

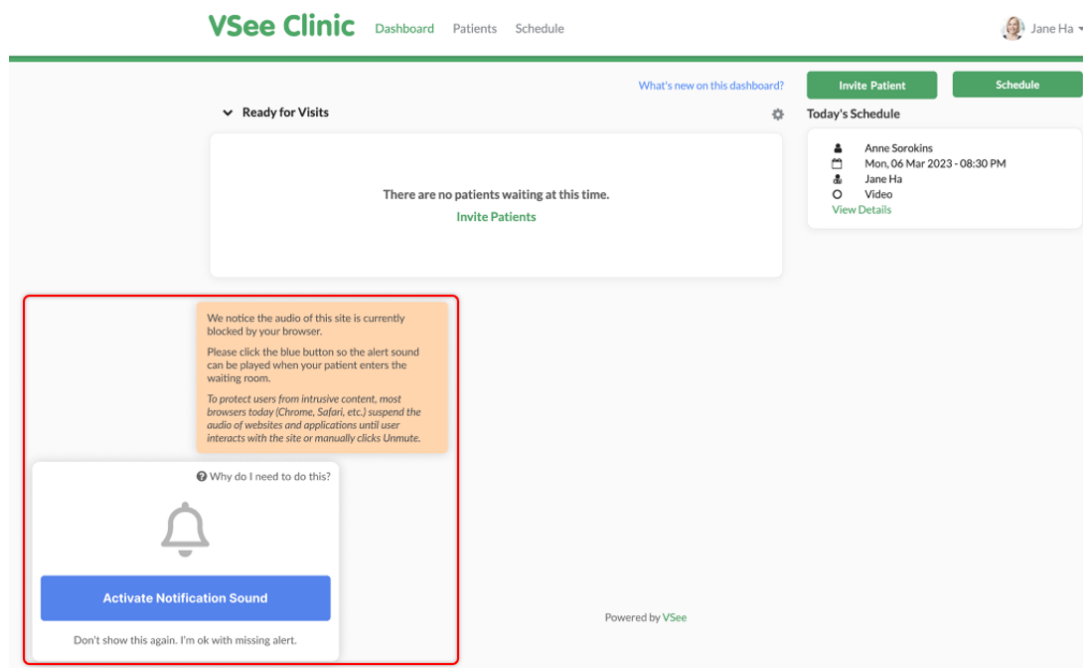
How to Enable the Notification Sound

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.

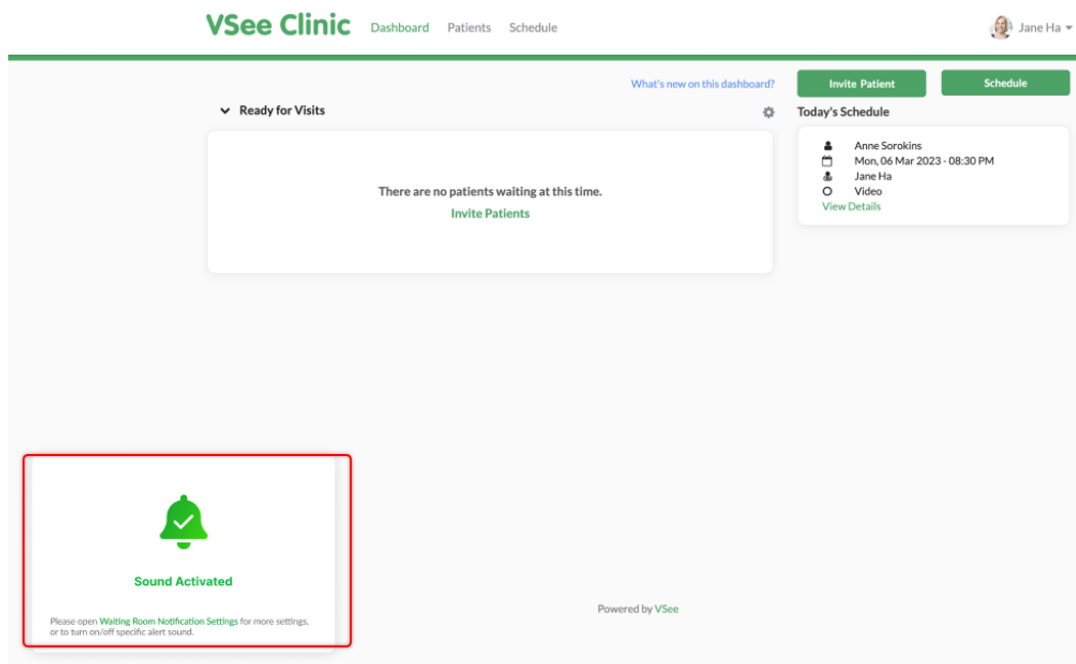
Due to this, we have created the Activate Notification Sound pop-up. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the Play Alert when Patient Enters is enabled under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



Activate Notification Sound

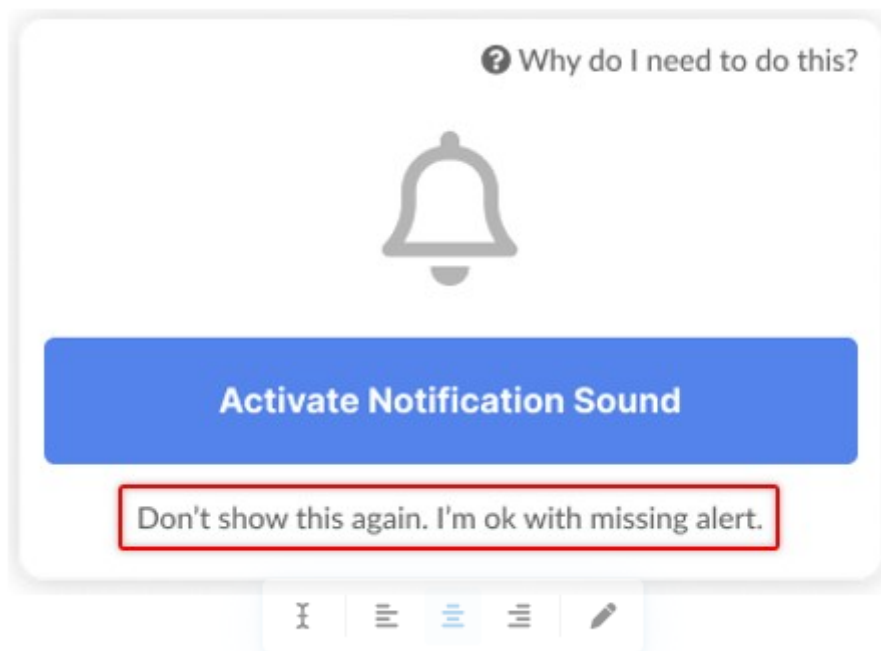
When the audio is disabled by your browser, the sound alert notification pop-up will appear at the bottom left of your Waiting room Dashboard, click on Activate Notification Sound.

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



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.

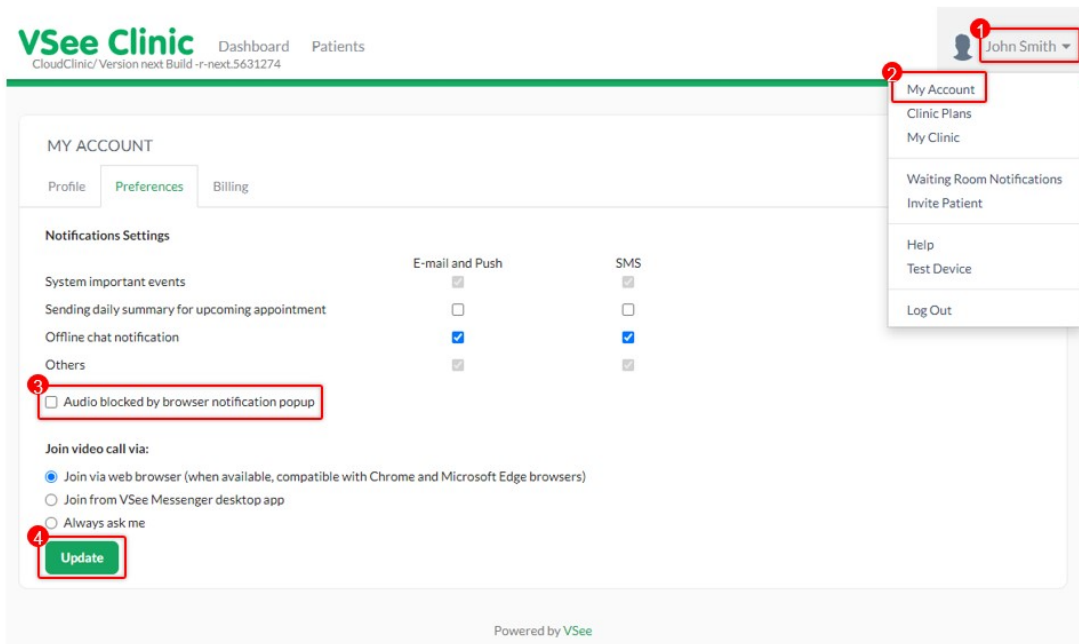


You can also follow the steps below:

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.



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.

1 John Smith ▾

2

- My Account
- Clinic Plans
- My Clinic
- Waiting Room Notifications
- Invite Patient
- Help
- Test Device
- Log Out

MY ACCOUNT

Profile Preferences Billing

Notifications Settings

	E-mail and Push	SMS
System important events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sending daily summary for upcoming appointment	<input type="checkbox"/>	<input type="checkbox"/>
Offline chat notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3 Audio blocked by browser notification popup

Join video call via:

- Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)
- Join from VSee Messenger desktop app
- Always ask me

4

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

Last updated on: 18 July 2023