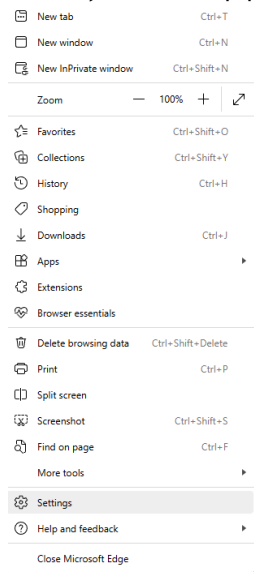
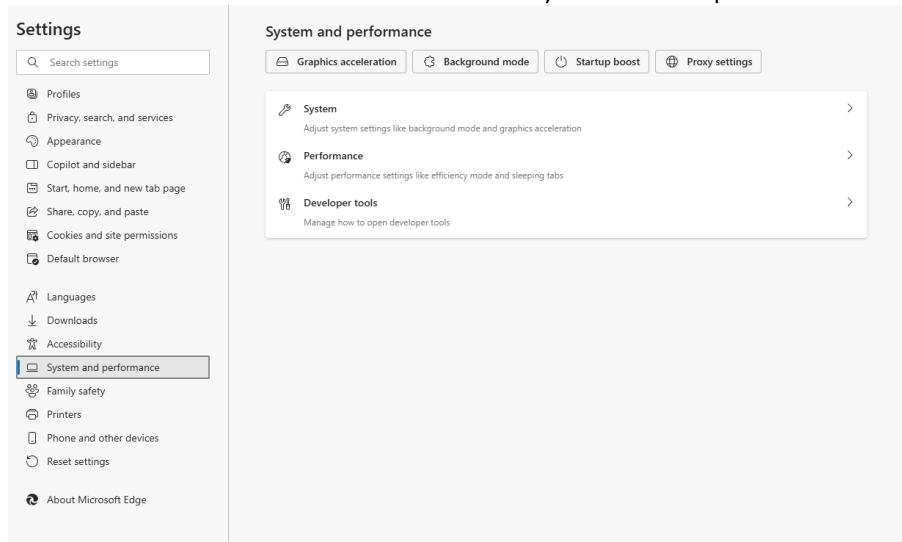


Turn off sleeping Tabs | Microsoft Edge:

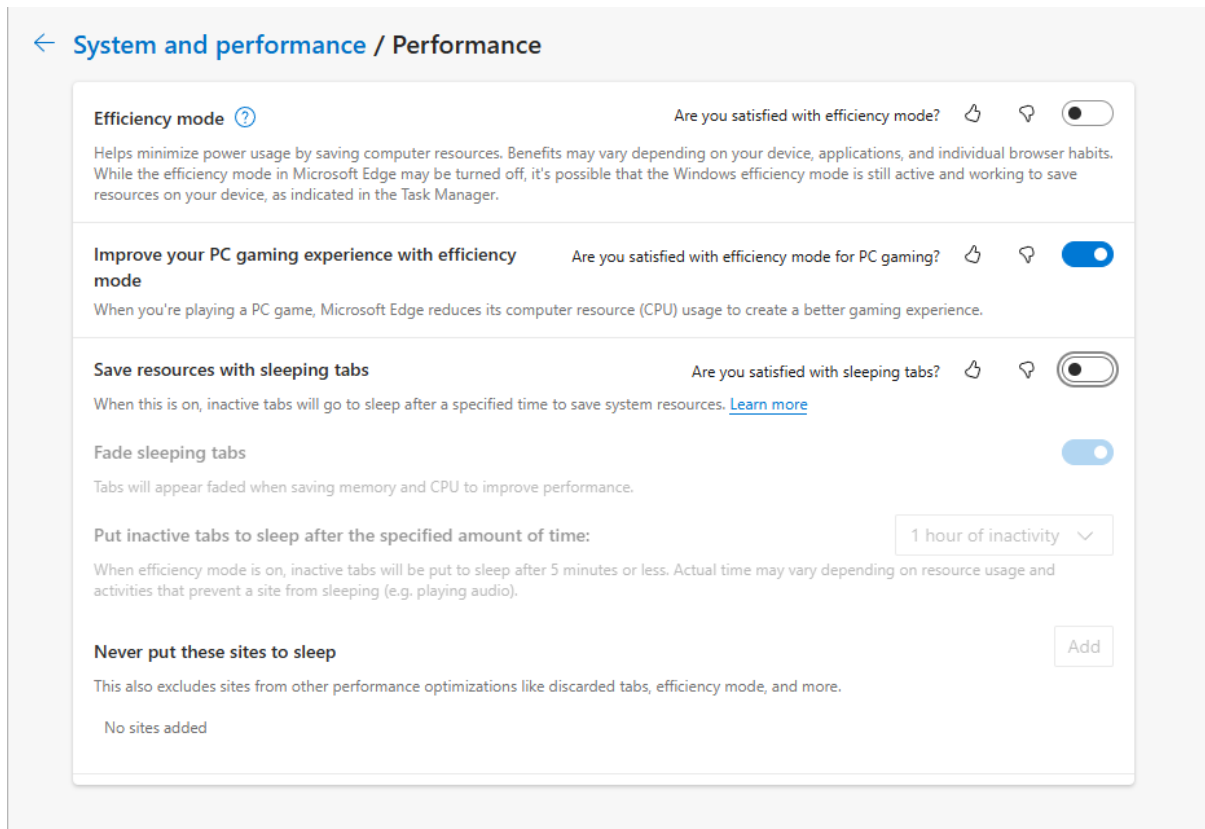
1. Open Microsoft Edge and click the three-dot menu (Settings and more) in the upper-right corner.



2. Select "Settings" from the dropdown menu.
In the left-hand sidebar, click on "System and performance".

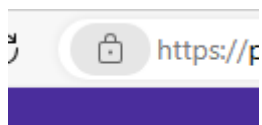


3. Scroll down to the "Optimize Performance" section.
Toggle the switch next to "Save resources with sleeping tabs" to turn the feature off.

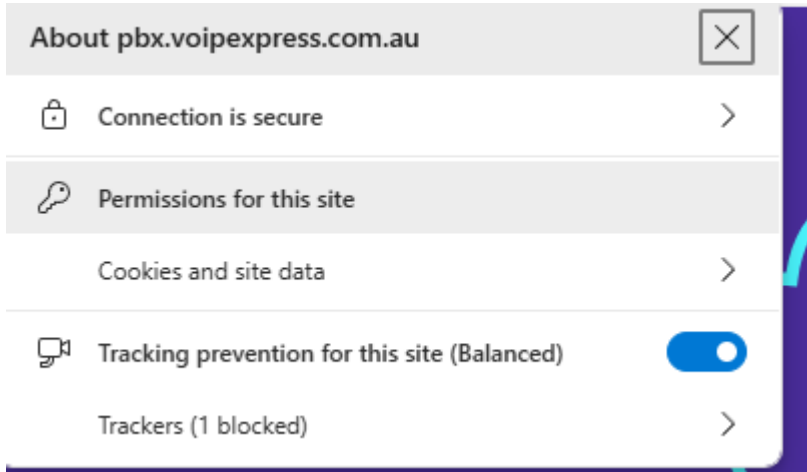


Browser Permissions | Edge:

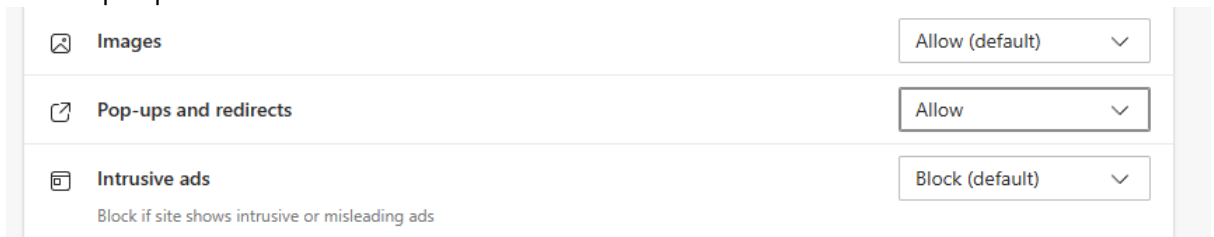
1. Login to the softphone.
Click the padlock



Click on permissions for this site:



2. Set Pop-ups and redirects to allow:



Please also ensure the following are set to Allow:
Microphone
Notifications

3. Close tab and refresh the softphone page.