

Virtual Visits

Patient Device Troubleshooting

Device Review



Scan Me



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

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

For mobile iOS (iPhone, iPad) users, only use the Safari web browser 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. *iOS 14.2 potentially has audio connectivity issues.

Supported Browsers:

- Chrome
- Firefox
- Edge (Version 79 or above)
- Samsung Internet
- Safari (mobile iOS devices must use Safari)

Unsupported Browsers: Unsupported OS:

- Internet Explorer
- Microsoft Edge (Below version 79)
- Linux Browsers
- Linux
- Android devices pre-version 6.0
- iOS devices pre-version 13

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