



## Video Chat Device And Browser Connectivity and Troubleshooting

### Supported Devices:

**Note:** While we have tested these devices internally, there may be other devices that are compatible with Video Chat.

Samsung: Galaxy s7 and up

One Plus 3t and up

Google: Pixel 3+

Apple: iphone 7+ and up

### Supported Browsers:

Chrome: Windows, Mac, and Android

Microsoft Chromium Edge: Windows

Firefox: Windows, Mac, and Android

Safari: IOS 11+ and Mac OS 10.10+

Samsung Internet Browser: Android

### Not supported:

**Note:** While we have tested these devices internally, there may be other devices that are not compatible with Video Chat.

Amazon Fire Tablets

IOS 10 or Below

iPhone 6 and below.

Microsoft Internet Explorer



## Troubleshooting for iOS:

Enable the microphone and camera for IOS 13+

If you are still unable to see yourself in the video feed, you may need to try a few things in the following order:

1. Restart the Safari browser app
2. Confirm that your camera is not broken. We recommend trying your camera with FaceTime.
3. Make sure there is nothing blocking the camera and is clean of any dirt or smudges

On iOS 13 and up, you can also select the camera and microphone to be enabled by default.

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure Camera & Microphone are set to Allow
4. Ensure Request Desktop Site option is turned off

## Troubleshooting for Android:

Enable the camera for Chrome on Android

To change settings for all sites:

1. On your Android phone or tablet, open the Chrome app.
2. To the right of the address bar, tap "More Settings".
3. Under "Advanced," tap **Site settings**.
4. Tap the permission you want to update.

To change settings for a specific site: You can allow or block permissions for a specific site. The site will use its settings instead of the default settings.

1. On your Android phone or tablet, open the Chrome app .
2. Go to a website.
3. To the right of the address bar, tap "More Info" .
4. Tap **Site settings**.
5. To make a change, under "Permissions," tap a setting. If you don't see a "Permissions" section, the site doesn't have any specific permissions.

If the text link to Updox Video Chat will not open the interface, ask the patient to copy the link and paste it into Google Chrome.

Note: Please do not try to initiate a video chat with anyone on their smartphone at the same time you or anyone else is talking with them via phone call on that same device. They will get an error message because the phone is already using its microphone.

Sales@updox.com  
614-798-8170 x1

Support@updox.com  
614-798-8170 x2

Updox Learning Center  
<http://help.myupdox.com>

