

Knowledgebase > VSee Clinic for Providers > In-Browser Calling > How to Enable the Notification Sound

How to Enable the Notification Sound

Jay-Ileen (Ai) - 2023-07-18 - In-Browser Calling

To protect users from intrusive content, most browsers today (Chrome, Safari, etc.) suspend the audio of websites and applications until the user interacts with the site or manually clicks Unmute.

VSee Clinic plays a notification sound when a patient enters the waiting room. This sound can be blocked by your browser even if it is enabled under the Clinic settings - causing you not to hear the notification sound.

Due to this, we have created the Activate Notification Sound pop-up. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the Play Alert when Patient Enters is enabled under your Waiting Room Notification settings. You can now choose to enable or disable this pop-up.

	✓ Ready for Visits	W	hat's new on this dashboard?	Invite Patient Today's Schedule	Schedule
		patients waiting at this time. Invite Patients		Anne Sorokins Mon, 06 Mar 202: Jane Ha Video View Details	3 - 08:30 PM
	We notice the audio of this site is currently blocked by your browser. Please click the blue button so the alert sound can be played when your patient enters the waiting room. To protect users from intrusive content, most browsers today (Chrome, Safari, etc.) suspend the audio of webbies and applications until user interacts with the site or manually clicks Unmute.				
Activate Notific		Powered b	ty VSee		

Activate Notification Sound

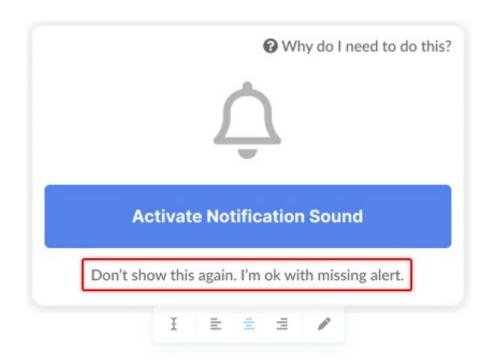
When the audio is disabled by your browser, the sound alert notification pop-up will appear at the bottom left of your Waiting room Dashboard, click on Activate Notification Sound.

Once the sound alert is activated, you can hear it every time a patient enters the waiting room.

\ \	VSee Clinic	Dashboard Patients Schedule			🧿 Jane Ha 👻
	✓ Ready for Visits		What's new on this dashboard?	Invite Patient Today's Schedule	Schedule
		There are no patients waiting at this time. Invite Patients		 Anne Sorokins Mon, 06 Mar 2023 Jane Ha Video View Details 	08:30 PM
<u></u>					
Sound Activa	ted				
Please open Waiting Room Notification Se or to turn on/off specific alert sound.	ettings for more settings,	Pov	vered by VSee		

Disable Pop-up

If you don't want to see the notification pop-up, you can disable this by clicking Don't show this again. I'm ok with missing alerts. You will no longer see this pop-up when you log in or refresh the page.



You can also follow the steps below:

- 1. Click on your name to open the **Profile Menu**.
- 2. Click on **My Account**.
- 3. Under Preferences, uncheck the box for Audio blocked by the browser

notification popup.

4. Click on **Update** to save changes.

			My Account
MY ACCOUNT	Clinic Plans My Clinic Waiting Room Notification Invite Patient		
Profile Preferences Billing			
Notifications Settings			Help
System important events	E-mail and Push	SMS	Test Device
Sending daily summary for upcoming appointment		0	Log Out
Offline chat notification			
Others	5	2	
Audio blocked by browser notification popup			

Enable Pop-up

If you have dismissed the and/or clicked on Don't show this again. I'm ok with the missing alert, you can enable the notification pop-up again by checking the option from your account preferences:

- 1. Click on your name to open the **Profile Menu**.
- 2. Click on **My Account**.
- 3. Under Preferences, check the box for **Audio blocked by the browser notification popup**.
- 4. Click on **Update** to save changes.

			2 My Account
			Clinic Plans
MY ACCOUNT	My Clinic		
Profile Preferences Billing	Waiting Room Notification		
			Invite Patient
lotifications Settings			Help
ystem important events	E-mail and Push	SMS	Test Device
ending daily summary for upcoming appointment	_		Log Out
Offline chat notification			
Others	22	53	
 Audio blocked by browser notification popup oin video call via: Join via web browser (when available, compatible with Join from VSee Messenger desktop app Always ask me 	Chrome and Microsoft Edge brow	sers)	
Update			

If you have any questions, please contact us at help@vsee.com

Last updated on: 18 July 2023