

Troubleshooting Guide

QliqSOFT Virtual Visits

Can't Start Video Chat

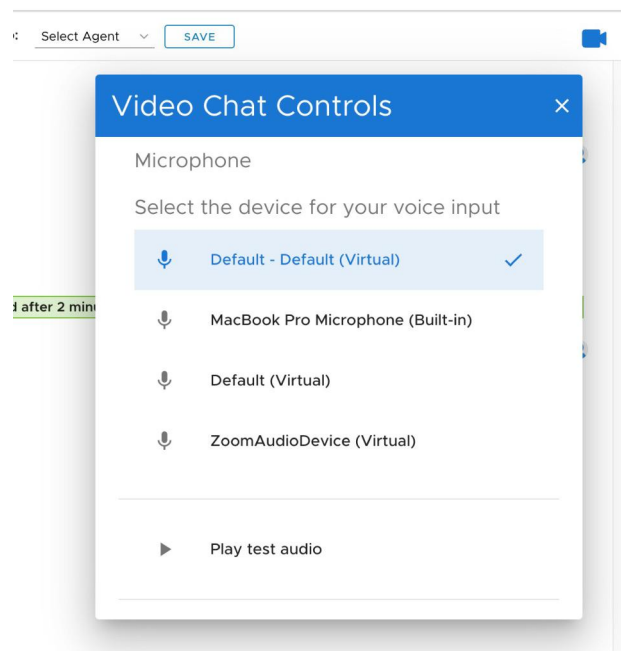
- Where possible use Google Chrome or Safari as outdated browsers may require upgrading.
- Ensure no other application is using your camera/mic - such as phone calls, Skype, GoToMeeting, etc.
- Ensure your web browser has permission to use mic/camera

Audio issues

- Verify your volume is up
- Verify the user isn't muted (mic icon in bottom left will be red if muted)
- Verify you aren't connected to a Bluetooth headset or speaker out of earshot
- Has the user denied access to their microphone?
- Poor / slow Internet connection may result in "choppy" audio

Call Audio is Garbled

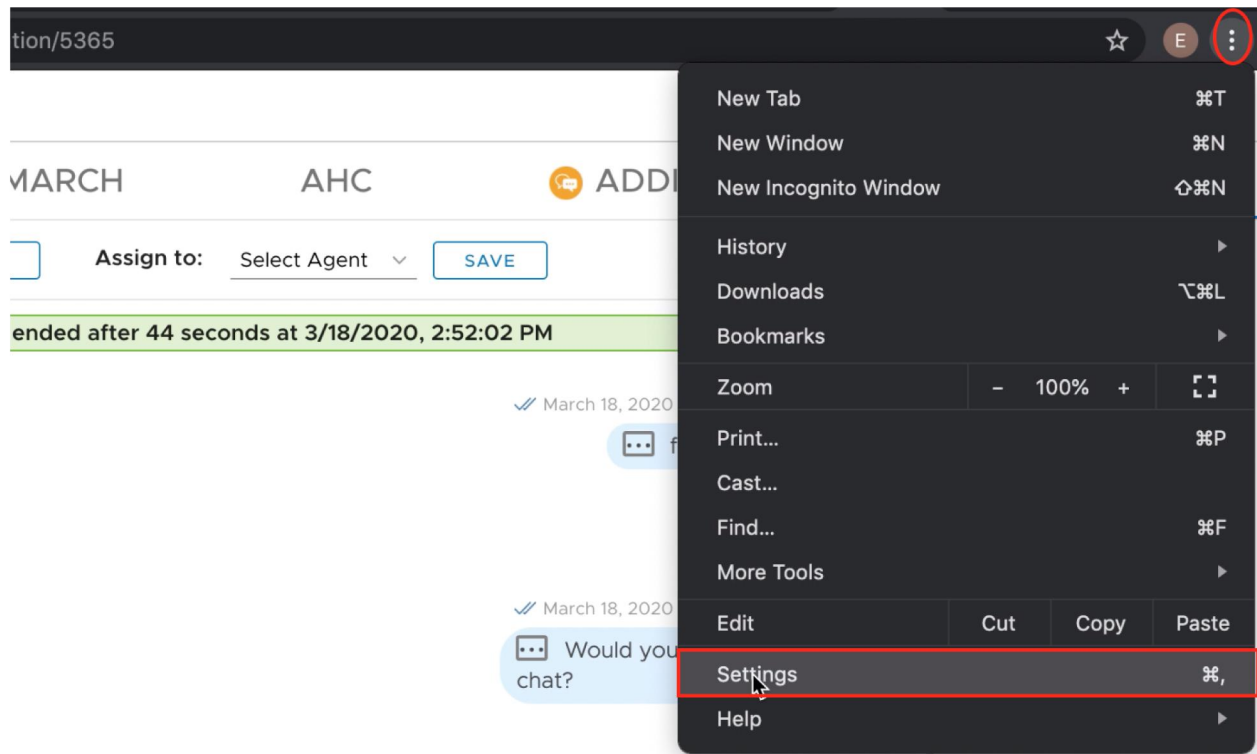
- Use a headset/headphones instead of built in computer microphone
- Reduce ambient noise such as nearby speakers or fans
- Adjust the distance of the microphone from the mouth - too close can cause audio clipping
- Adjust microphone levels in the computer's sound settings
- Ensure computer has resources available to process a call
- CPU and RAM are not over-utilized
- Close unnecessary applications and browser tabs
- Try disabling anti-virus software
- Ensure correct audio device is selected



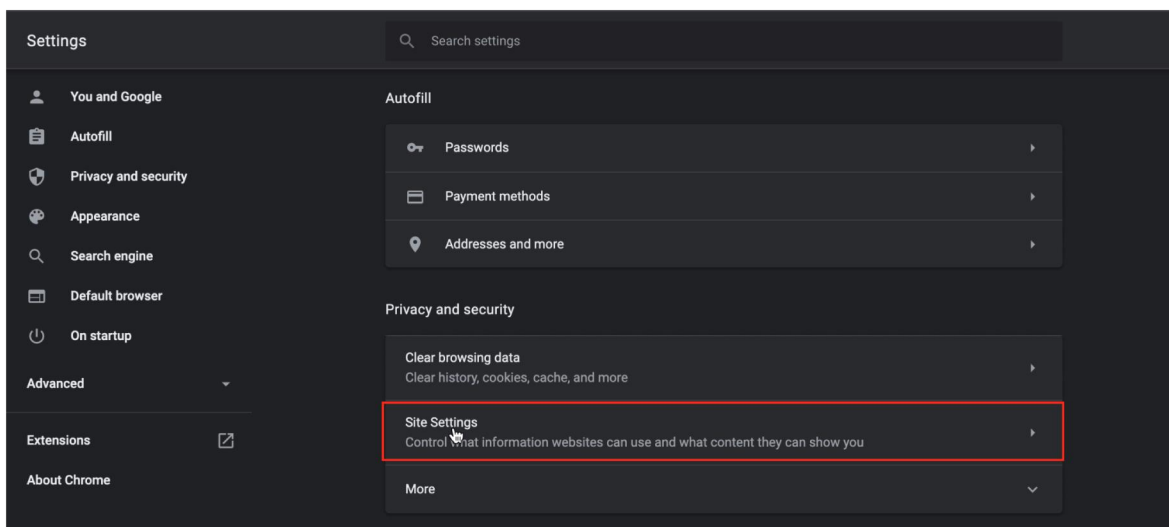
How to Enable Camera or Microphone Settings for Web Browsers:

Chrome - Windows and Macbook

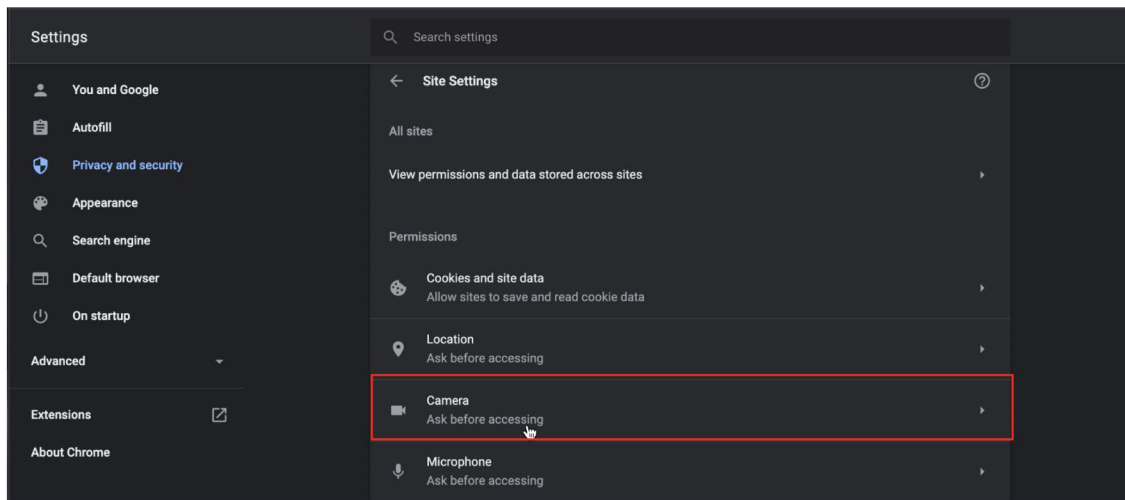
1. Open the Chrome Browser
2. Select the three dotted line icon on the top right of the browser and select "Settings"



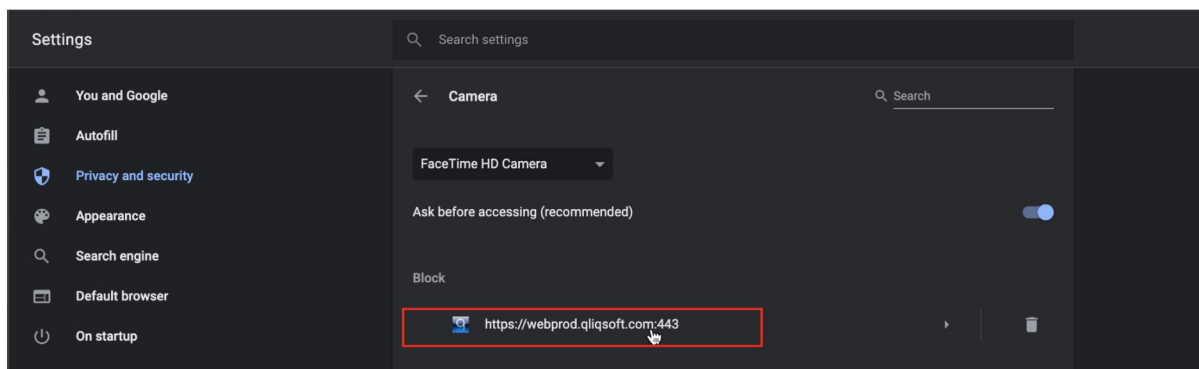
3. Under "Privacy and Security" select "Site Settings"



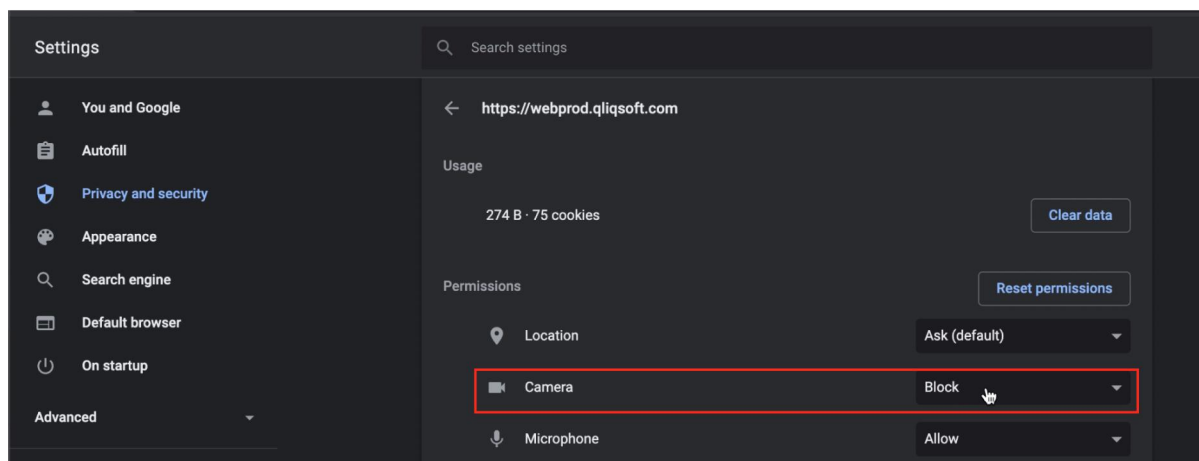
4. Select, “Camera” (Select “Microphone” if sound is the issue)



5. Look under “Block”. Find and select, “https://webprod.qliqsoft.com”



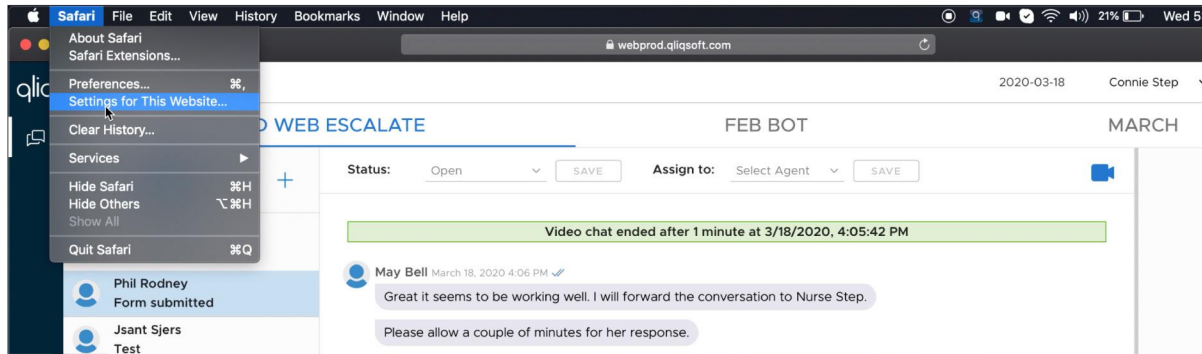
6. Make sure “Camera” and “Microphone” Permissions are set to “Allow”



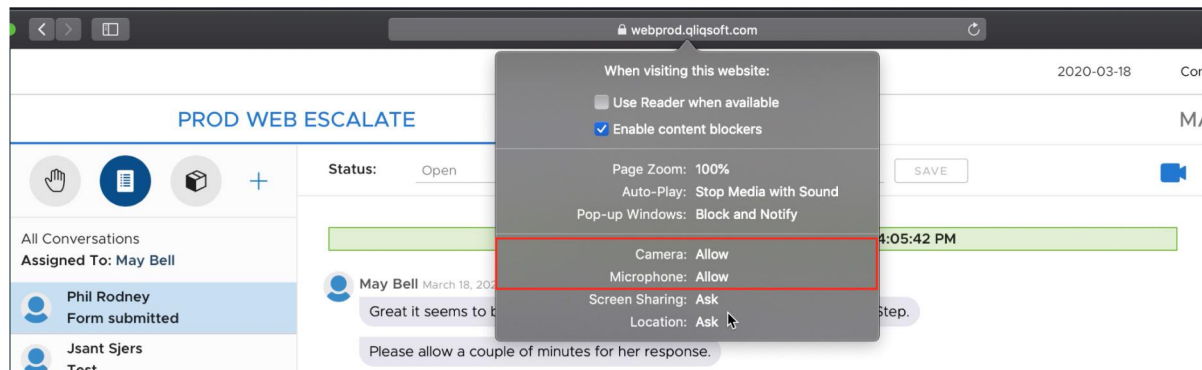
7. Close and relaunch the Browser

Safari - Macbook

1. Open the Safari Browser with the Existing Chat
2. Select on “Safari” (Commonly located on the top left of the screen)
3. Select "Settings for this Website"



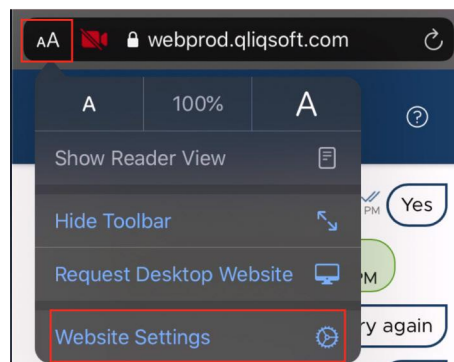
4. “Camera” and “Microphone” permissions should be changed to “Allow”



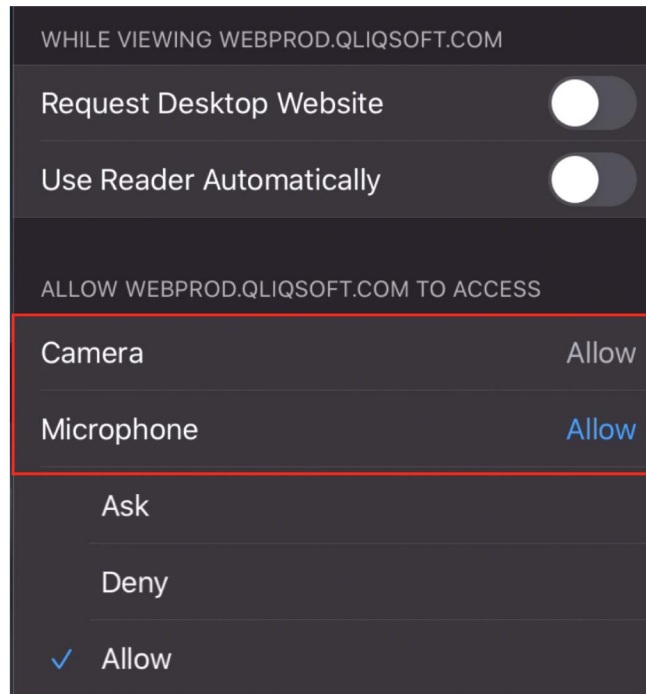
5. Close and relaunch the Browser

Safari - iPhone

1. Open the Safari Browser with the Existing Chat
2. Select the “AA” icon on the top left of the browser
3. Select “Website Settings”



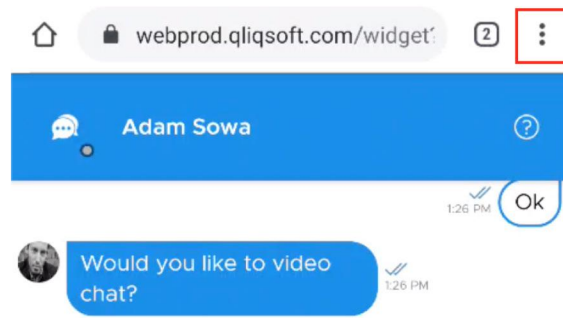
4. Select "Camera" (Select Microphone if sound is the issue)
5. Change to "Allow"



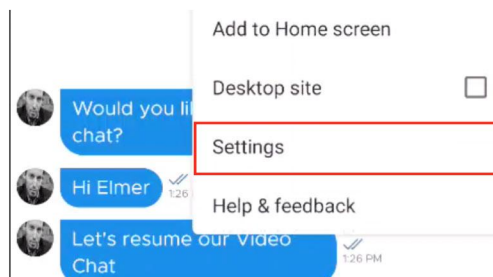
6. Close and relaunch the Browser

Chrome - Android

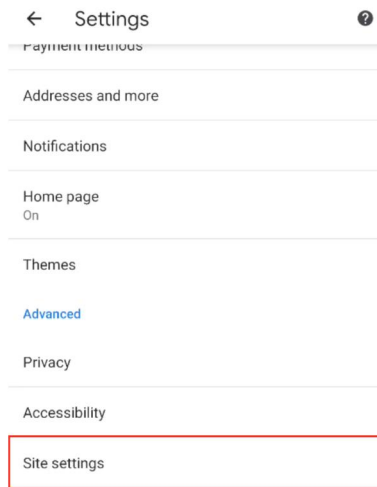
1. Open the Chrome Browser
2. Select the three dotted line on the top right of the browser



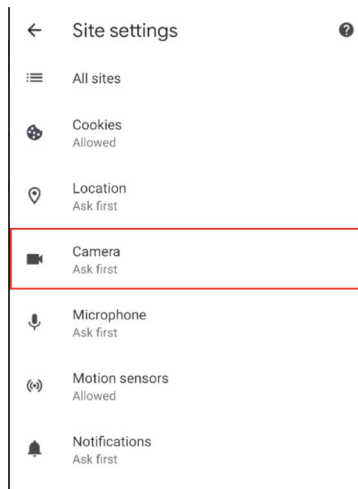
3. Select "Settings"



4. Select “Site Settings”

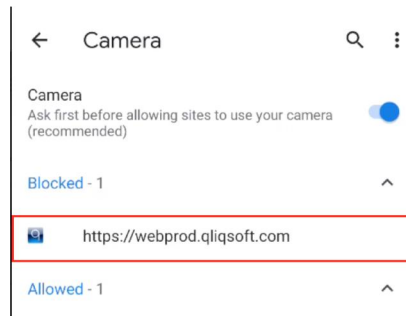


5. Select “Camera” (Select Microphone if sound is the issue)

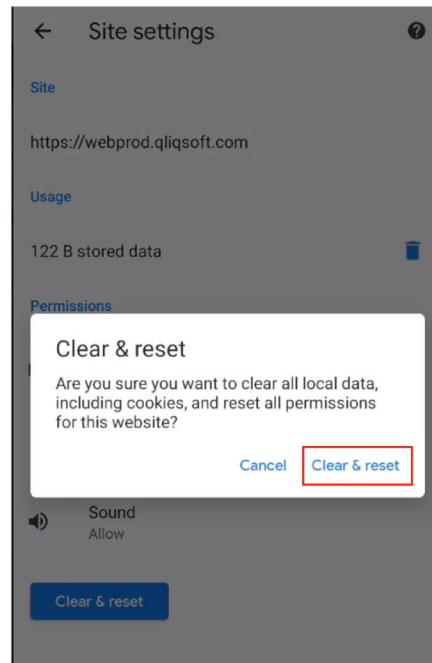


6. Select “Blocked”

7. Find and select on “https://webprod.qliqsoft.com”



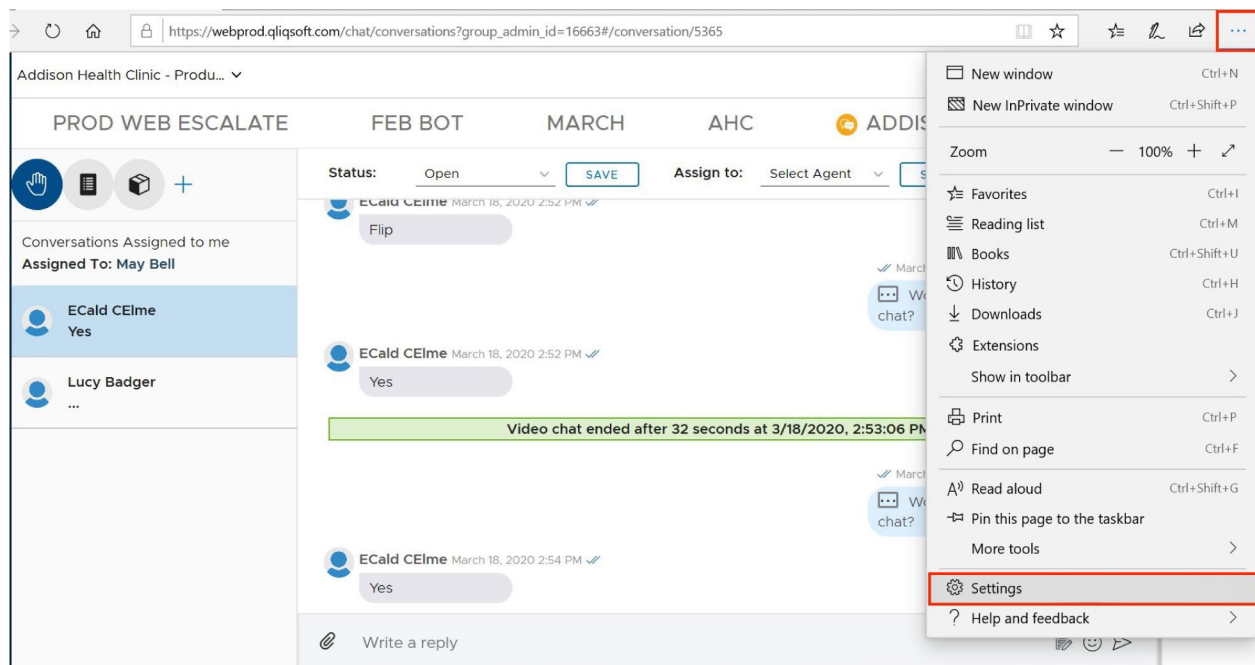
8. Select “Clear & Reset”



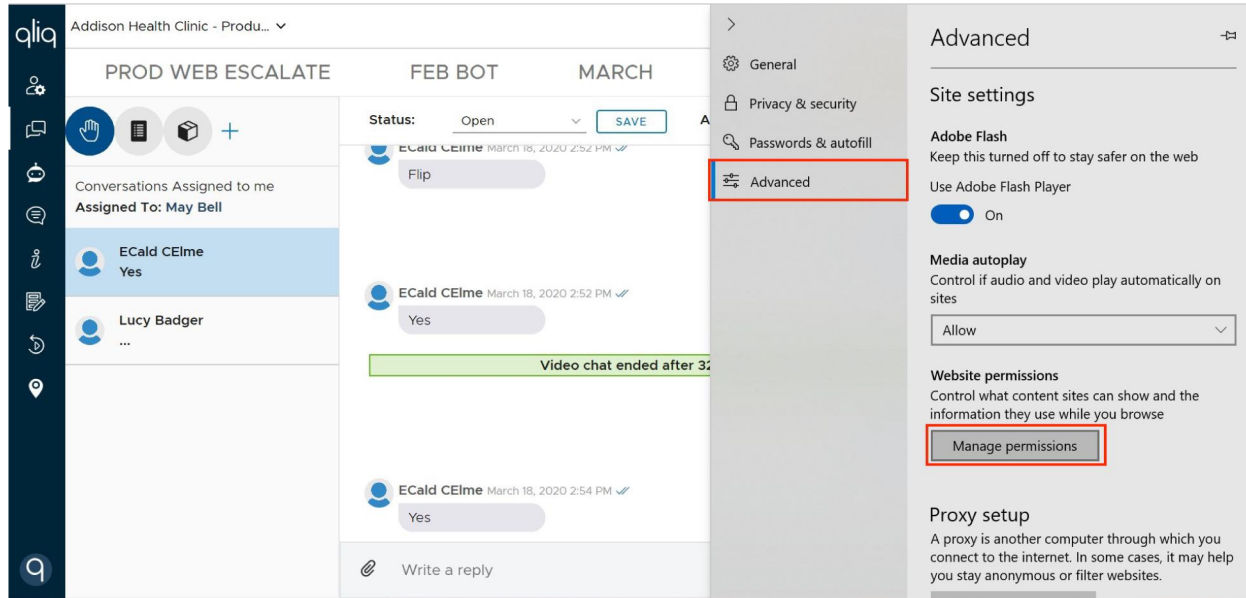
9. Close and relaunch the Browser

Microsoft Edge - Desktop

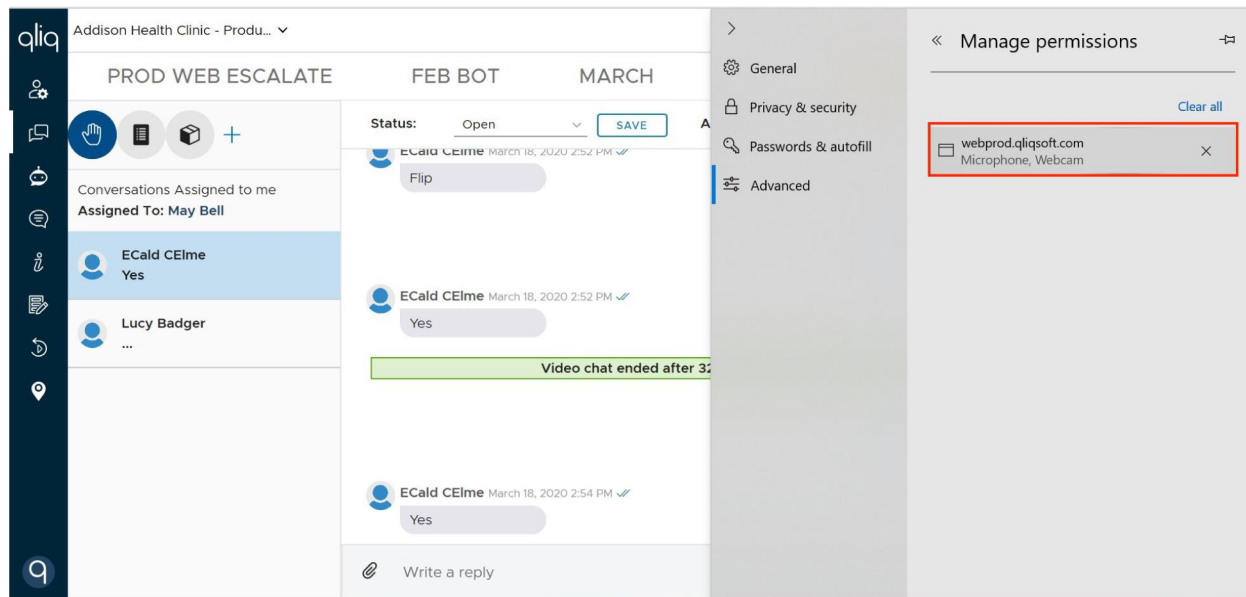
1. Open Microsoft Edge
2. Select the three dotted line on the top right of the browser
3. Select, "Settings"



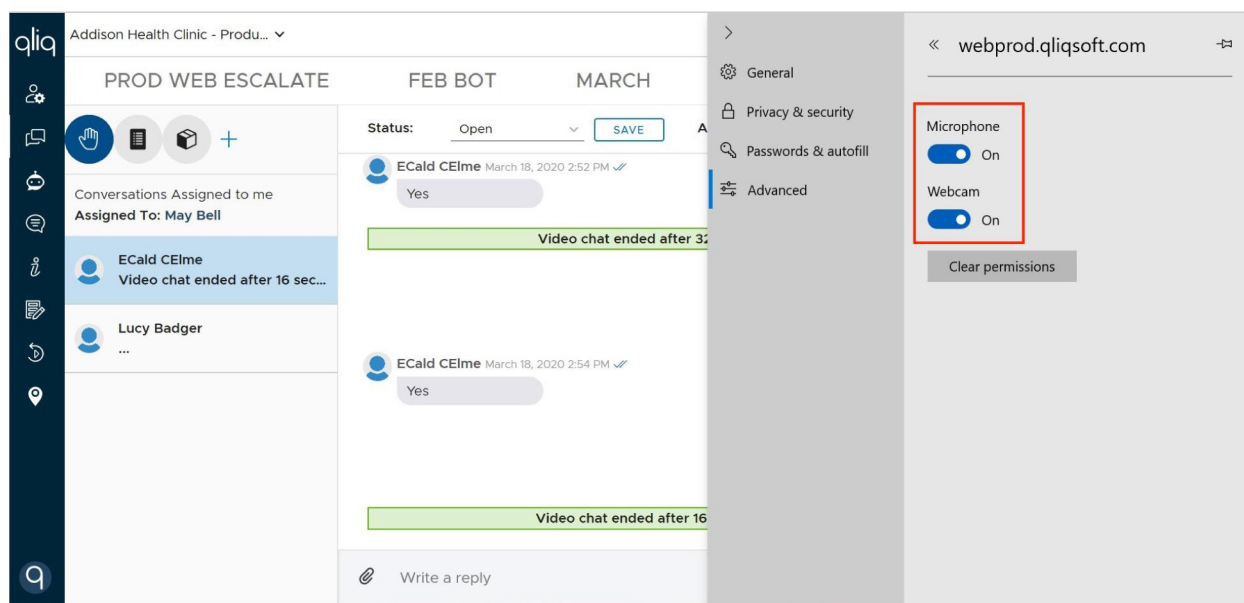
4. Select, "Advanced"
5. Under "Website Permissions" Select, "Manage Permissions"



6. Find and select "webprod.qliqsoft.com"



7. "Camera" and "Microphone" should be turned ON



8. Close and relaunch the Browser