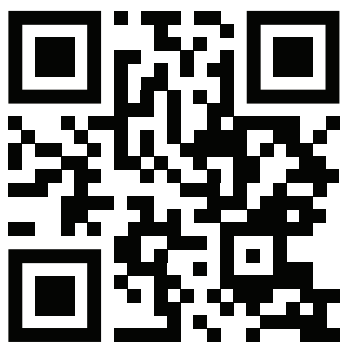# qliqSOFT

Virtual Visits
Patient Device Troubleshooting

Device Review

Scan Me

This troubleshooting guide is for sound/video issues after allowing access for your camera and microphone.

Review information about your camera and microphone to ensure that they are working properly. Scan the QR code or visit: **test.webrtc.org**

For iOS (iPhone, iPad) users, only use Safari for your Virtual Visits.

Unsupported Browsers & Operating Systems

Scan Me

Review information about your browser and operating system to ensure they meet our requirements. Scan the QR code or visit: **whatsmybrowser.org**

	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

Qliq will support the most recent and the previous two versions of the listed browsers.

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 your browser
3. Open the link sent by your provider to restart your visit

For further support, contact us. E: support@qliqsoft.com P: 866-295-0451