VSee Clinic 4.12.2 - Report an Issue for Faster Resolution, Camera & Mic Permissions

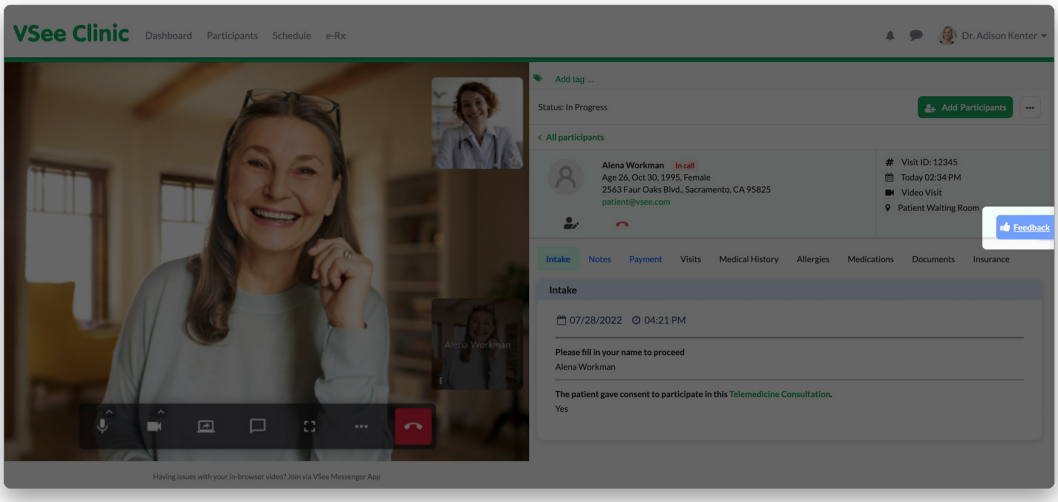
2022-08-09 - Chi - VSee Clinic

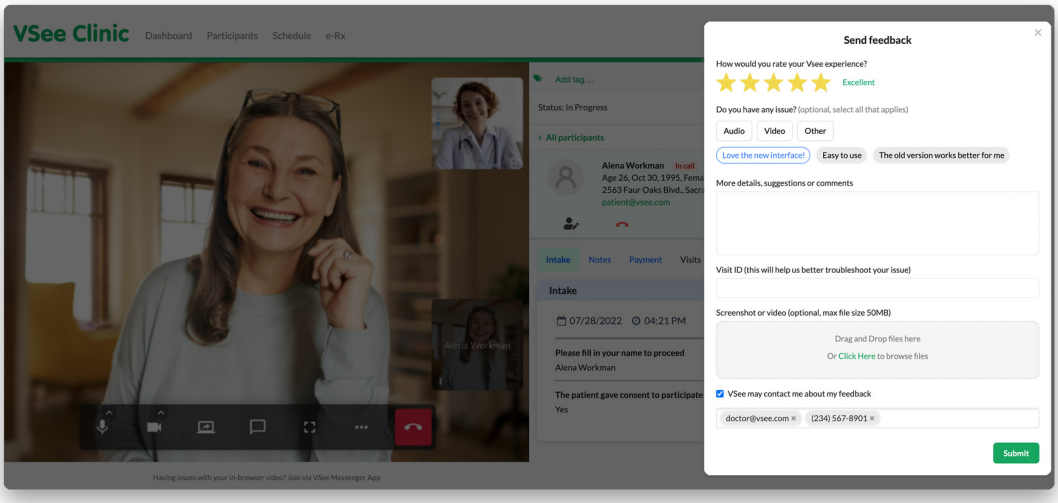
Introducing VSee Clinic 4.12.2 new updates to be released on the 9th of August.

- New - Report an Issue for Faster Resolution
- Camera and Mic Permissions Updates

New - Report an Issue for Faster Resolution

We've added a floating Feedback button to VSee Clinic so you can easily report an ongoing issue or submit feedback to our team and get a speedy resolution.





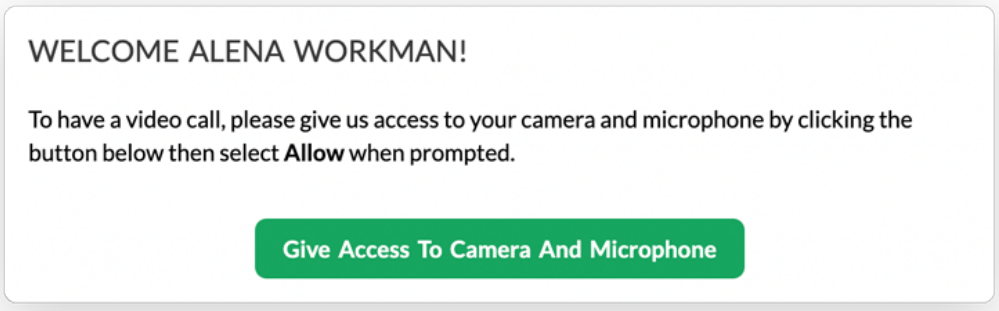
- Look for the blue feedback button with a thumbs-up icon in the right corner of the page wherever you are in the clinic.
- Submit feedback to send auto-captured details such as browser, platform, visit ID, provider ID, patient ID, time, network, and other important information.
- Allow our Support team to respond to your issue in a more timely manner.

Learn more about the feedback/report issue button here.

Camera and Mic Permissions Updates

We're improving your call experience by making sure your users have given their browser camera and microphone permissions before getting into a call.

First time calls will now pop up a message reminding your users to give VSee access to their camera and microphone.



- If a camera or microphone does not have permissions, the user will see the following messages: "Permission denied for microphone access." and "Permission denied for camera access."
- We've also updated and reorganized our Knowledge Base articles so your users can easily find how to give camera and mic permissions for their specific browser & device:

Camera and Microphone Access Permission for Browsers

Camera and Microphone Settings for Browsers - Google Chrome for Desktop or Laptop

Camera and Microphone Settings for Browsers - Safari (Desktop and Laptop)

Camera and Microphone Settings for Browsers - Microsoft Edge (Desktop only)

Camera and Microphone Settings for Browsers - Chrome on a Mobile Device (Only supported on Android phone/tablet)

Camera and Microphone Settings for Browsers - Safari on a Mobile Device (iPhone/iPad)

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

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