

Patient Device Troubleshooting Guide

Device Review

This troubleshooting guide is for audio/video issues after allowing access for your camera and microphone within your web browser.

Review your camera and microphone to ensure that they are working properly. If possible, visit: test.webrtc.org. Review device connections (webcams, microphones, headphones etc.), internet speeds, and close unnecessary programs.

For mobile iOS (iPhone, iPad) users, only use the Safari web browser for Virtual Visits.

Unsupported Browsers & Operating Systems

Review the browser and operating system to ensure they meet the following requirements:

Supported Browsers:

- Chrome
- Firefox
- Edge (Version 79 or above)
- Samsung Internet
- Safari

Unsupported Browsers:

- Internet Explorer
- Microsoft Edge (Below version 79)
- Linux Browsers

Unsupported OS:

- Linux
- Android devices pre-version 6
- iOS devices pre-version 13
- *iOS 14.2 potentially has audio connectivity issues.

	Chrome	Edge Version 79+	Firefox	Internet Explorer	Safari	Samsung Internet
Android Version 6.0+	✓	✗	✓	N/A	N/A	✓
iOS Version 13+*	✗	✗	✗	N/A	✓	N/A
Linux	✗	✗	✗	N/A	✗	N/A
macOS	✓	✗	✓	N/A	✓	N/A
Windows	✓	✓	✓	✗	✗	N/A

For all web browser version information visit: whatsmybrowser.org

Unsupported Devices:

- Samsung Galaxy A32 5G
- Samsung Galaxy A12

Remember to accept permissions for using the camera and microphone when they appear in the browser. Please ensure that recent updates have been installed.

Basic Mobile (Phones/Tablets) Troubleshooting

For Providers

1. Logout out of your dashboard
2. Close all QliqSOFT related tabs
3. Open a new tab
4. Go to qliqsoft.com and log in

For Patients

1. Close all Virtual Visit tabs
2. Close the web browser
3. Open the link sent by the provider to restart the visit

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For further support, contact us at
support@qliqsoft.com or 866-295-0451