternatively, you may right click on a group name in your main address book window and select “Add to group”.

To assign existing contacts to different groups:

- 1) Open groups containing the contacts to be moved by clicking the  button next to them.
- 2) Select the contact by holding the left mouse button down.
- 3) While continuing to hold the button down, drag the cursor over the name of another group.
- 4) Release the mouse button.

The contact should now appear in the selected group and no longer appear in the prior location.


### **Deleting Old Contacts and Groups**

You may delete old contacts and groups at any time by right-clicking over the group name or contact ID and selecting “Delete”.

## Chatting/IM

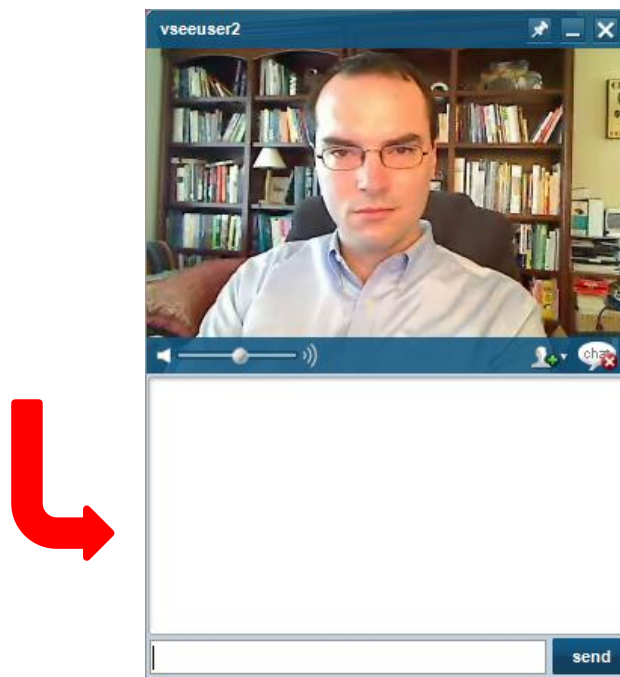
There are two forms of chat that may be used in VSee: Private and Group. Private chats can only be seen by the target participant on a call, while the group chat may be seen by everyone on a call. You may have multiple private chats simultaneously on any given group call, but only one running group chat.

### Private Chat

- 1) Move your cursor over the target participant's window. This will reveal the menu bars.
- 2) Click on the  Chat balloon icon in the lower right corner.



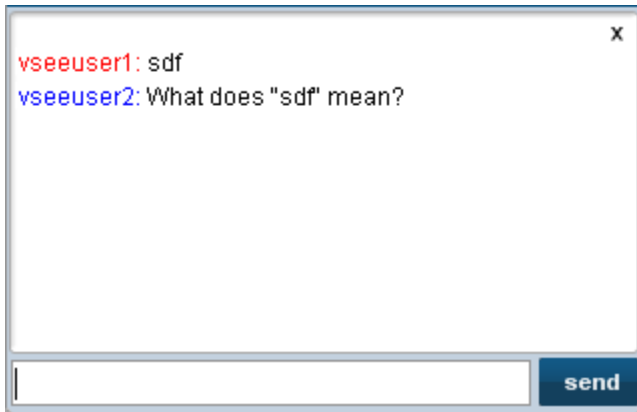
- 3) This will reveal the chat screen.




- 4) Type your message in the field, then the “ENTER” key or click the “send” button.




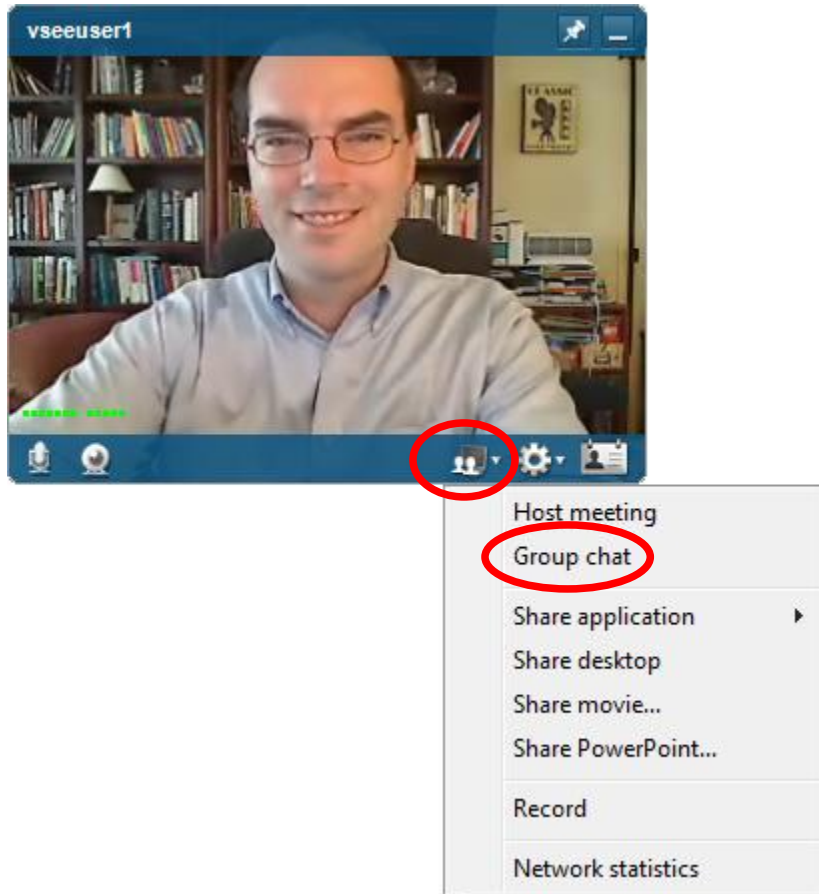
- 5) Your message will show up on the screen. Any message from the target will be seen in a different color.



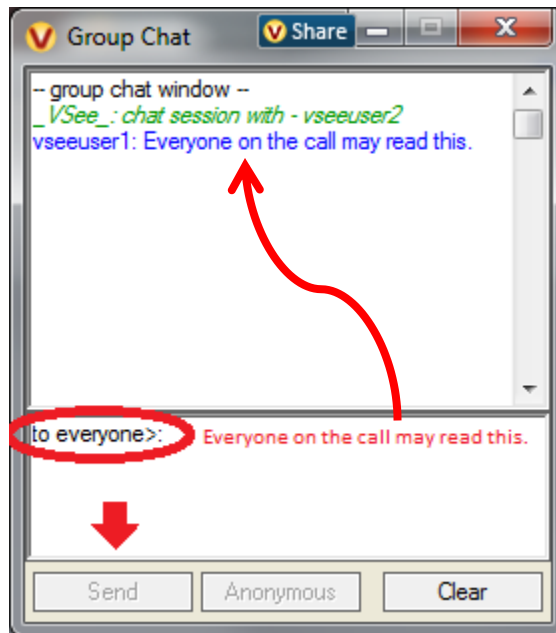
- 6) To close the chat window, click the  icon in the other party’s video window. You’ll notice it replaces the regular Chat balloon icon. If you click on the Chat balloon again, your chat history with that target will reappear. (You may also access chat history by right-clicking an ID in the Address book.)

## Group Chat

- 1) Move your cursor over your video window (not a participant's) to reveal the menu bars. Click on the Meeting tools icon  in the lower right hand corner to reveal your Meeting tools menu. When the menu is revealed, click on "Group chat..."

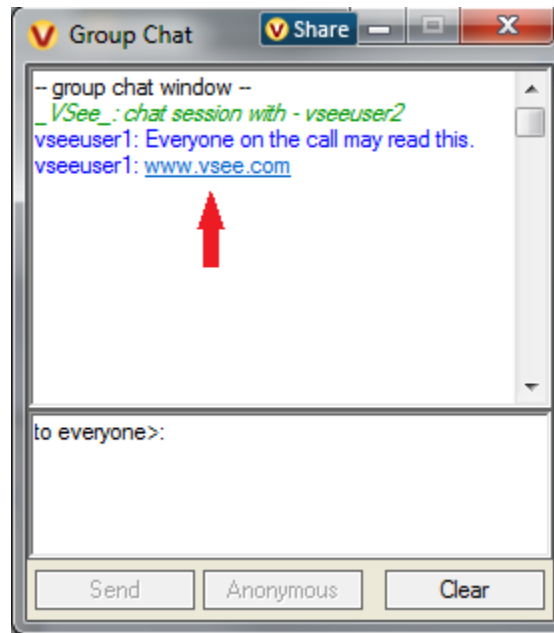


- 2) This will bring up the group chat box. Type your message into the box at the bottom after "to everyone>:" You may either hit the "ENTER" key or the "Send" button post the message. Notice that you ID is shown so the other participants may know who commented.



- 3) You may choose to post a message anonymously. To do this, simply hit "Anonymous" instead of "Send" or the "ENTER" key. All chat messages you post after will be labeled "anonymous". To turn off anonymity, hit "Anonymous" again.
- 4) From time to time, the group chat window will fill up. Also, it remembers other group chats that you've had in prior conversations (the participants cannot see these). To clear your window (not the participants'), click the "Clear" button to the right of "Anonymous".

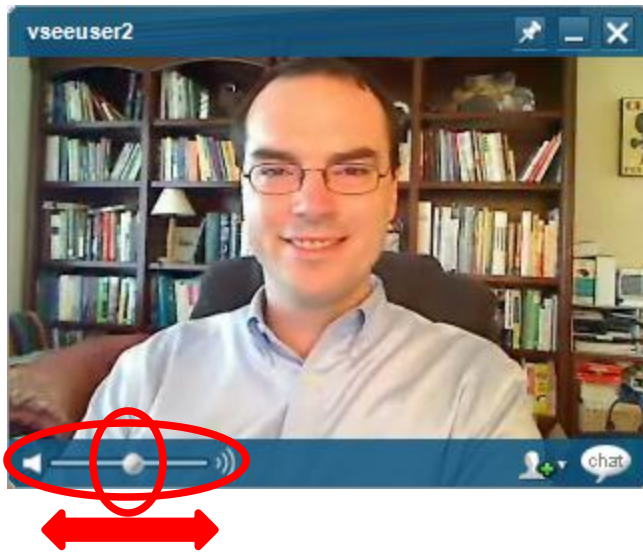
- 5) You may also enter URLs into the chat. Note in the example that the URL typed in is already hyperlinked in the chat window.



## Adjusting Audio Levels for Individual Participants

You'll notice often that different participants use different microphones. Also, some talk loudly, others softly, and some in the middle. In order to help you adjust how you're hearing everyone on a call, VSee has enabled you to adjust each participant's volume level individually. It's a very easy adjustment.

- 1) Scroll over the target participant's window to reveal the menu bars. On the bottom left you'll see a volume slider. Simply drag the dot in the slider to the left to reduce the participant's volume, or to the right to increase the volume. Repeat with each participant whose volume you'd like to adjust.




## Other Functions of the Video Windows


Aside from adjusting volume, opening a private chat window, and hanging up from the drop down menu, you can also do several other functions to the windows themselves.

### Add a Contact

In addition to the methods of adding a contact described in Adding a Contact, you may do so from the target participant's window during a call.


Scroll over the target participant's window to reveal the menu bars. Click the  button to bring down the drop down menu. Select "Add to contacts". The participant will automatically be added to the address book in the group "Default Group". Once a participant has added to the address book, the option to add them disappears from the menu.

### Add to Meeting

Often someone will call you directly (or you will call them directly) although you are already participating in a meeting. If you would like to make them a participant in the meeting, scroll over the target participant's window to reveal the menu bars. Click the  button to bring down the drop down menu. Select "Add to meeting". The participant is automatically added to the meeting. You must already be on a meeting for this to work. Otherwise, start a meeting using the methods discussed on page XX.

### Keeping Windows on Top of Applications

You may find during a call that you want to see the participants even when you are moving application windows around your desktop. You may also adjust the size of the window. VSee makes customizing the desktop of your meetings easy.

Scroll over the target participant's window (or your window) to reveal the menu bars. Click the Push Pin  button. The window is now "pinned" to the top of the desktop.

### Resizing Video Windows

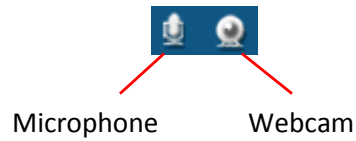
Place your cursor over the edge of the video window so that your cursor becomes a double-headed arrow. Hold down the left mouse button and drag the video window to the desired size. This can be done individually for all windows, whether yours or a participant's.

An alternative way to resize windows, and very handy for restacking video windows when your desktop becomes cluttered, is to hold down the Control key ("CTRL") and the "+" or "-" keys. "+" increases the window sizes, "-" decreases them.

Likewise, holding down the Control key and the letter "T" will reposition all the video windows on your desktop in an intelligent manner. This is a great way to find "missing" windows if you've inadvertently dragged a window off the edge of the desktop or simply have too many windows to keep track of them all.

## Camera and Microphone Mute Controls on Your Window

If you look at the left hand side of your video window's bottom menu bar (if you are on a call you will need to put your cursor over your window to reveal the bars), you will notice the following icons:




Clicking on either of these icons will put a red “screwhead” over the icon, indicating that that input device has been muted. You may mute both simultaneously, or just one or the other.

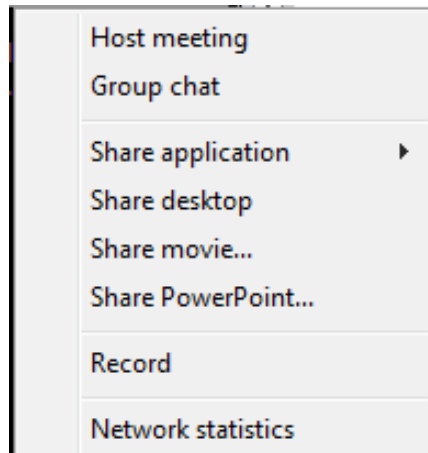


It is often helpful to mute the camera when you are making a VSee call in less-than-optimal conditions. When your camera is muted, you'll notice that your video window is gray. This is how it appears for all call participants. To reverse muting, simply click on the icons again.

## Your Video Window Menu (the major features of VSee)

Nearly all of the most interesting features of VSee are accessible right from your video window. Before going over each feature, let's have a quick overview of the features available there.

To view the below menu on your video window, click the  button on the lower right hand of your window. (If you are on a call, you must place your cursor over your video window to reveal the menu bars.)

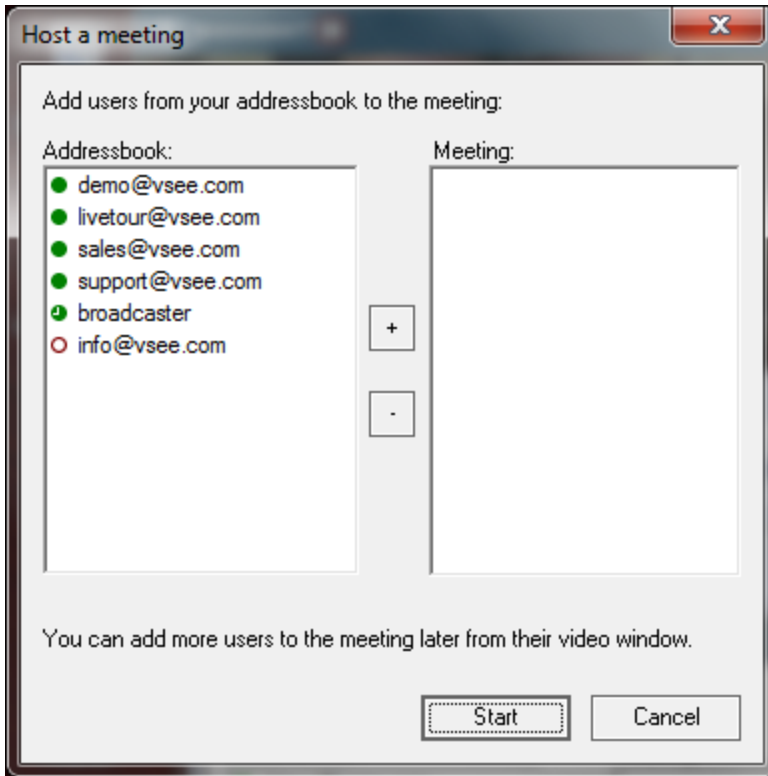


The key features that make VSee a tool that is far beyond simple video calling are accessed from "Host meeting", and "Share...".

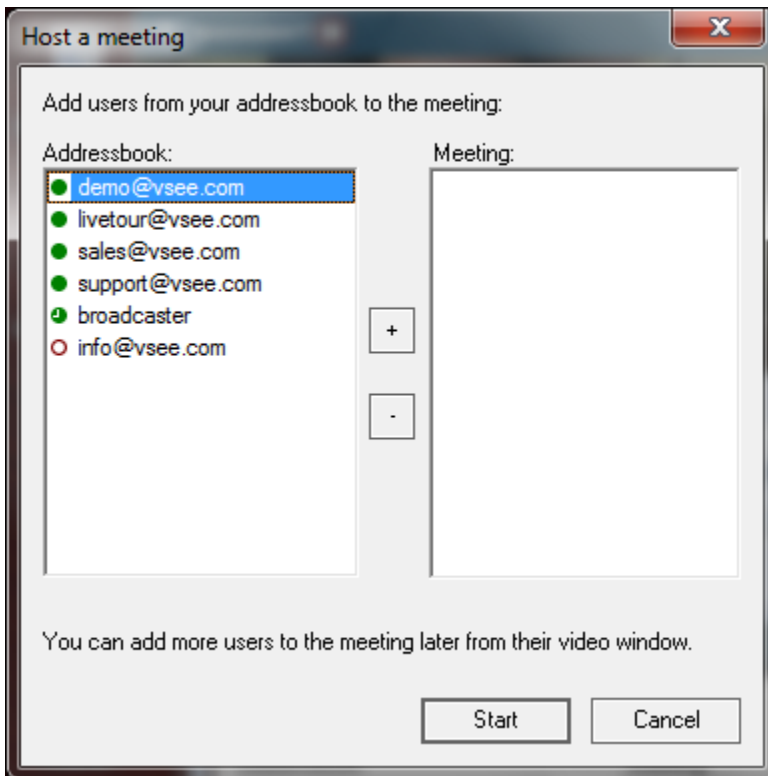
For the remainder of this chapter, we will assume you are starting from having the drop down menu open.

### How to Host a Meeting/Group Call

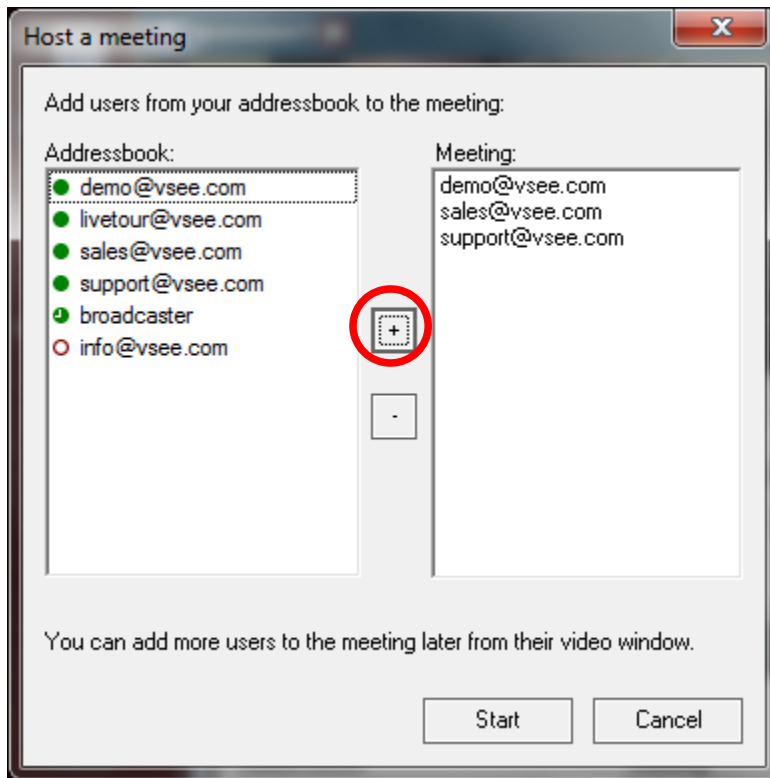
- 1) Select "Host meeting".
- 2) The following screen will pop up. Note that the contacts from your address book populate the left hand window.



3) Select each contact you wish to have in the meeting.



- 4) Then press the “+” button between the windows. Repeat until all the participants are added.



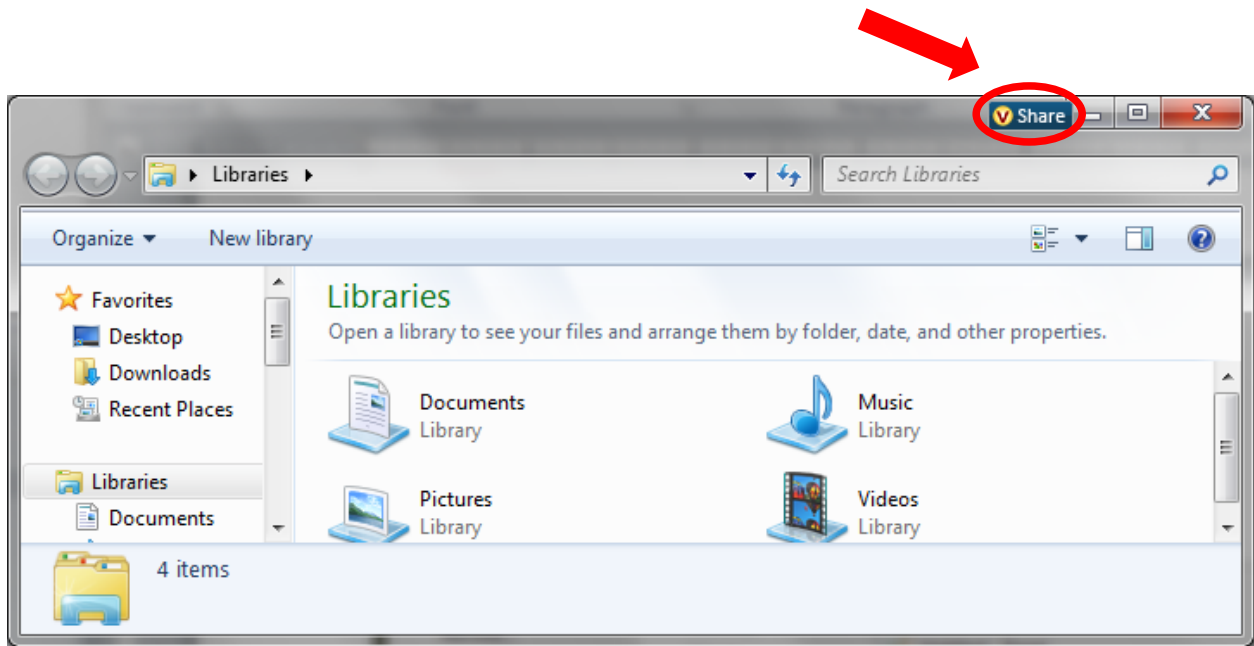
- 5) Press “Start”. All available participants will receive a call from you. If they accept, they will see all other participants on the call.

Another way to begin a meeting is to call each participant individually (often required when a participant is not in your address book). Once all participants are on with you, select “Host meeting” and you will already find the “Meeting:” window is already populated with those participants. Then hit “Start”.

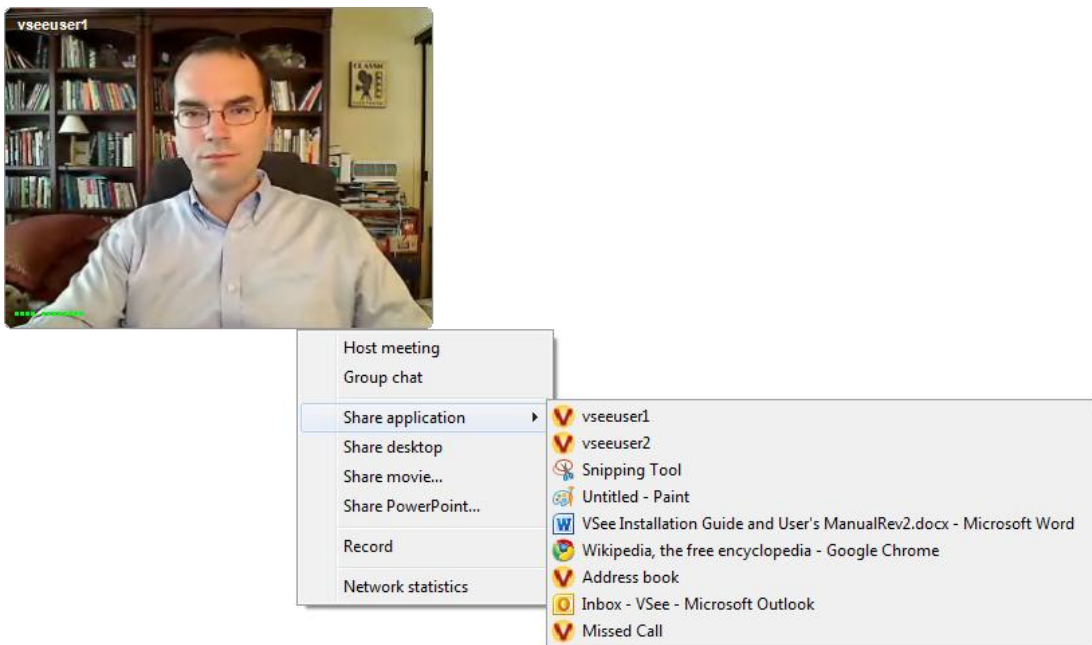
### **How to Share Desktops, Windows, and Applications**

Sharing, including the use of software located on remote computers, is essentially a function of sharing either your desktop or a window. You may also share movies and PowerPoint presentations. This manual will cover sharing windows/applications and the desktop.

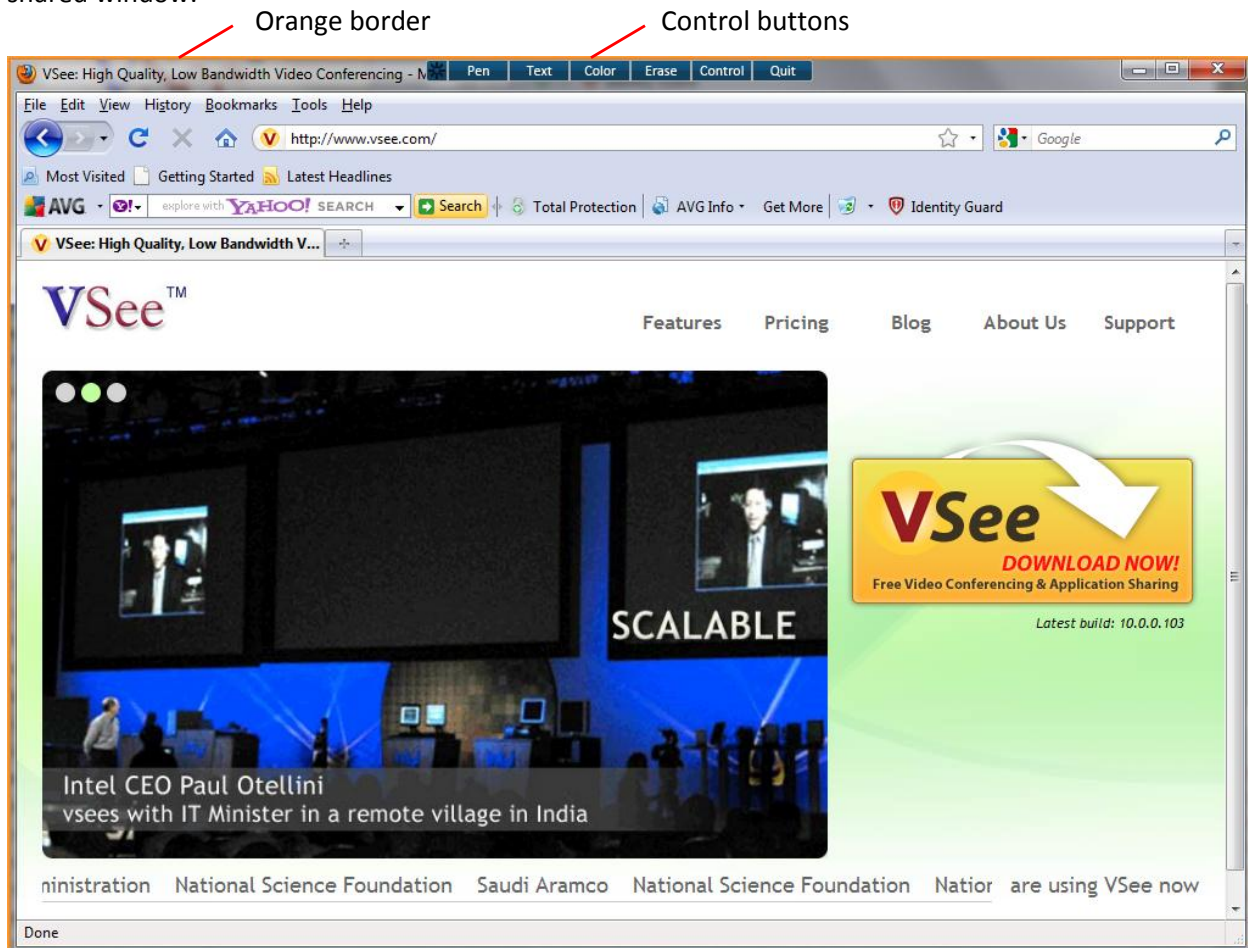
Whenever you are on a call or meeting, we place a convenient “V Share” button in the menu bar of every open window, regardless of whether it is a folder, application, or otherwise.



An alternative is to share an application (or any open window) through your video window’s menu. Select “Share application” from your Meeting tools menu, then the name of the window you’d like to share with all participants on the call.



Any item that you share will have an orange border around it, with control buttons across the top of the shared window.



To share the desktop, simply select “Desktop” from the Sharing menu. You may change the shared area of the desktop by putting your cursor over the orange borders of the desktop and dragging the borders inwards.

Please refer to “Working With Shared Items” for more detail on this feature.

### **Working with “Record...”**

VSee is highly encrypted and does not store calls, conferences, shared applications, etc. However, it’s understandable that sometimes there is a need for you have a record of a presentation or meeting. Simply select “Record...” when all participants are on. Before the recording begins, a window will pop up asking how you where you would like to save the video files to and how you would like to name them. Create a file name and click “Save”. That will begin the recording. All videos record as an AVI file, and each participant (including yourself) is saved as a separate movie.

## Working With Shared Items

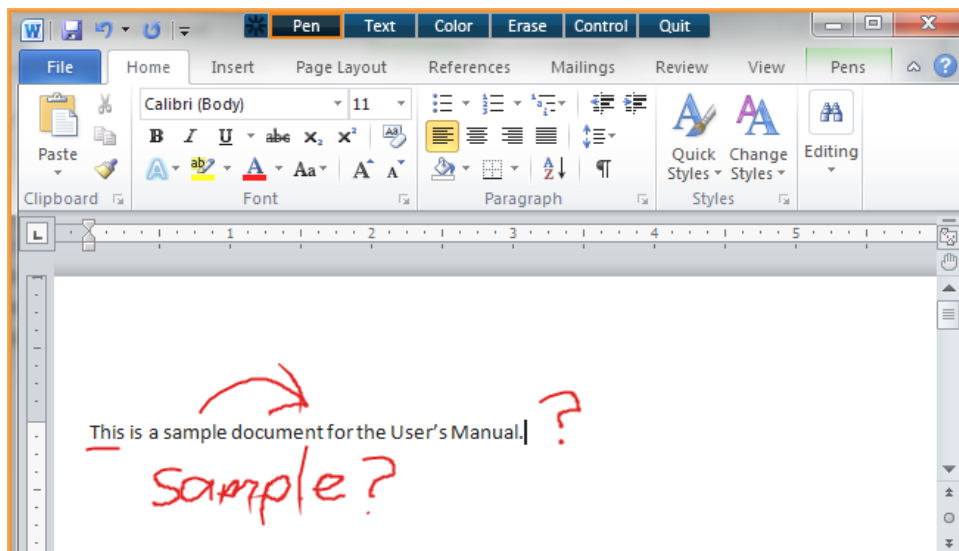
Shared applications and windows have a row of control buttons at the top of the window:



You activate a control by clicking on the appropriate button. The activated button will have an orange border until you click on it again, which will deactivate the control.

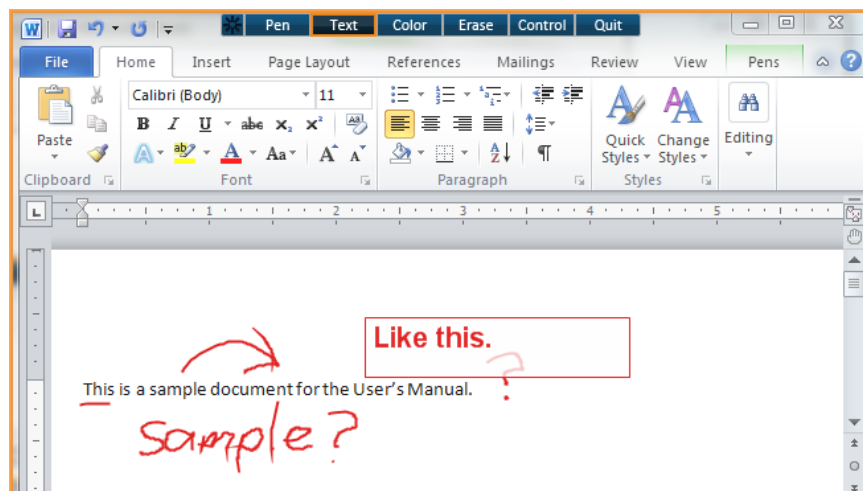
### Pen

Pen allows you to write, draw, and annotate anywhere within the shared area. Any number of participants can use Pen; VSee will automatically assign a different pen color to each participant.



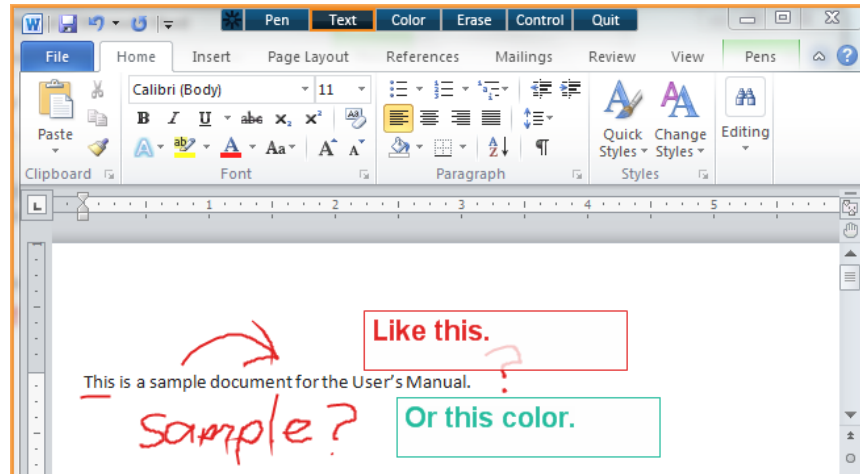
### Text

Text allows annotating through typing.



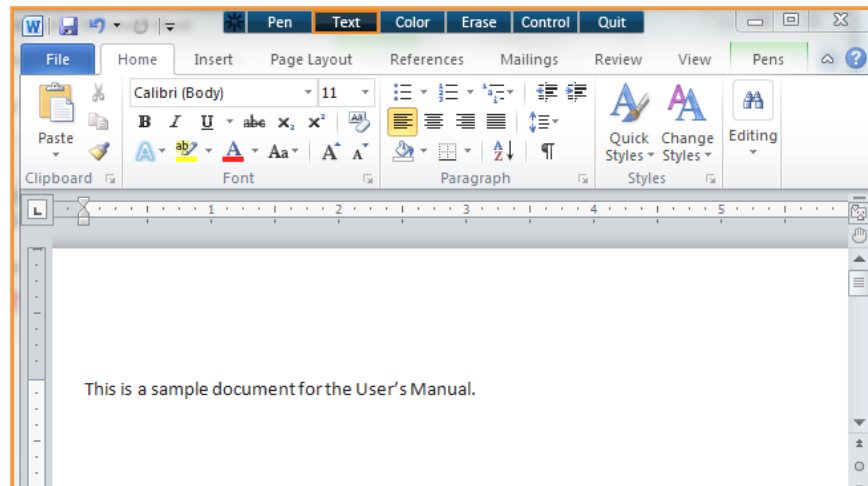
## Color

Color controls what color the Pen and Text are operating in.




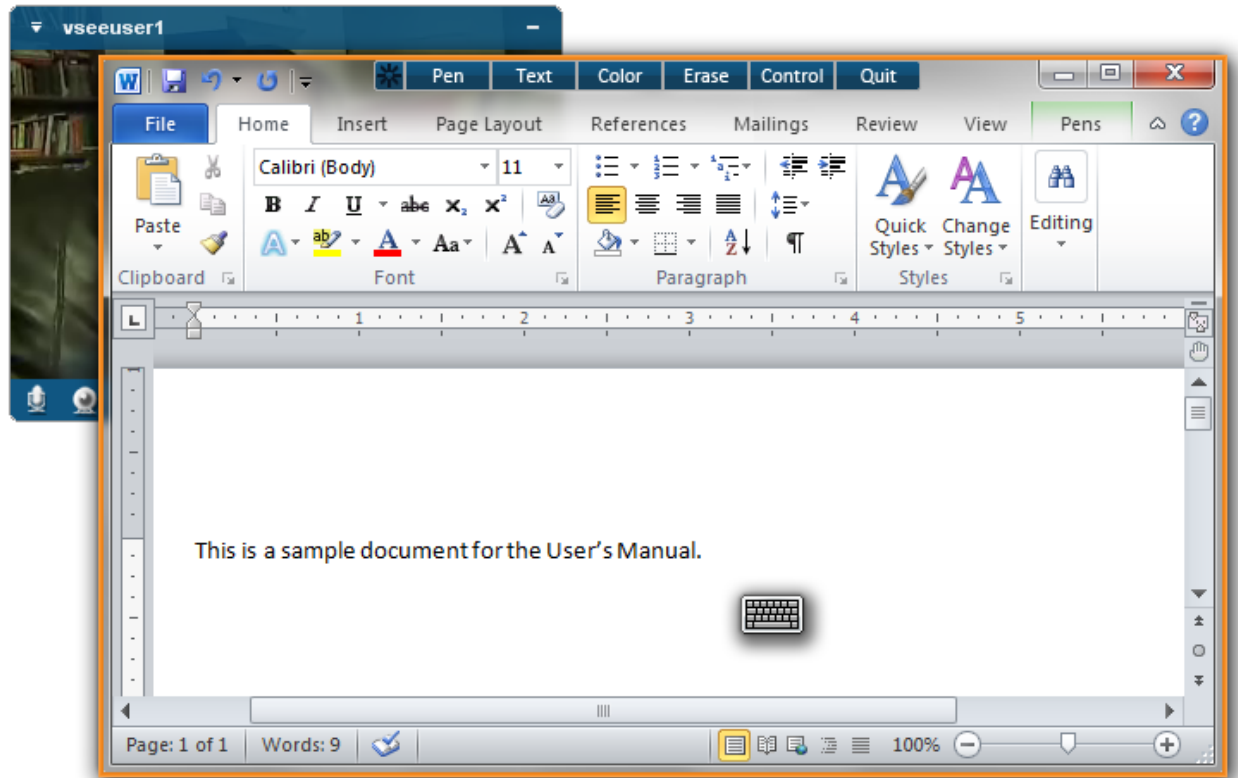
## Erase

Erase removes all annotations from the shared document.



## Control

Control is the most powerful tool in the sharing tool chest. Any person who is not the “sharer” of the window can click control and then control that window remotely. This means you can control web browsers, edit Office applications, anything. There are two exceptions: 1) If the sharing participant clicks control (which puts a diagonal orange line through the button and blocks control from the other participants) ; or 2) the sharing participant has a VSee window overlapping the shared window, which also counters control from other participants.



The shared window's overlap with a VSee window prevents remote control.

Quit

Quit turns sharing off for the window.

## **File Transfer**

VSee has a very secure file transfer mechanism that makes uploading documents, photos, folders, even music files, easy. It's a simple "drag and drop".

- 1) Hold down the right mouse button with the cursor over any file or folder on your computer. "Drag" that folder over the recipient's video window.
- 2) You'll see an icon of the file with a green progress bar on their window. They'll see the same, but on your video window.
- 3) When the file has uploaded, the recipient can drag the file from your video window to anywhere on their computer. This is a handy way to distribute any files that were collaboratively worked on with VSee's sharing capabilities.

**Thank you for choosing VSee. We hope you enjoy its use for years to come.**