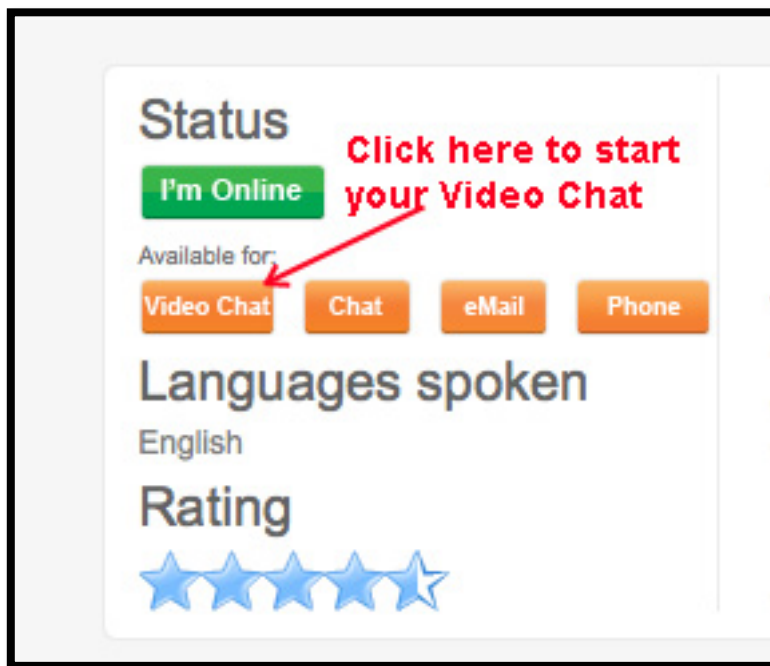


User Manual for Customers Using our Video Chat

Login as a customer using your username and password at:

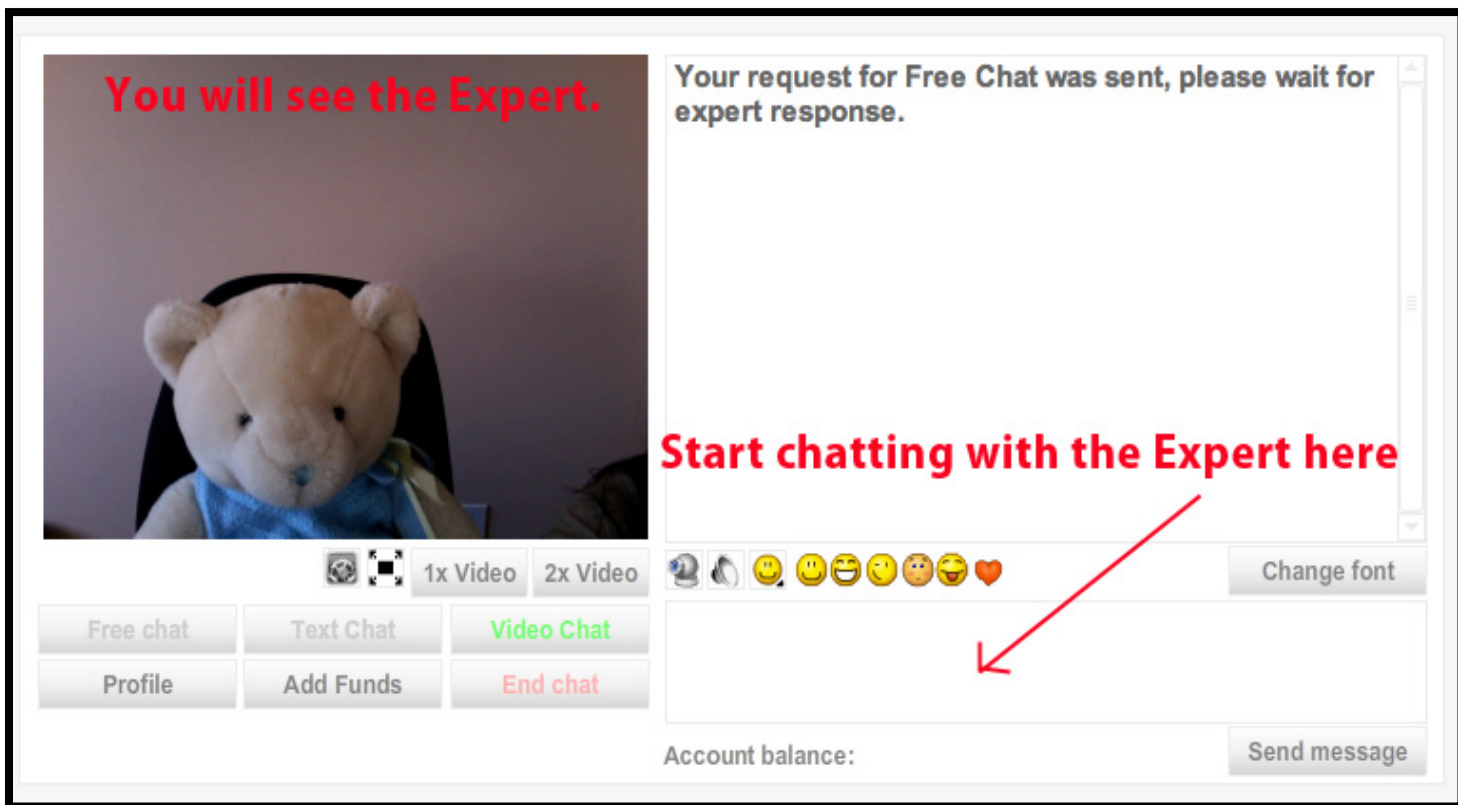
<http://www.livepsyche.com/exec/login>

1. After you choose your expert and go to their profile page, click on the “Video Chat” orange button.



If you do not want the expert to see and hear you, please follow these instructions:

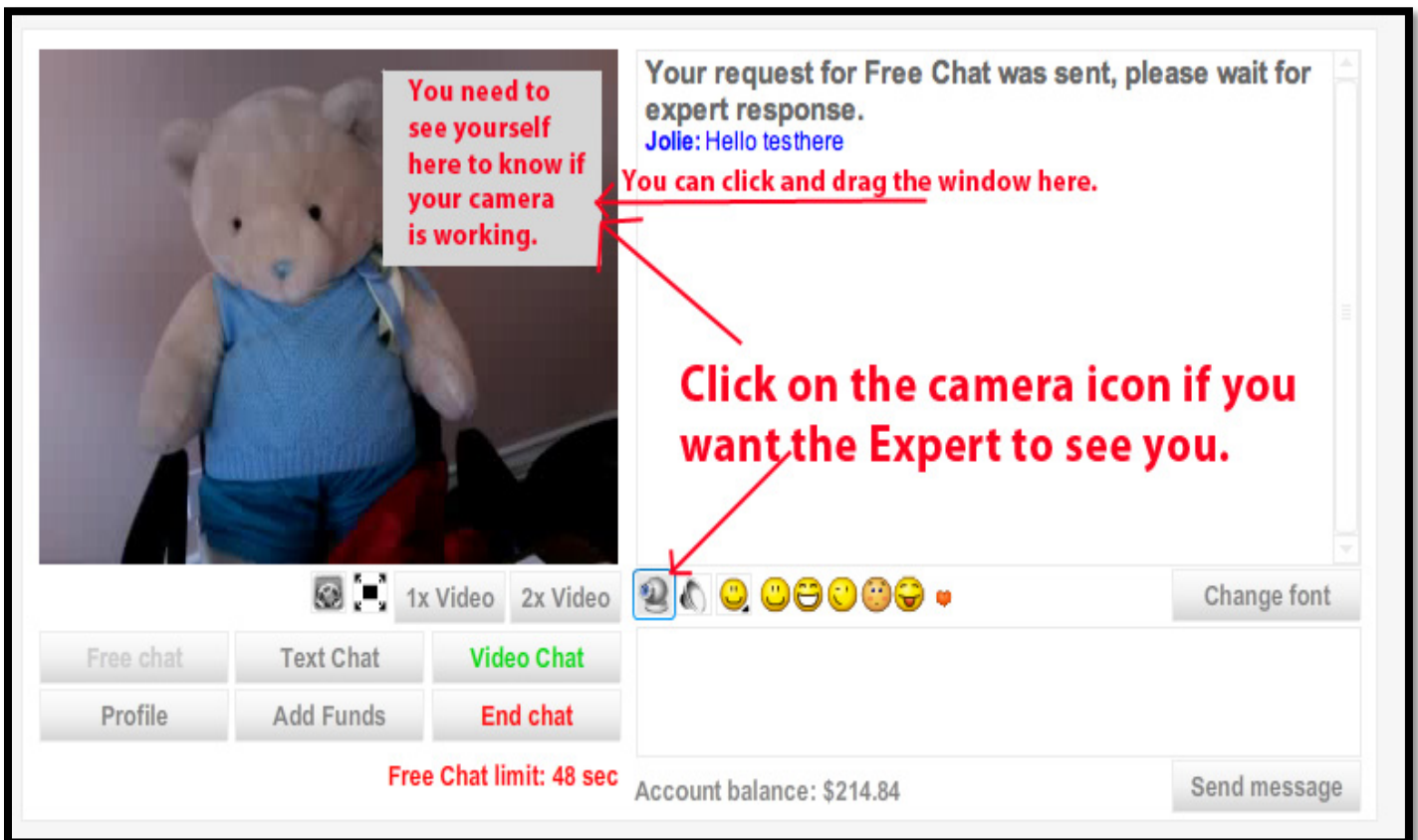
2. After you click on the orange button, the video chat screen will open up and you will see the expert of your choice on the screen, but they will not see you. You can then start chatting with your expert. You will see and hear the expert, but they will not hear or see you. You can also type your questions.



If you would like the expert to see and hear you, please follow these instructions:

3. Click on the camera icon.

Then you need to see yourself in the small window which means the camera is working. This small window can be dragged to the left by clicking on the picture. Dragging it to the left will keep the window out of your way.



The screenshot shows a chat window with a video chat section on the left and a text chat area on the right. The video chat section displays a teddy bear wearing a blue shirt and shorts. A red text box overlaid on the video says: "You need to see yourself here to know if your camera is working." Below the video are icons for video settings (1x Video, 2x Video) and a camera icon. A red arrow points from the text "Click on the camera icon if you want the Expert to see you." to the camera icon. The text chat area shows a message: "Your request for Free Chat was sent, please wait for expert response." followed by "Jolie: Hello testhere". A red arrow points from the text "You can click and drag the window here." to the video chat window. At the bottom, there are buttons for "Free chat", "Text Chat", "Video Chat", "Profile", "Add Funds", "End chat", "Change font", and "Send message". The "Free Chat limit: 48 sec" and "Account balance: \$214.84" are also visible.

You need to see yourself here to know if your camera is working.

You can click and drag the window here.

Click on the camera icon if you want the Expert to see you.

Your request for Free Chat was sent, please wait for expert response.
Jolie: Hello testhere

1x Video 2x Video

Free chat Text Chat Video Chat

Profile Add Funds End chat

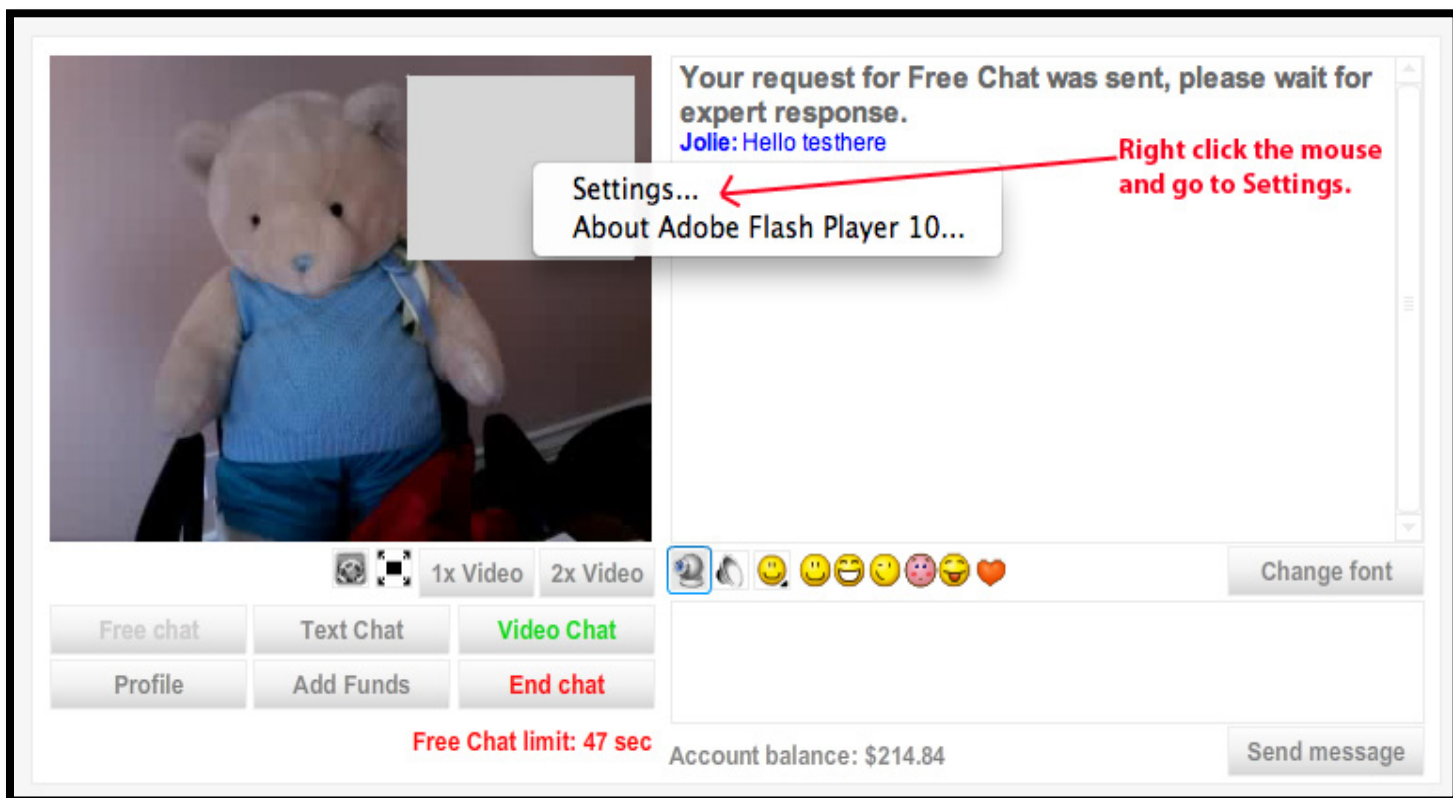
Free Chat limit: 48 sec Account balance: \$214.84

Change font Send message

If you do not see yourself on the small window, please follow these instructions:

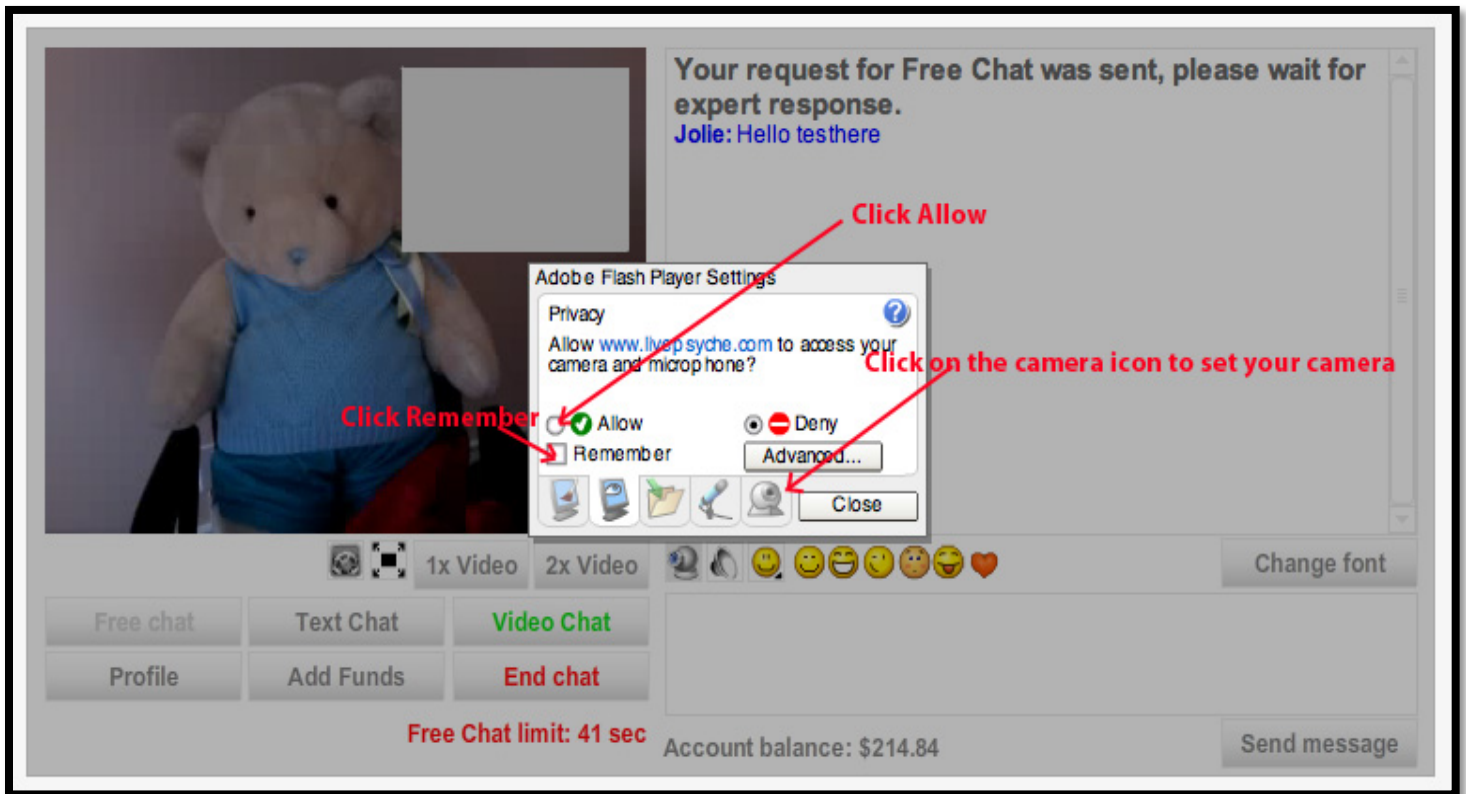
4. Set your camera so the expert can see you.

Right click with your mouse on top of the small empty window, and a popup window will open up with a “settings” option. Click on “settings”.



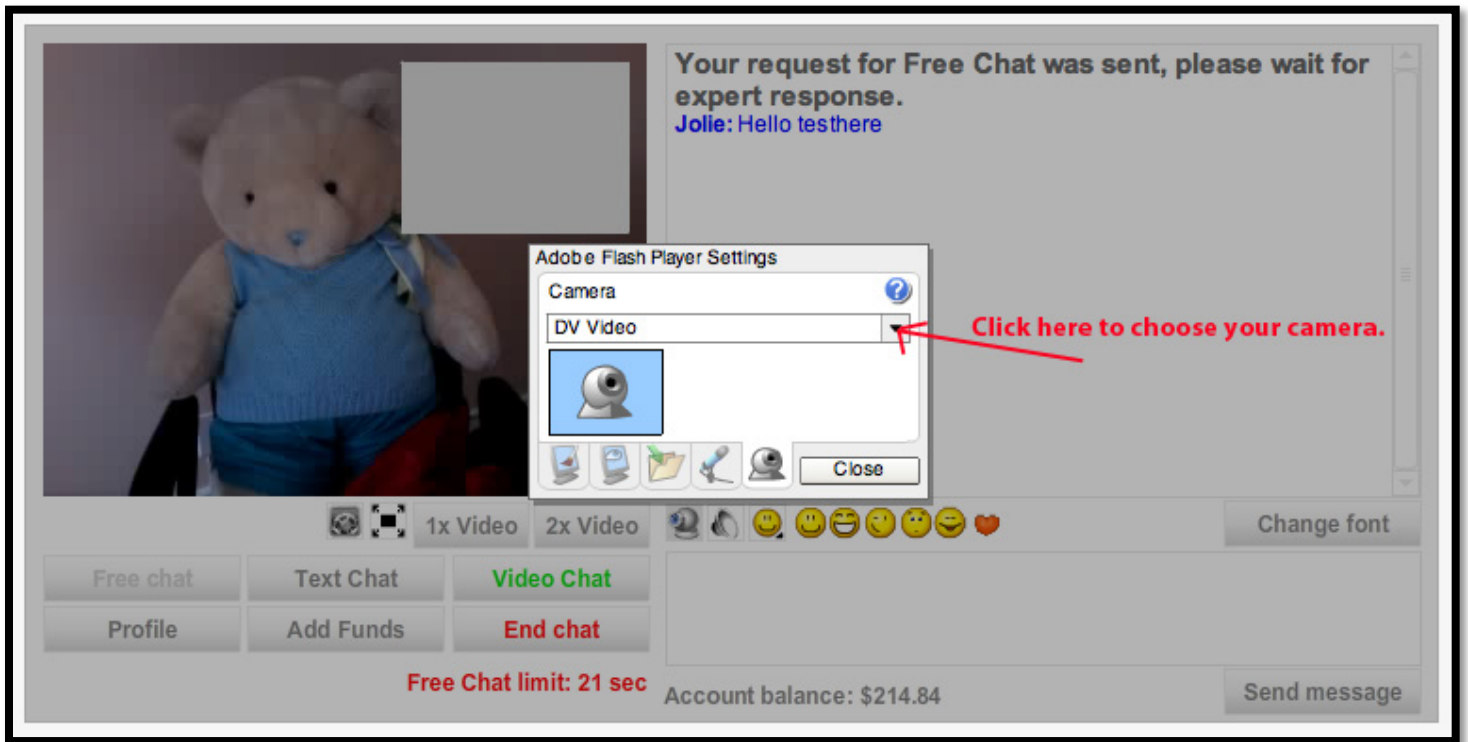
The screenshot shows a video chat window. On the left, there is a video feed of a teddy bear wearing a blue shirt and blue pants. A grey rectangular box is overlaid on the top right of the video feed. A right-click context menu is open over this box, showing two options: "Settings..." and "About Adobe Flash Player 10...". A red arrow points from the text "Right click the mouse and go to Settings." to the "Settings..." option in the menu. The chat area on the right contains the text: "Your request for Free Chat was sent, please wait for expert response." followed by a message from "Jolie: Hello testhere". Below the chat area is a toolbar with icons for video, audio, and emojis, and a "Change font" button. At the bottom of the interface, there are buttons for "Free chat", "Text Chat", "Video Chat", "Profile", "Add Funds", and "End chat". A status bar at the bottom shows "Free Chat limit: 47 sec", "Account balance: \$214.84", and a "Send message" button.

5. A window will pop up asking you for permission to access your camera and microphone – you must click the '**ALLOW**' button to enable your video and audio feed to be broadcast to the other chatter.
6. Click the camera icon to bring up the camera settings



From the drop down list, select the name of your camera:

Then click the 'close' button.



For your own convenience you can write any notes about the experts and save it.

These notes are private; the experts cannot see your notes.

