

Release Notes:

QliqCHAT for iOS and Android

Release Date: March 21, 2025

Android Version: 2.4.478

iOS Version: 2.4.478

Compatibility:

iPhone	iOS 14.0 or later
iPad	iPadOS 14.0 or later
iPod Touch	iOS 14.0 or later
Android Devices	Android 7.0 and up

Important Notes for Affected Users

- Prior versions of QliqCHAT are no longer available on Google Play Store
- **iOS 18 is not compatible with QliqConnect. These users must migrate to QliqCHAT**

What is NOT Affected by this release?

- QliqConnect*
- Quincy

- Secure Messaging APIs
- QliqDIRECT

We will be monitoring the performance of the QliqCHAT apps before setting an updated date to sunset the QliqConnect apps.

What's New

- **Support Chat:** We have added a post-login support virtual agent for users to submit requests to support such as providing feedback or to access self-serve troubleshooting tools. To access this, click on your avatar, click **Open Support** and follow the prompts. To close this dialog click **Dismiss**. You can access it anytime by clicking on the QliqSOFT icon.

Please continue to use the report error function (Click on your avatar/Settings/Support/Report Error) and include the database for new issues as it provides more information for troubleshooting.

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Bobbi Weber

qliq id: 543941182

VP Product Marketing and Cust...



Online Away **DND**

[Starred Messages](#)

37 min ago

[My On-Call Schedules](#)



[Text Non-Qliq users](#)

QuincyCHAT



1 hour ago

Announcements

Archived

Edit Profile

Feedback

Privacy Policy

Settings

Logout

2 hours ago

2 hours ago

6 hours ago

23 hours ago

Can I help you?

Dismiss

Open Support



On-call Groups



Snap & Sign



Visit Path

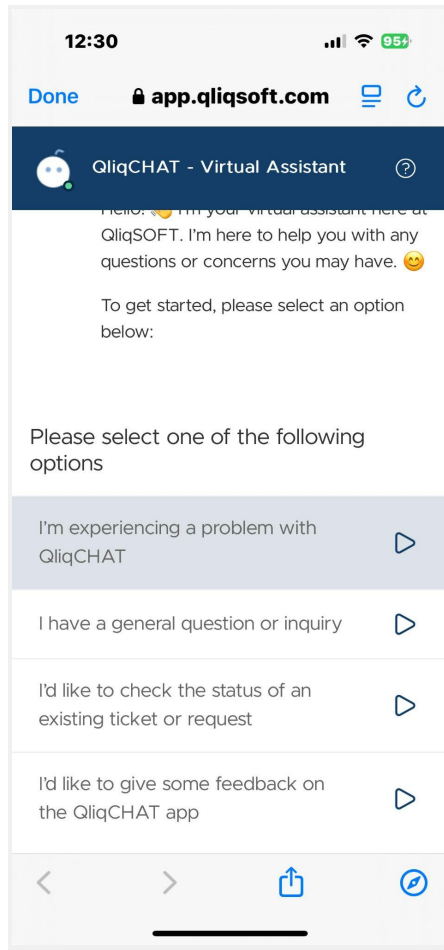


Barcode Scan

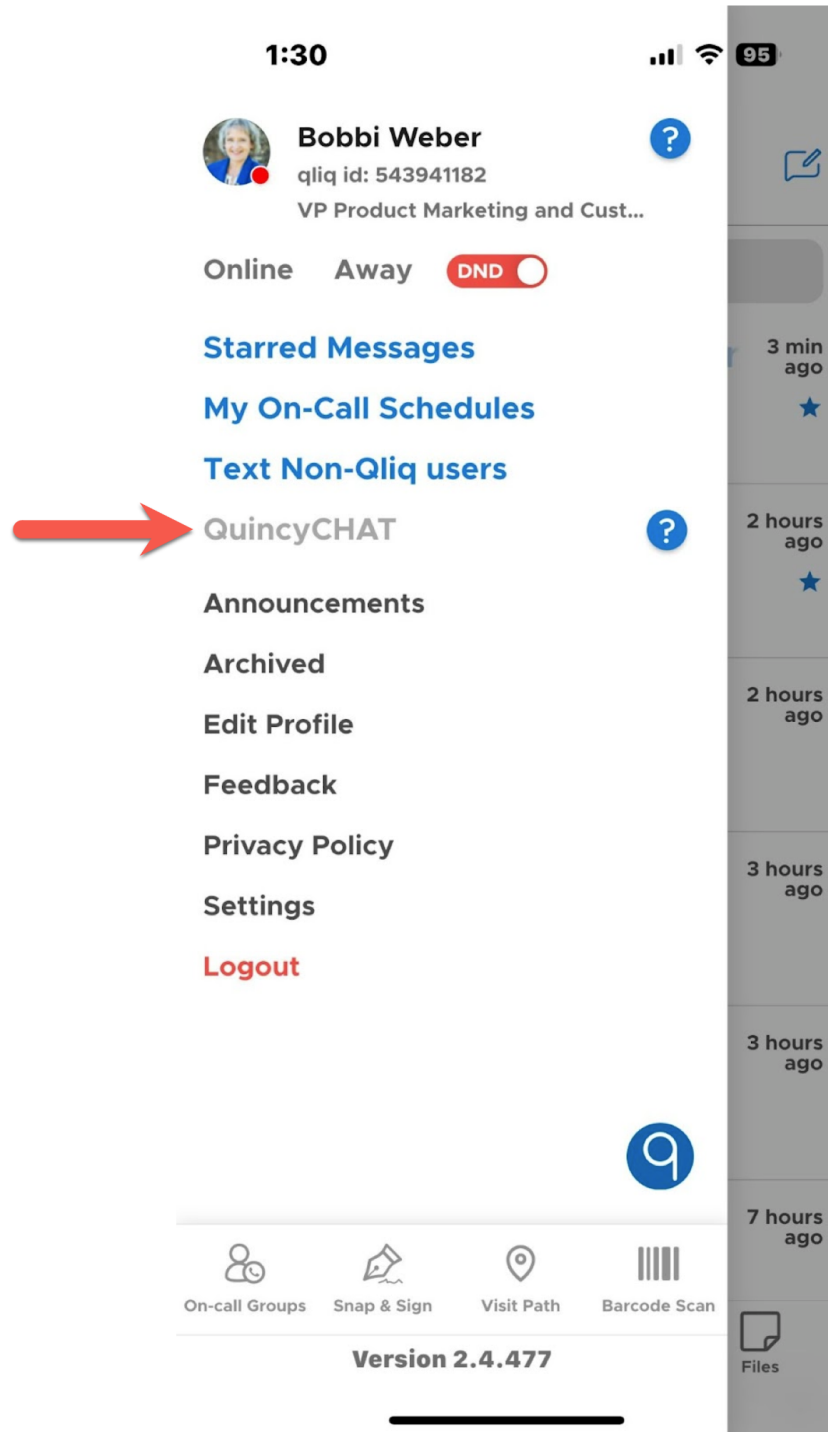
Version 2.4.477



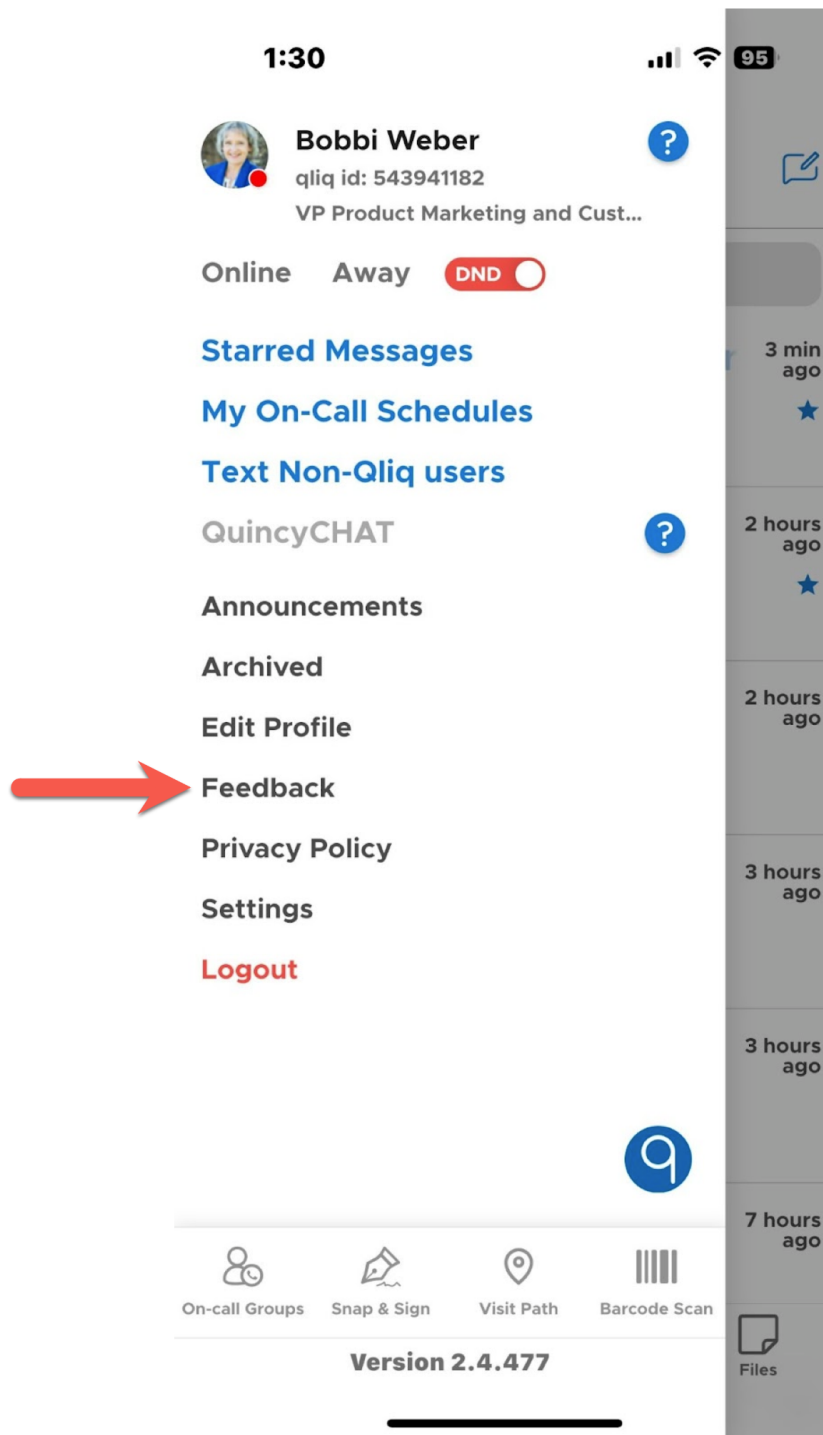
Files



- **QuincyCHAT:** QuincyChat (formerly +CHAT secure patient texting) is being integrated as an in-app web viewer to allow users of QliqCHAT to send secure app-less messages to patients. This is a paid feature unless the client already has licensed +CHAT secure patient texting separately using the Quincy digital communication platform. This feature is not yet active.



- **Feedback:** Users can rate the application and provide feedback from within the app. Click on the avatar, select Feedback, select a star rating and optionally add a comment.



Improvements

- **File Uploads:** Upload IDs are now displayed in QlikCHAT messages when files have been uploaded to the QlikSTOR or EMR, improving tracking and management.

- **Tutorials:** The tutorial is now only displayed for the first device a user logs in with, streamlining the onboarding experience.
- **QliqSTOR Notifications:** The user is now informed if a file upload to the QliqSTOR was successful or failed.
- **Pending Downloads:** At times a user's mobile application is connected to a public hotspot (e.g., a network with restricted access). In such cases, the app can receive push notifications but cannot download the actual messages. To improve the user experience, there is a new placeholder message that indicates that the message is pending download. Once the reason for the pending download is resolved, the actual message content will replace the placeholder.



- **Starred Messages:** Starred messages now reliably sync across all the user's devices.
- **iOS Push Notifications:** At times users experience issues receiving notifications when all phone settings are optimized. If this occurs, users can now click on their avatar, select **Settings** and **Device Settings** and then press the **Refresh Token** button to resolve potential push notification issues.
- **Quick Messages:** Quick messages can now be reordered by dragging them into a preferred arrangement. To move the message press on the = to the right of the message. The message will highlight and allow you to drag it to a new position.

Bug Fixes

- **Audio Messages:** When users attempt to play a previously deleted audio message, the app provides clearer information why the recording can no longer be played.
- **iPad - Thumbnails:** Image thumbnails now accurately represent the attached photo on iPads.
- **Image Thumbnails:** All images now have a visible thumbnail.
- **Android - QliqSTOR Uploads:** Files now upload quickly to QliqSTOR on all Android devices.
- **Android - Announcements:** Administrators can now send announcements only to iOS, Android, and Windows
- **Video Playback:** Videos stop playing after sending, after a screen change, or during file creation.
- **Contact List:** Removed users are no longer displayed in the organization's contact list.
- **Hyperlinks:** .us and .meet domains now correctly appear as hyperlinks.

- **Android - Video Size:** Videos saved on Android devices now adhere to the 20MB size limit.
- **EMR Patient Lookup:** The patient lookup no longer errors out when a patient's gender is missing.
- **EMR Patient Lookup:** Users can now remove a searched name using the X button without errors. The search filter remains intact.
- **Archived Conversations:** A warning popup now prevents archiving of conversations during catch-up, ensuring important conversations are not lost

Limitations

- **Fill & Sign and QliqSTOR chat attachment:** Fill & Sign and QliqSTOR documents cannot be attached through the conversation thread workflow. To attach a Fill & Sign or QliqSTOR document, go to Files > Fill & Sign or QliqSTOR folder and select the document from there.