



## SessionGlance – Installation Guide (Windows)

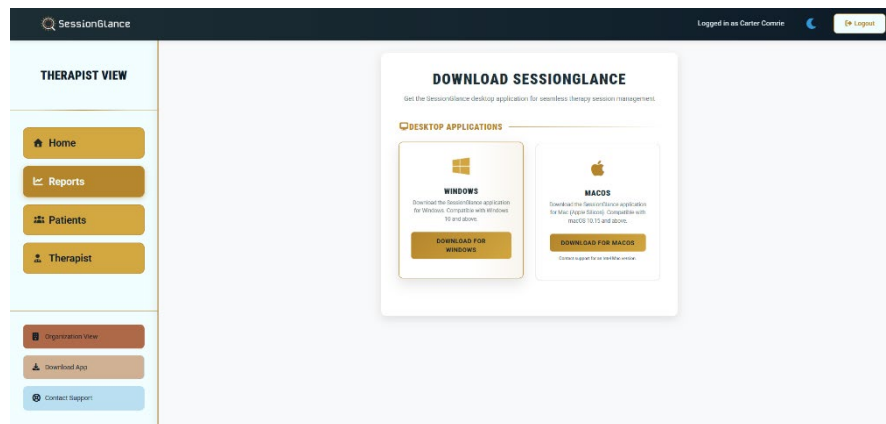
This guide explains how to install the SessionGlance Windows desktop application and how to install, configure, and troubleshoot the Virtual Audio Cable (VB-Audio Cable), which is required for SessionGlance to capture audio during telehealth sessions.

A link to contact support is included at the bottom.

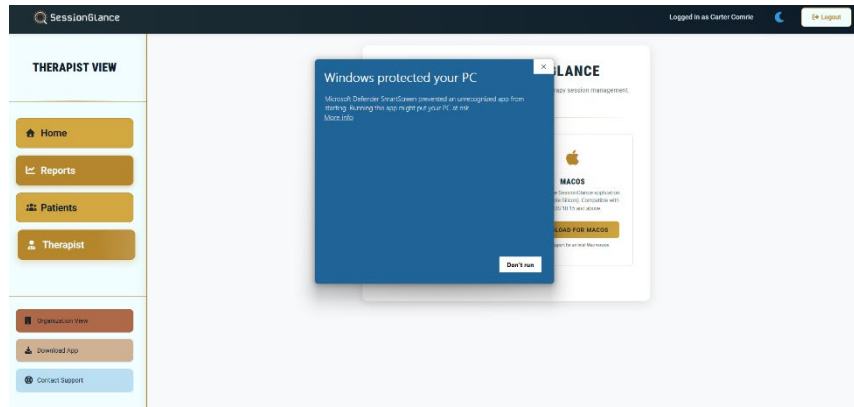
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### SECTION 1 – INSTALL THE SESSIONGLANCE WINDOWS APPLICATION

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

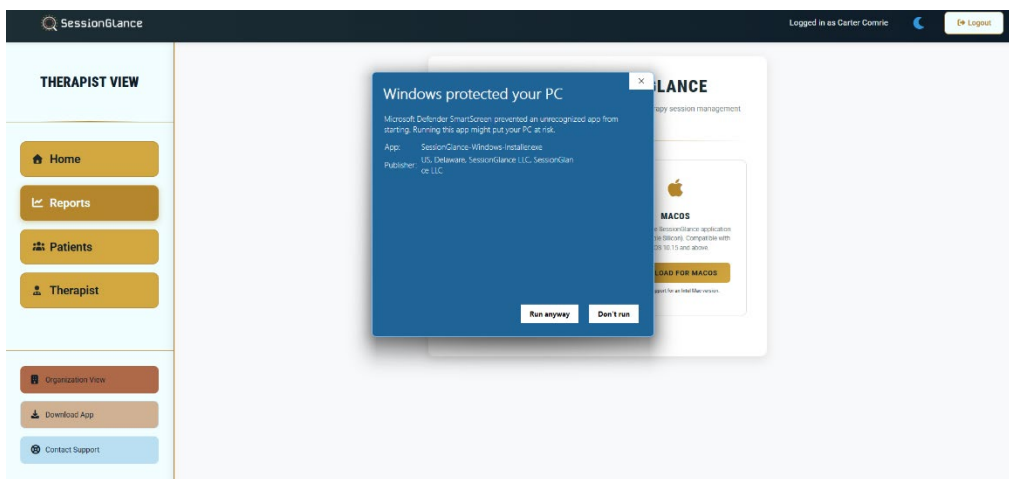


- Choose the Windows version of the installer.
2. Run the Installer
    - Open your Downloads folder.
    - Right-click the SessionGlance installer.



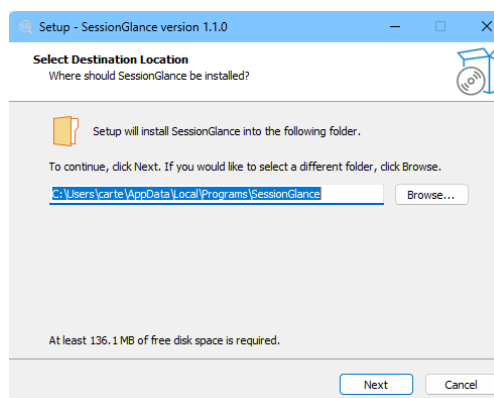
### 3. Handle Security Prompts

- 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.”

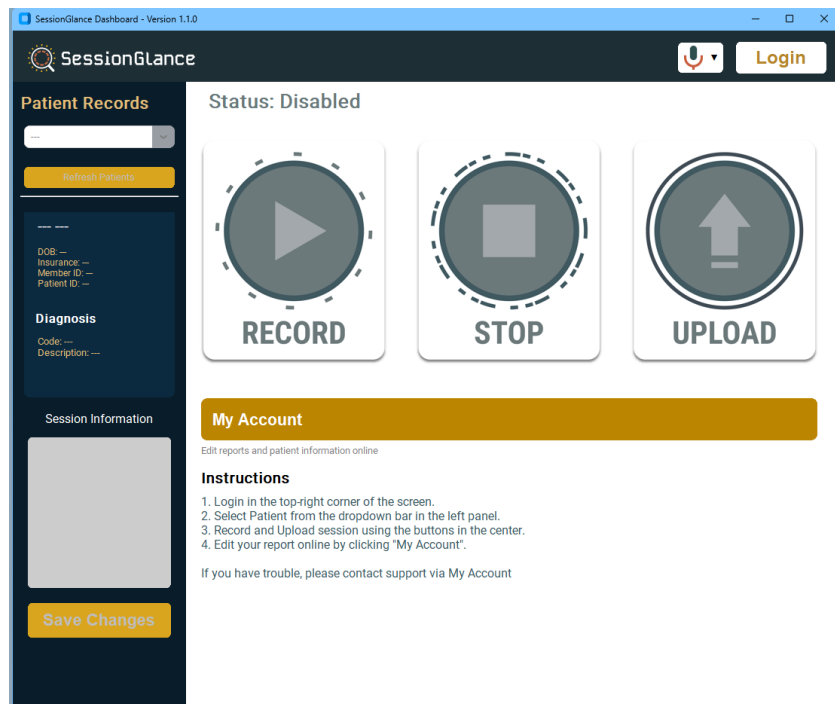


- Confirm that the SessionGlance icon appears on your Desktop or in the Start menu.

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## 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.



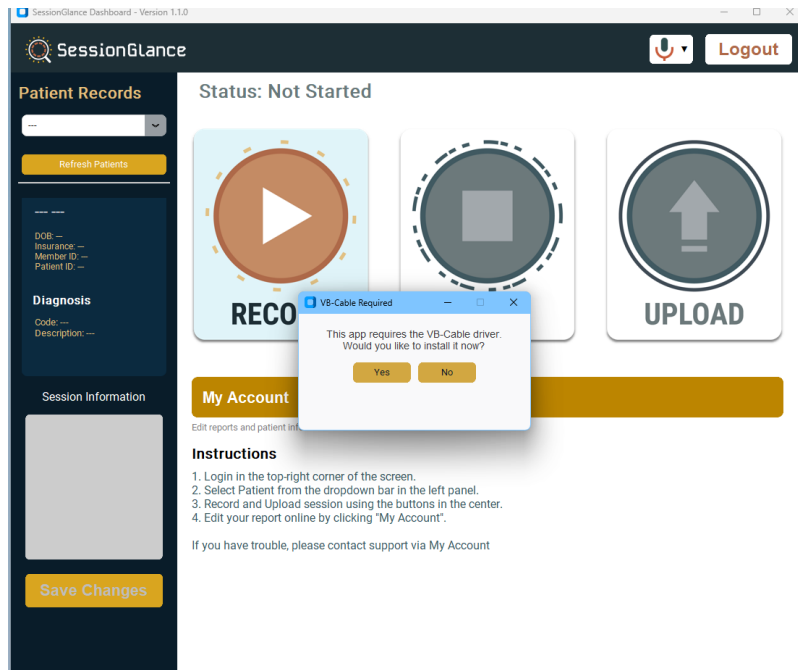
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## SECTION 3 – VIRTUAL AUDIO CABLE (VB-AUDIO CABLE)

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

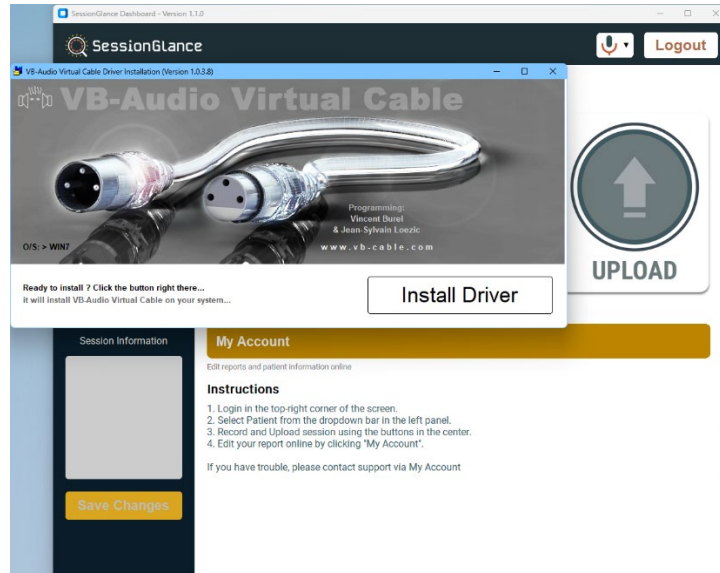
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#### Installing VB-Audio Cable



## 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.

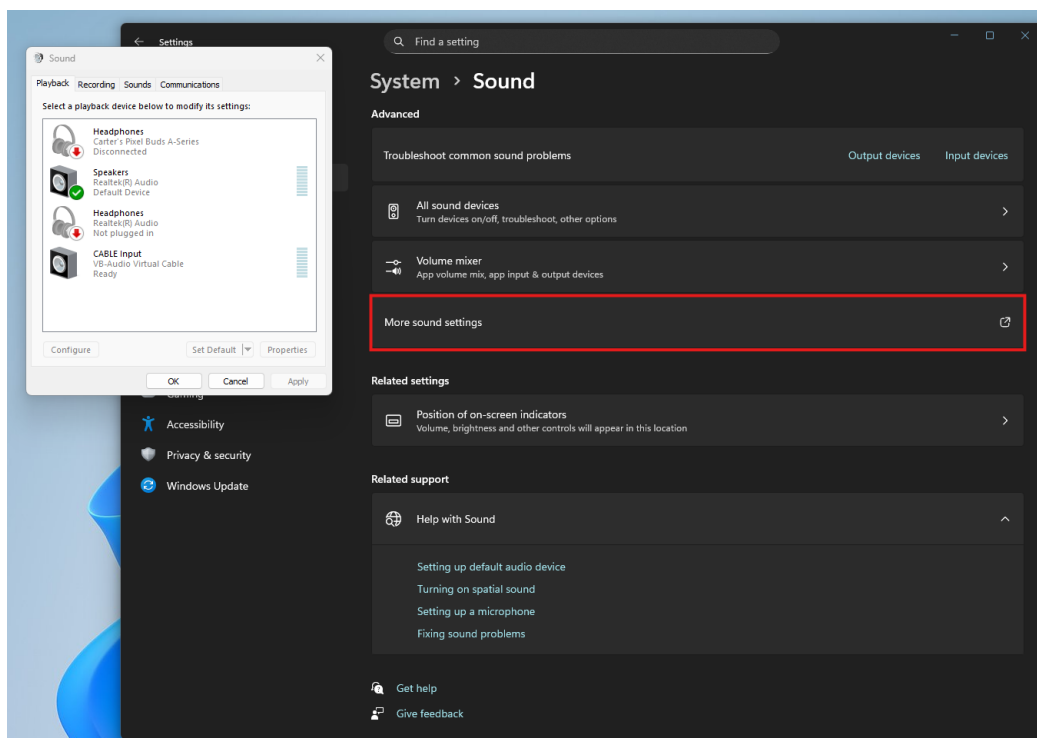
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## Configuring Virtual Audio Cable

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

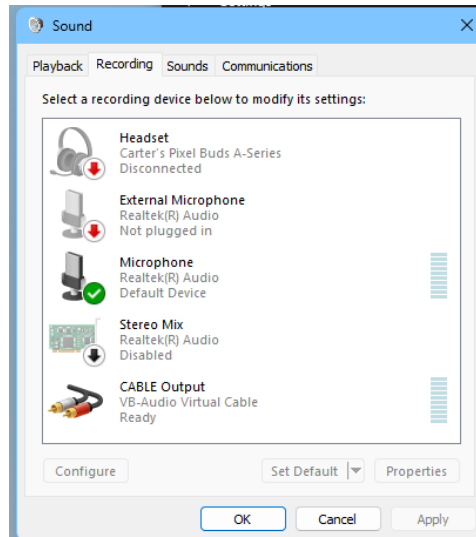
### 1. Open Sound Control Panel

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



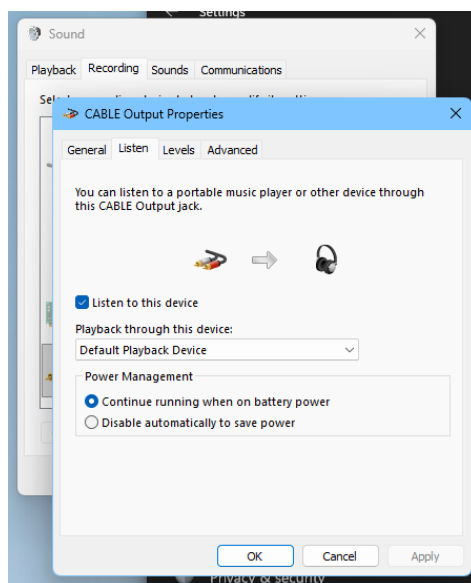
## 2. Go to the Recording tab

- 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.

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## 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.
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## 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.
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## 3.3 – TROUBLESHOOTING VB-AUDIO CABLE

A video walkthrough is available here:

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

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## 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>