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# Troubleshooting SNAPMobile Web / On Q UC Web Client

Andrew Edington - 2026-05-19 - [Troubleshooting](#)

## Common Problems

Most common issues relating to the snapmobile web client are due to the application not detecting, or having access to, a working microphone. This can lead to behaviour such as the app switching yourself to offline straight away or shortly after you manually set yourself to online, or audio problems (1way or no audio).

Both the OS and browser must have suitable permissions granted in order for snapmobile web to function.

## Troubleshooting Steps

### Web Browser

The officially supported browser is Chrome, and as such it's recommended to be using this instead of Edge or Firefox. Although modern Microsoft Edge does work (as it's based on chromium), we have seen some issues using it (such as login loops requiring cookie & cache clearing).

### Browser Privacy Settings

Ensure microphone and notification permissions have been given to the app/site.

### Windows Permissions

Ensure microphone access is enabled, along with desktop app access. E.g. Windows Settings -> Privacy & Security -> Microphone

### Windows Audio Settings

Ensure Windows audio settings has your headset selected as communications device / input source

### SNAPMobile Client Settings

On the left hand menu, goto settings and ensure a mic & headset are correctly set

### Browser Settings

Within the browser settings, it's a good idea to instruct the browser to not put the tab to sleep (a memory saving feature).

To do this in Chrome: 3 dot menu -> settings -> performance -> click 'add' under 'always keep these sites active' and enter portal.onq.net

For Edge: 3 dot menu -> settings -> system and performance -> find 'never put these sites to sleep' and click 'add', enter portal.onq.net

### Device Power Saving

If you're running a laptop, it's possible your pc is putting usb devices to sleep in order to save power. This can result in the headset disappearing and thus calls may not work. Check device settings to ensure your usb device is not going into power save mode (administrative permissions may be required - consult your IT support).

## **Device Drivers**

Ensure device drivers for your headset are up to date.

## **Call Forwarding**

If the user extension has call forwarding enabled, this can result in the UC app forcing the user into the offline state. Check that there is not a 'call forwarding all' rule set under the user extension -> answering rules tab.