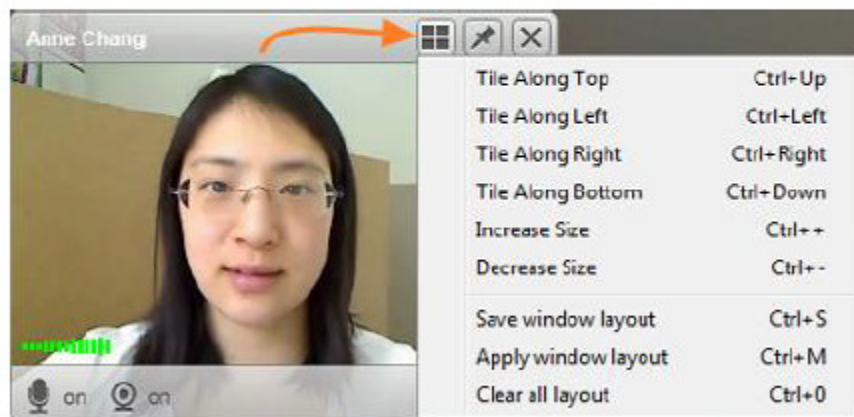


ONLINE TEAM CONSULTATION: Improve and Troubleshoot Call Quality on VSee

VSee's Technical Support posted a Quick Guide that covers solutions for many commonly reported problems here: <https://vsee.zendesk.com/attachments/token/8tyodhor06zxcou/?name=VSee+Quick+Guide+and+Tips+v.101713.pdf>

Easy Tips for Using VSee

Tip #1 – Control Your Video Windows



Improving Call Quality

Here are a few steps you can take to maximize the quality of your call:

- 1) **Make sure you have enough bandwidth.** VSee requires a speed of 150 Kbps on both the upload and download to work properly. (You can use a speed test site, like this one <http://www.speedtest.net/>, to find out what your connection speed is.)
- 2) **Use a hard-wired, or Ethernet, connection rather than Wi-Fi.** If you can only use Wi-Fi, then situate yourself where you can get a good signal (at least 4 bars) from your router.
- 3) When you start VSee, **please sign out and close all other conferencing software**, like Lync and Skype.
- 4) To improve audio quality, **use a head set during the call**, rather than your laptop's embedded speakers and microphone. We recommend using a headset with a USB connection rather than a wireless.

Important links

VSee Technical Support: <https://vsee.zendesk.com/home>

If you can't find what you're looking for, you can email a question to them here: <http://vsee.com/contactsupport>

Behavioral Tech Technical Support: http://behavioraltech.org/ol/OL_TechnicalSupport.cfm