



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [In-Browser Calling](#) > [How to Enable the Notification Sound](#)

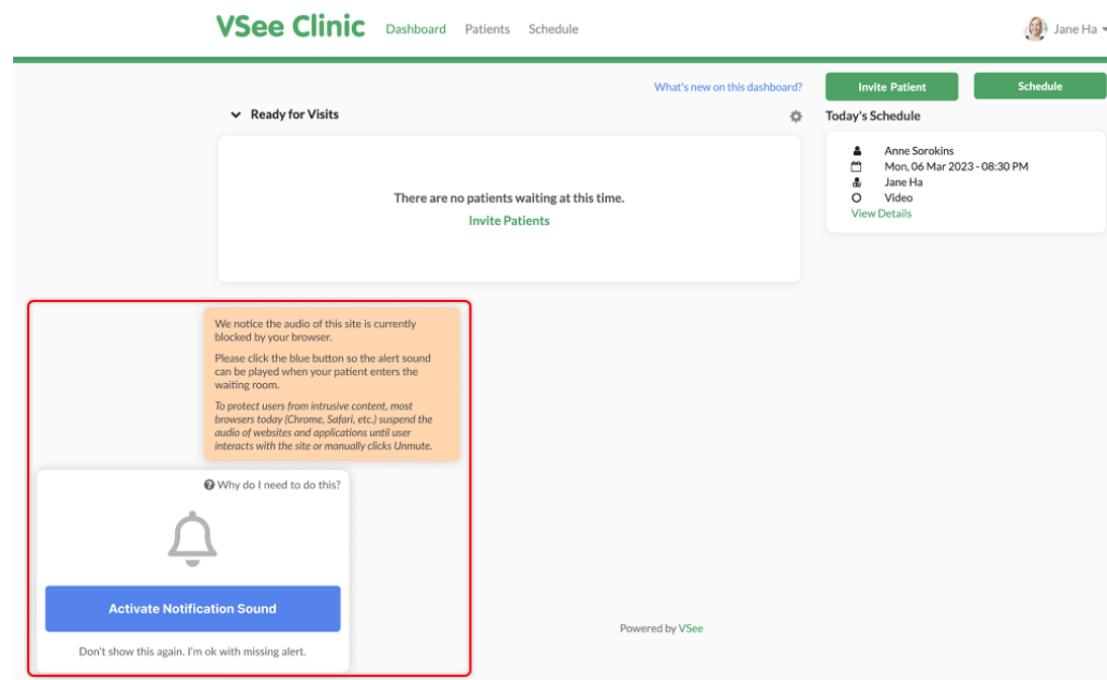
## How to Enable the Notification Sound

Jay-Ileen (Ai) - 2023-07-19 - [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.

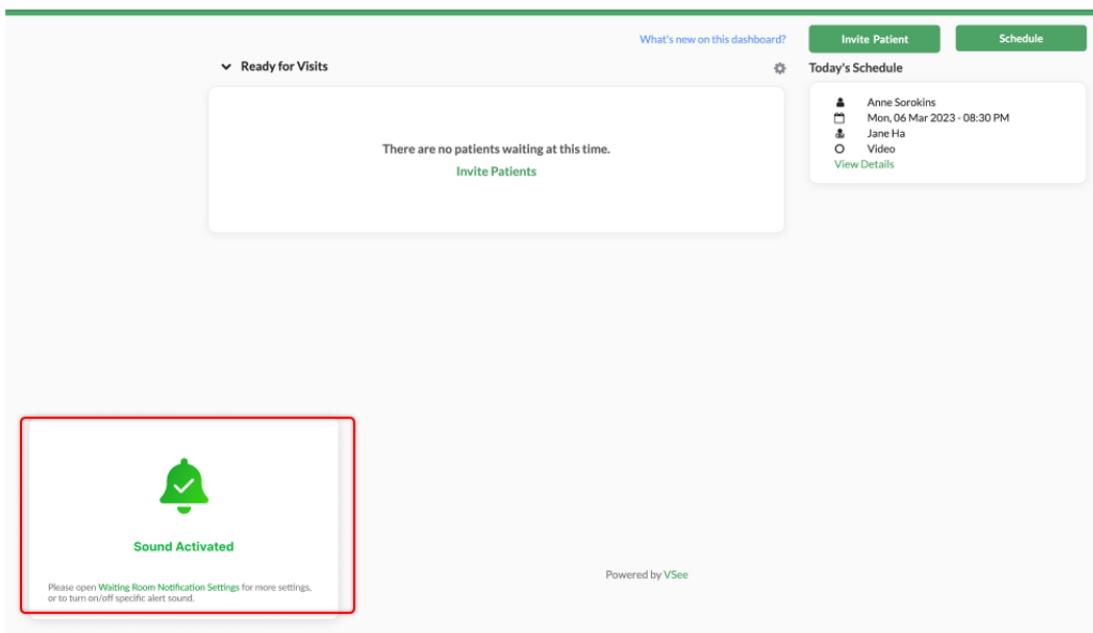
Due to this, we have created the Activate Notification Sound pop-up. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the Play Alert when Patient Enters is enabled under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

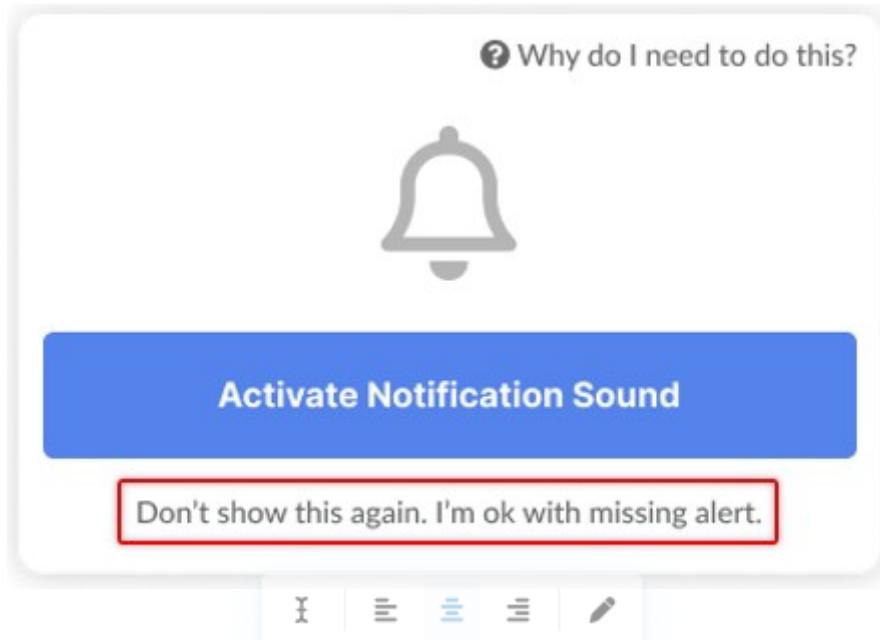
Once the sound alert is activated, you can hear it every time a patient enters the waiting room.



The dashboard shows a 'Ready for Visits' section with a message: 'There are no patients waiting at this time.' and a 'Invite Patients' button. To the right is a 'Today's Schedule' box for 'Anne Sorokins' on 'Mon, 06 Mar 2023 - 08:30 PM' via 'Jane Ha' (Video). A red box highlights a 'Sound Activated' notification pop-up in the bottom-left corner, which includes a green bell icon, the text 'Sound Activated', and a note: 'Please open Waiting Room Notification Settings for more settings, or to turn on/off specific alert sound.'

## Disable Pop-up

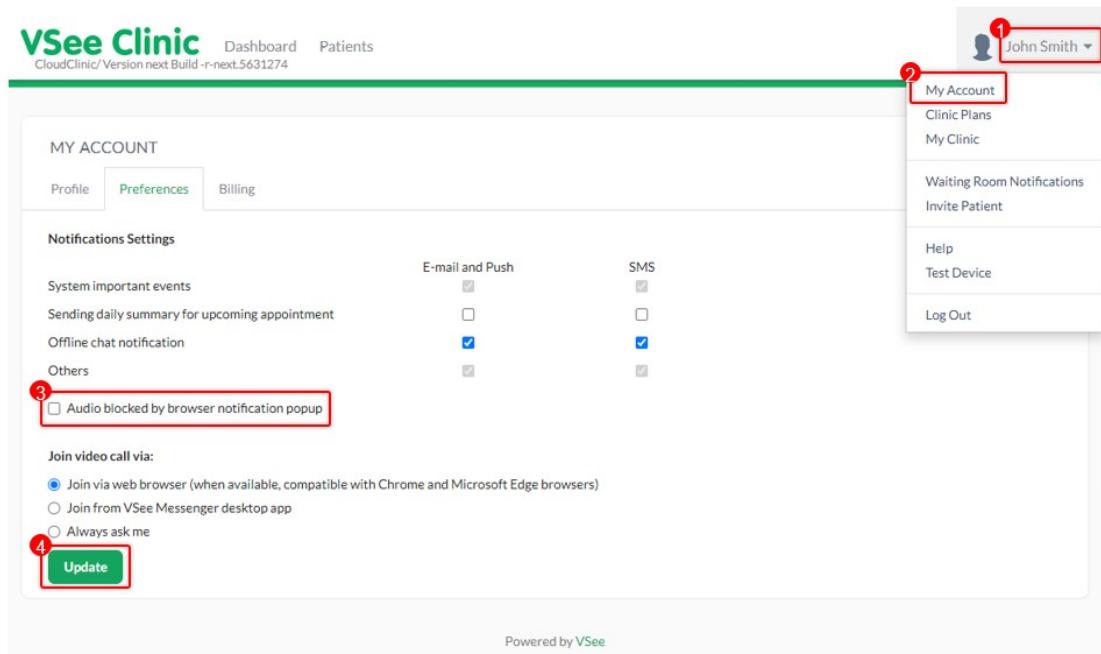
If you don't want to see the notification pop-up, you can disable this by clicking 'Don't show this again. I'm ok with missing alerts.' You will no longer see this pop-up when you log in or refresh the page.



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

Profile Preferences Billing

Notifications Settings

	E-mail and Push	SMS
System important events	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>

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

Update

Powered by VSee

## 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.

The screenshot shows the 'VSee Clinic' dashboard with the 'Preferences' tab selected. The main content area is titled 'MY ACCOUNT' and contains 'Notifications Settings'. It lists four categories: 'System important events', 'Sending daily summary for upcoming appointment', 'Offline chat notification', and 'Others'. Under 'Others', there is a checked checkbox for 'Audio blocked by browser notification popup'. Below this, there is a section for 'Join video call via:' with three radio button options: 'Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)' (selected), 'Join from VSee Messenger desktop app', and 'Always ask me'. At the bottom of the page is a red box containing a white 'Update' button. The top right corner of the page shows a user profile for 'John Smith' with a red box around it, and a vertical menu on the right with a red box around the 'My Account' option.

1 John Smith

2 My Account

3 Audio blocked by browser notification popup

4 Update

MY ACCOUNT

Profile Preferences Billing

Notifications Settings

System important events E-mail and Push SMS

Sending daily summary for upcoming appointment

Offline chat notification

Others

3  Audio blocked by browser notification popup

Join video call via:

4  Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)

Join from VSee Messenger desktop app

Always ask me

Powered by VSee

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com)

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