

# Network PBX Web Client - FAQ

This topic provides answers to commonly asked questions about Network PBX Web Client.

## FAQs

- [How to allow notifications from web browser on computer?](#)
- [How to allow notifications from Network PBX Web Client on web browser?](#)
- [What if I want to get notified of a new call when I'm on a call?](#)
- [What if the other party cannot see my video feed during a video call?](#)

## How to allow notifications from web browser on computer?

Refer to the following instructions based on your operating system to allow notifications from Network PBX Web Client.

- [Windows](#)
- [macOS](#)

### Windows









1. Go to  > .
2. Go to **System > Notifications & Actions**.
3. In the **Get notifications from these senders'** section, turn on the notification for desired web browser.

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## Notifications & actions

### Get notifications from these senders

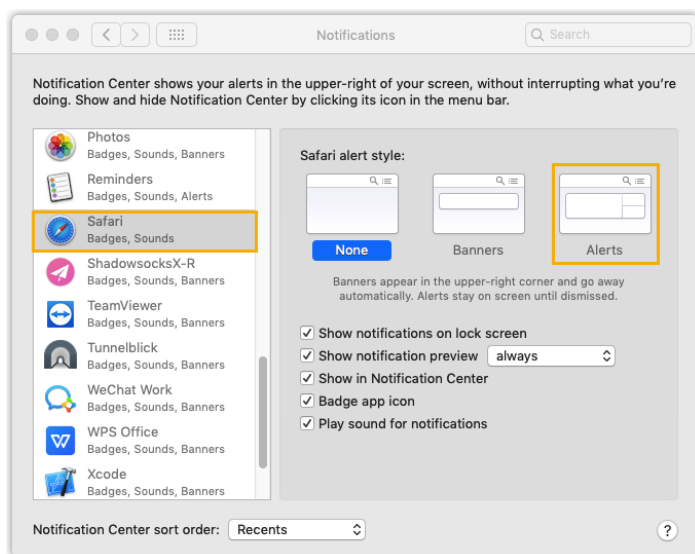
Select a sender to see more settings. Some senders might also have their own notification settings. If so, open the sender to change them.

 <b>Audio</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>AutoPlay</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>Battery saver</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>Calendar</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>File Explorer</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>Google Chrome</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>Microsoft Edge</b> On: Banners, Sounds	<input checked="" type="checkbox"/>	On
 <b>Microsoft Store</b> Off	<input type="checkbox"/>	Off

## macOS

1. Go to  > **System Preferences** > **Notifications**.
2. On the left panel, select the web browser via which you access Network PBX Web Client.
3. Set alert style to **Alerts**.

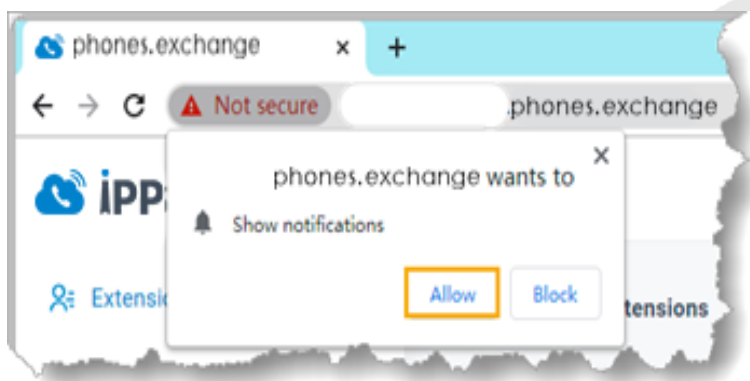
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## How to allow notifications from Network PBX Web Client on web browser?

If you ignore or decline the request for notification when first logging in to Network PBX Web Client via web browser, you need to allow it so that you can receive notifications when there are incoming calls.

Refer to the following instructions based on your web browser to allow notifications from Network PBX Web Client.



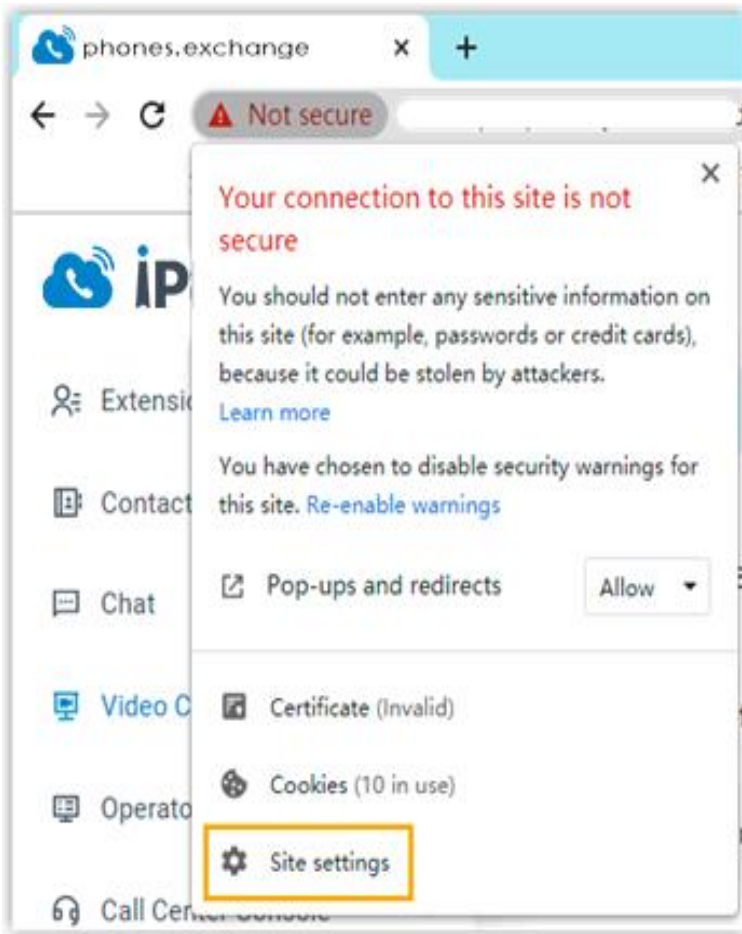
- [Google Chrome](#)
- [Microsoft Edge](#)
- [Opera](#)

### Google Chrome

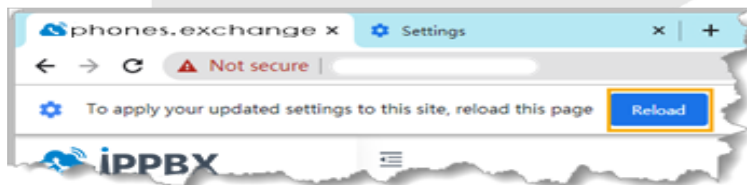
- If you haven't dealt with the request from Network PBX Web Client for notification, you can do as follows:

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1. Log in to Network PBX Web Client.
2. Allow Network PBX Web Client to send notifications.
  - a. In the address bar of Google Chrome, click  or .
  - b. In the pop-up window, click **Site Settings**.





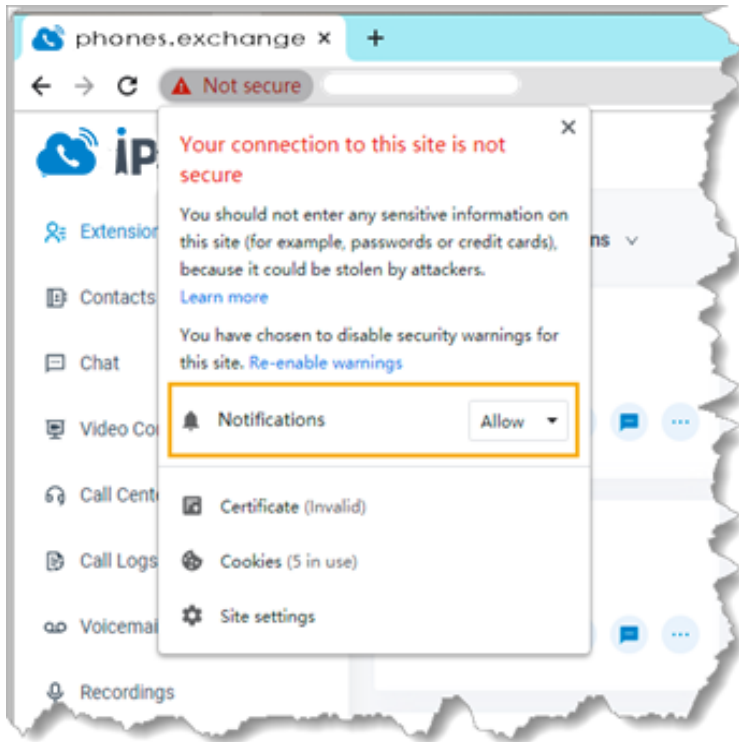
- You are redirected to configuration page of Google Chrome.
- c. Scroll down and go to **Permissions > Notifications**.
  - d. In the drop-down list of **Notifications**, select **Allow**.
3. Apply the change to Network PBX Web Client.
    - a. On Network PBX Web Client, click **Reload**.



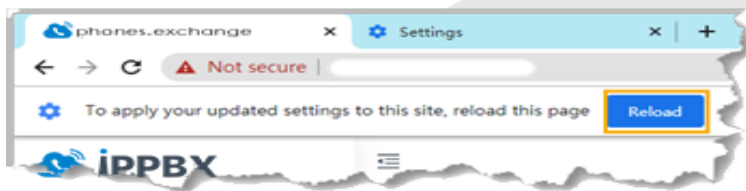
- If you have blocked Network PBX Web Client from sending notifications, you can do as follows:

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1. Log in to Network PBX Web Client.
2. Allow Network PBX Web Client to send notifications.
  - a. In the address bar of Google Chrome, click  or .
  - b. In the drop-down list of **Notifications**, select **Allow**.



- c. Click any blank space to confirm.
3. Apply the change to Network PBX Web Client.
    - a. On Network PBX Web Client, click **Reload**.

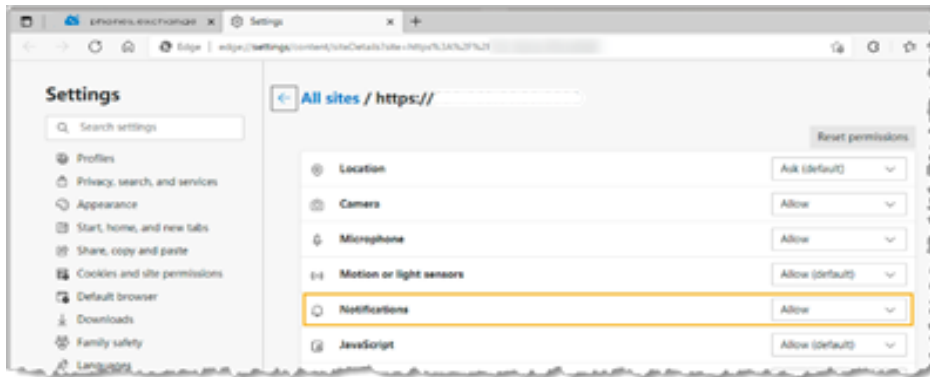


## Microsoft Edge

- If you haven't dealt with the request from Network PBX Web Client for notification, you can do as follows:
  1. Log in to Network PBX Web Client.
  2. Allow Network PBX Web Client to send notifications.
    - a. In the address bar, click  or .
    - b. Select **Permissions for this site** from the drop-down list.  
You are redirected to the web browser's **Settings** page.

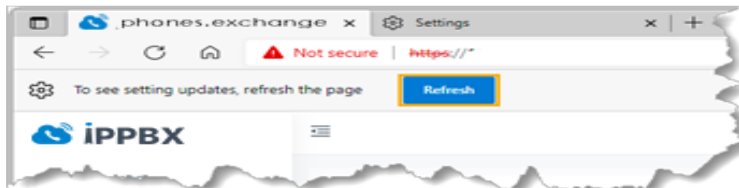
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c. In the drop-down list of **Notifications**, select **Allow**.



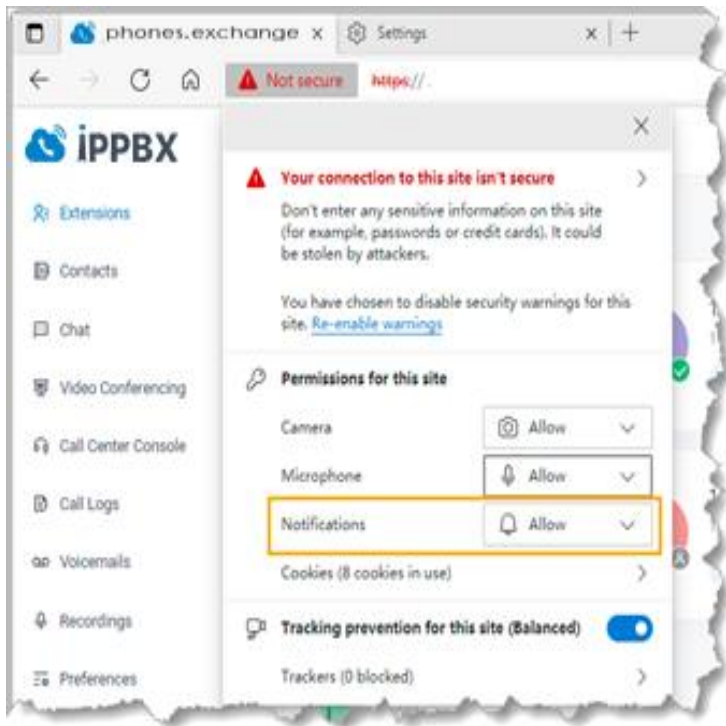
3. Apply the change to Network PBX Web Client.

- a. Click the tab of Network PBX Web Client.
- b. On Network PBX Web Client, click **Refresh**.

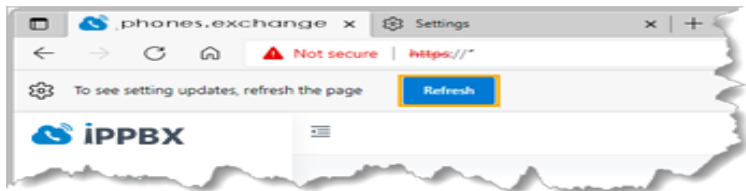


- If you have blocked Network PBX Web Client from sending notifications, you can do as follows:
  1. Log in to Network PBX Web Client.
  2. Allow Network PBX Web Client to send notifications.
    - a. In the address bar, click  or .
    - b. In the drop-down list of **Notifications**, select **Allow**.

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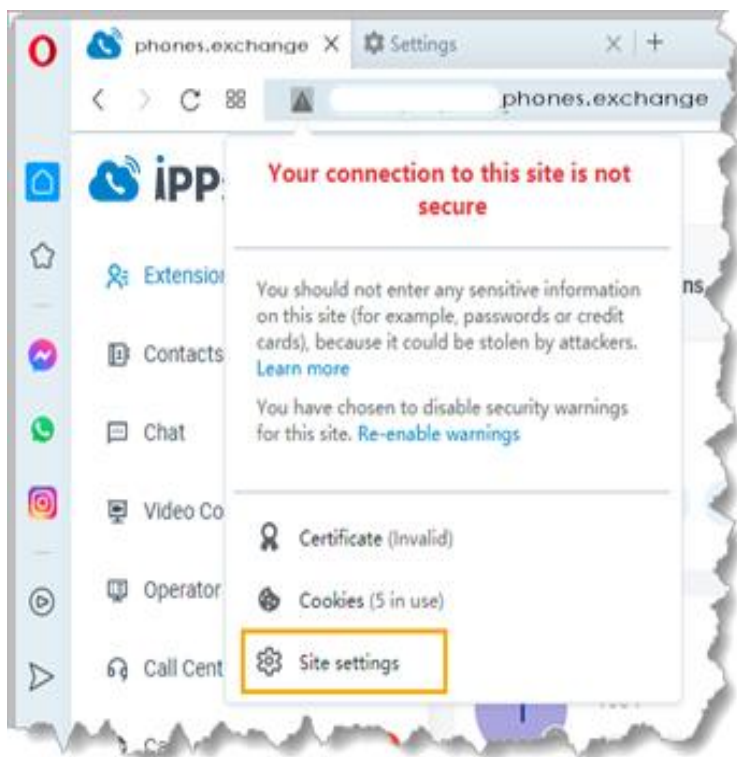
- c. Click any blank space to confirm.
3. Apply the change to Network PBX Web Client.
  - a. On Network PBX Web Client, click **Refresh**.



## Opera

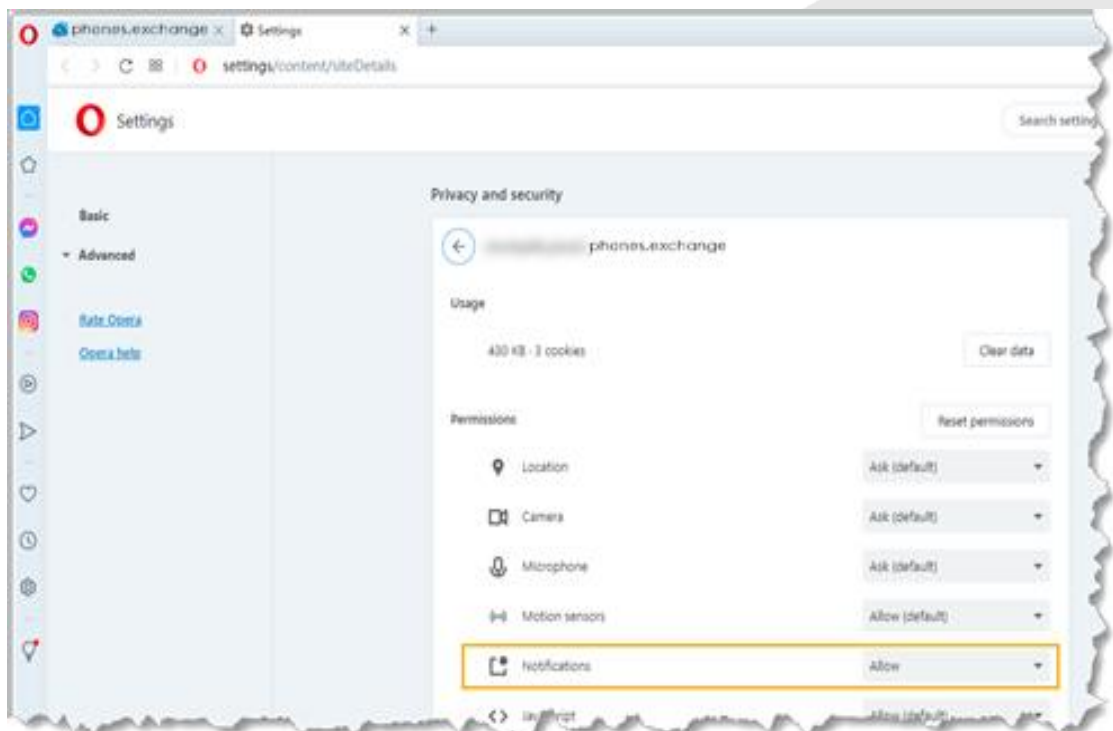
- If you haven't dealt with the request from Network PBX Web Client for notification, you can do as follows:
  1. Log in to Network PBX Web Client.
  2. Allow Network PBX Web Client to send notifications.
    - a. In the address bar, click  or .
    - b. In the pop-up window, click **Site Settings**.

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You are redirected to configuration page of Opera.

- c. In the drop-down list of **Notifications**, select **Allow**.



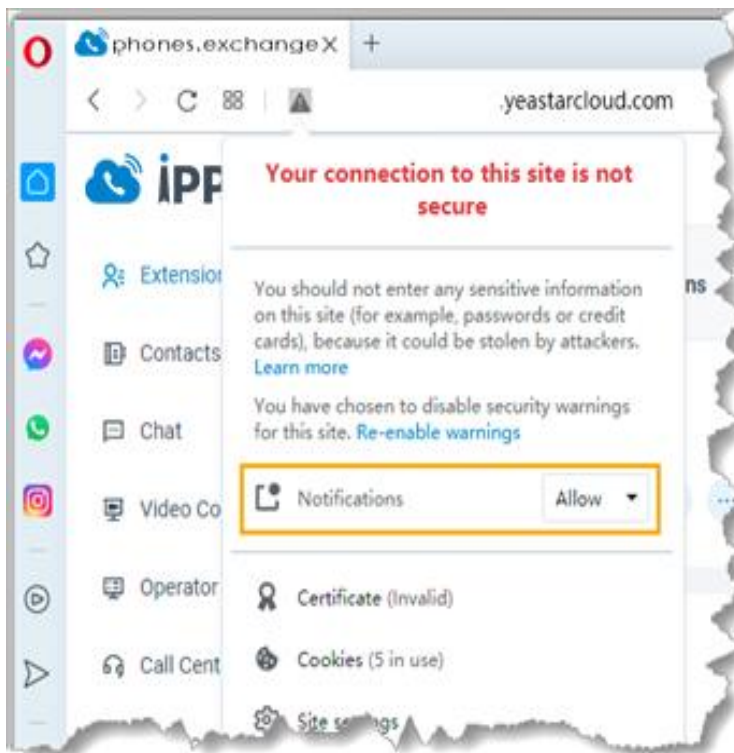


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3. Apply the change to Network PBX Web Client.
  - a. On Network PBX Web Client, click **Reload**.



- If you have blocked Network PBX Web Client from sending notifications, you can do as follows:
  1. Log in to Network PBX Web Client.
  2. Allow Network PBX Web Client to send notifications.
    - a. In the address bar of Opera, click  or .
    - b. In the drop-down list of **Notifications**, select **Allow**.



- c. Click any blank space to confirm.
  3. Apply the change to Network PBX Web Client.

On Network PBX Web Client, click **Reload**.

## What if I want to get notified of a new call when I'm on a call?


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You need to enable **Call Waiting** feature as follows:

1. Log in to Network PBX Web Client.
2. Go to **Preferences > Features**.
3. In the **Call** section, select the checkbox of **Call Waiting**.
4. Click **Save**.

## What if the other party cannot see my video feed during a video call?

If you access Network PBX Web Client having a video call via Google Chrome (Version 88) on macOS, you need to check if hard acceleration of Google Chrome is disabled:

1. At the top-right corner of Google Chrome, click , click **Settings**.
2. On the left navigation bar, click **Advanced > System**.
3. In the **System** section, check if **Use hardware acceleration when available** is disabled.  
If yes, then enable the feature.

