



SessionGlance

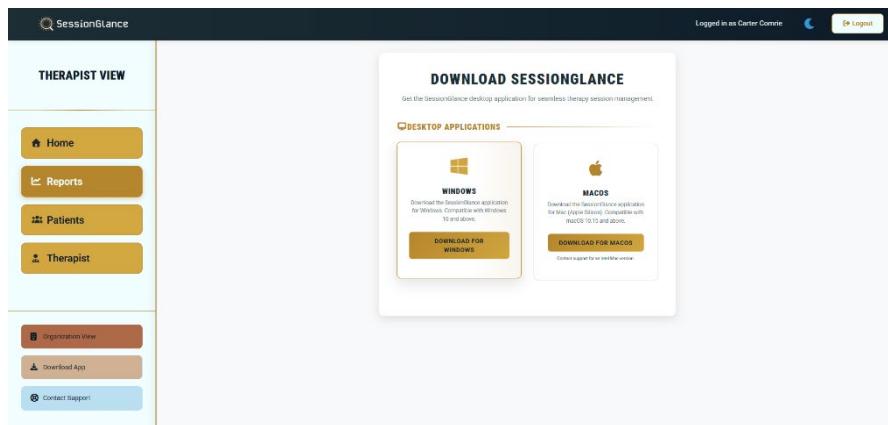
SessionGlance – Installation Guide (Windows)

This guide explains how to install the SessionGlance Windows desktop application and how to install, configure, and troubleshoot the Virtual Audio Cable (VB-Audio Cable), which is required for SessionGlance to capture audio during telehealth sessions.

A link to contact support is included at the bottom.

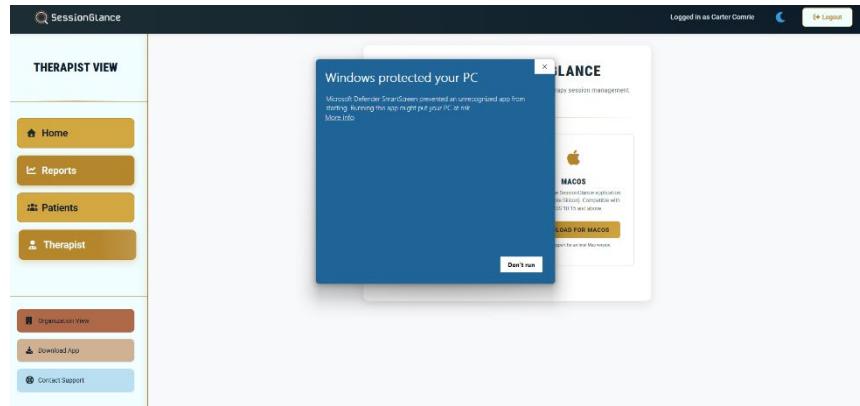
SECTION 1 – INSTALL THE SESSIONGLANCE WINDOWS APPLICATION

1. Download the SessionGlance Installer
 - Log into your SessionGlance therapist portal.
 - Select “Download App.”



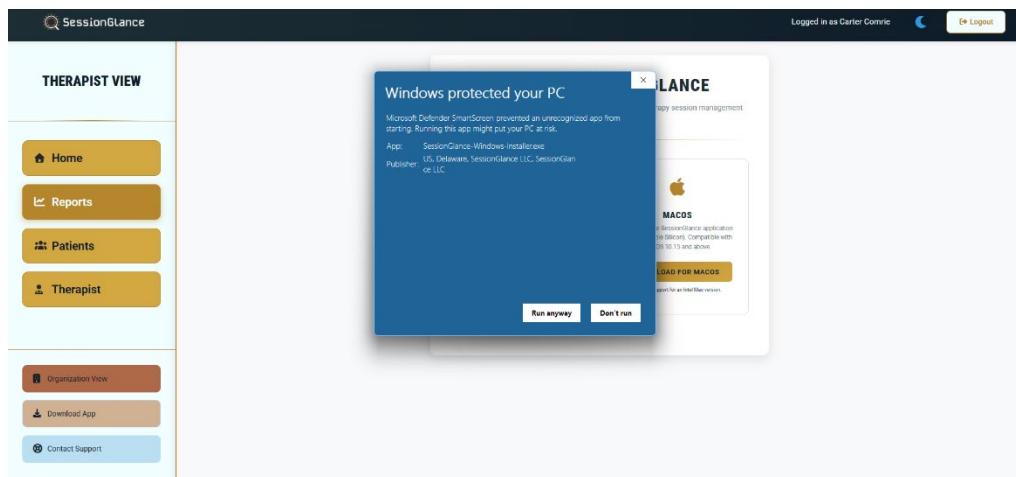
- Choose the Windows version of the installer.

2. Run the Installer
 - Open your Downloads folder.
 - Right-click the SessionGlance installer.



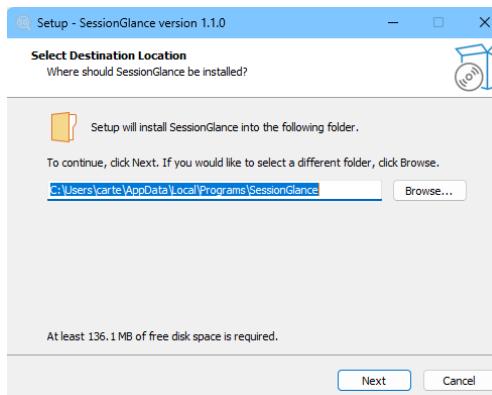
3. Handle Security Prompts

- If Windows SmartScreen displays a warning:
 - Click “More info”
 - Click “Run anyway”



4. Complete the Installation

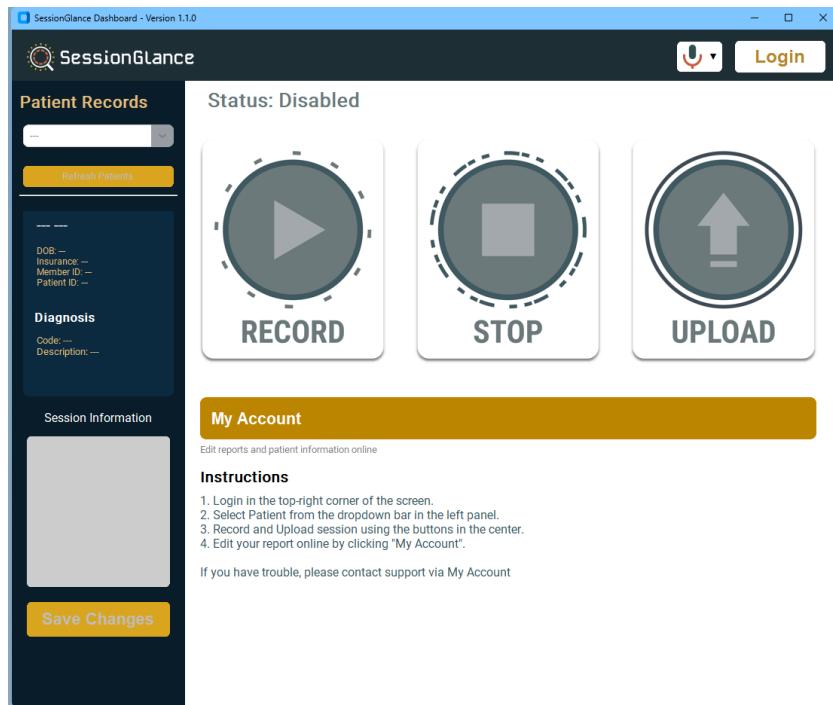
- Follow the steps in the Setup Wizard.
- Click “Finish.”



- Confirm that the SessionGlance icon appears on your Desktop or in the Start menu.

SECTION 2 – LAUNCH SESSIONGLANCE AND LOG IN

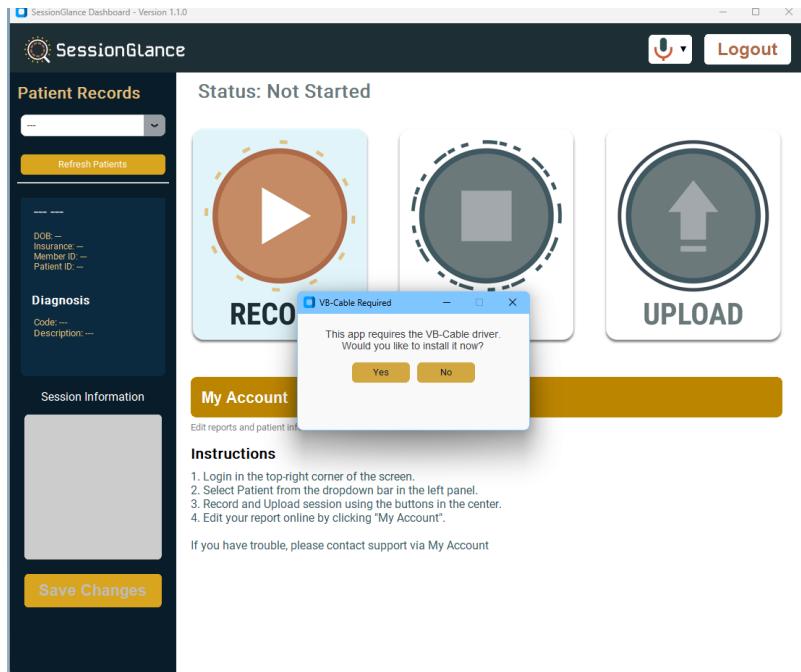
1. Open the SessionGlance desktop application.
2. Enter your SessionGlance username and password.
3. Continue to your SessionGlance dashboard.



SECTION 3 – VIRTUAL AUDIO CABLE (VB-AUDIO CABLE)

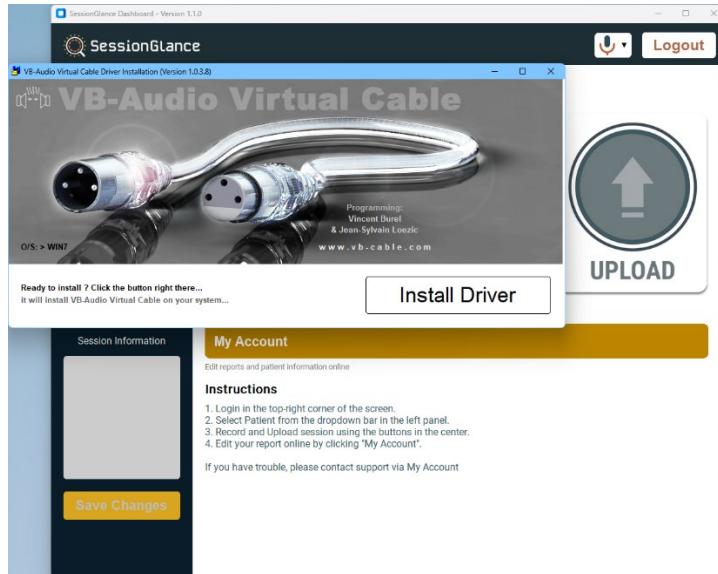
Installing and Troubleshooting the Virtual Audio Cable (VB-Audio Cable) for Windows – Step-by-Step Instructions

Installing VB-Audio Cable



1. SessionGlance will prompt installation if VB-Audio Cable is not present

- When launching the SessionGlance application, if VB-Audio Cable is required and not installed, SessionGlance will automatically prompt you to install it.



2. SessionGlance will open the installer file

- After prompting installation, SessionGlance will open the appropriate VB-Audio installer file for you.

3. Run the installer

4. Install the driver

- Click **Install Driver**.

5. Approve the Windows security prompt

- When Windows asks if you trust the publisher, choose **Allow**, **Yes**, or **Install** (depending on the prompt).

6. Restart the computer

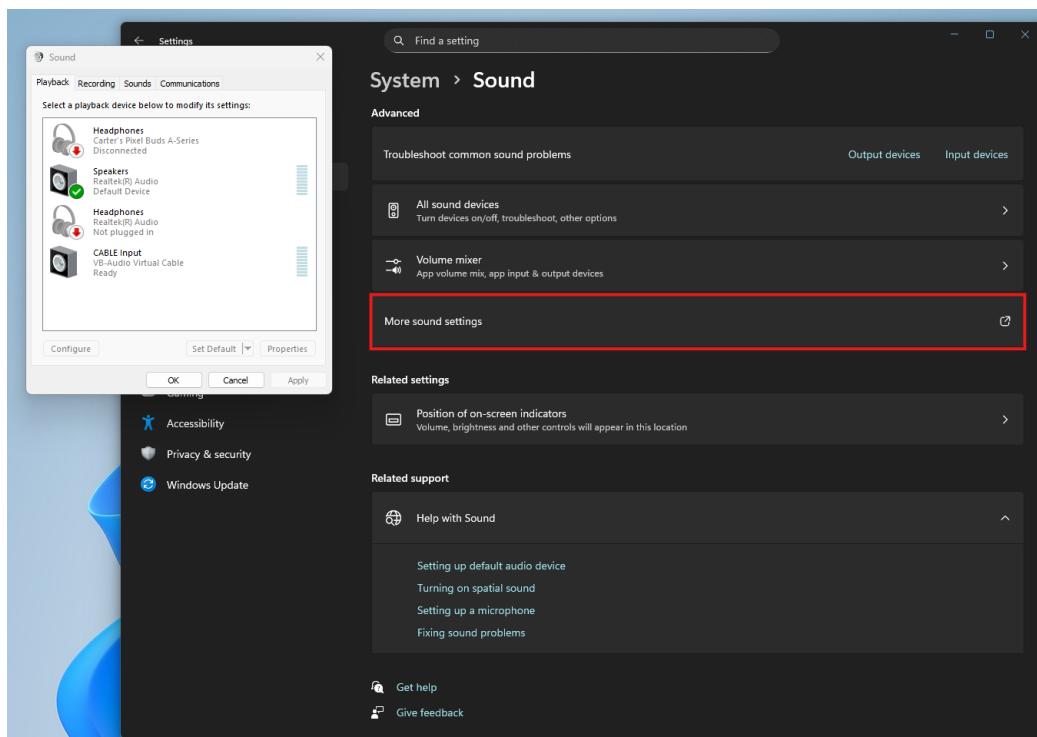
- A system restart is required to ensure that the VB-Audio driver loads correctly and functions as intended.

Configuring Virtual Audio Cable

To ensure that the virtual audio cable is receiving signal and the audio is passing through to your headphones. The following is necessary:

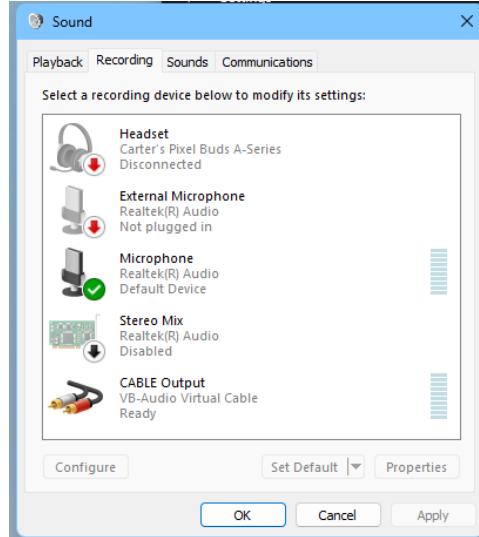
1. Open Sound Control Panel

- Right-click the **Volume** icon → **Sound settings**.
- Scroll down and select **More sound settings** (or **Sound Control Panel**).



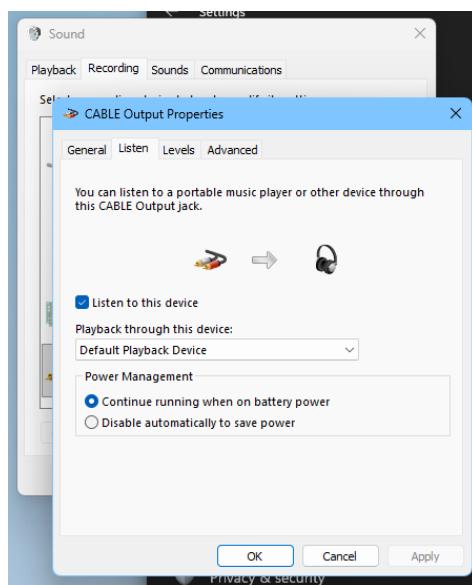
2. Go to the Recording tab

- Select **CABLE Output** or **VB-CABLE A/B**.
- Right-click → **Properties**.



3. Enable audio monitoring

- Go to the **Listen** tab.
- Check **Listen to this device**.
- In **Playback through this device**, select your **headphones**.
- Click **Apply**, then **OK**.



This allows you to hear whatever audio is passing through VB-Cable while still allowing SessionGlance to capture it.

Adjusting Volume and Buffer Settings

1. Check for muted channels

- Right-click the **Volume icon** → **Open volume mixer**.
- Ensure:
 - The application using VB-Cable is not muted
 - **CABLE Input** is not muted
 - Your headphones are not muted

2. Adjust device volume levels

- Open **More sound settings** → **Playback** or **Recording** tab.
- Select **CABLE Input** or **CABLE Output** → **Properties** → **Levels**.
- Ensure volume is adequate and not muted.

Reinstalling VB-Cable (If needed)

If audio still does not pass correctly after configuration:

1. Uninstall the VB-CABLE device from Windows (Device Manager or uninstaller).
2. Restart your computer.
3. Reinstall the VB-Audio Cable driver using the approved installation steps above.
4. Restart again.

3.3 – TROUBLESHOOTING VB-AUDIO CABLE

A video walkthrough is available here:

<https://www.loom.com/share/261a6e2a3c1249afb399369aa267a846>

SECTION 4 – SUMMARY

After completing all steps above:

- SessionGlance should be installed on your Windows system.
- VB-Audio Cable should be installed, configured, and ready for SessionGlance to capture audio.

If issues continue, reach out to SessionGlance Support.

Contact Support:

<https://sessionglance.com/support>