



## Allow Camera and Mic Permissions (Android and iOS)

- 2021-09-18 - Mobile Devices

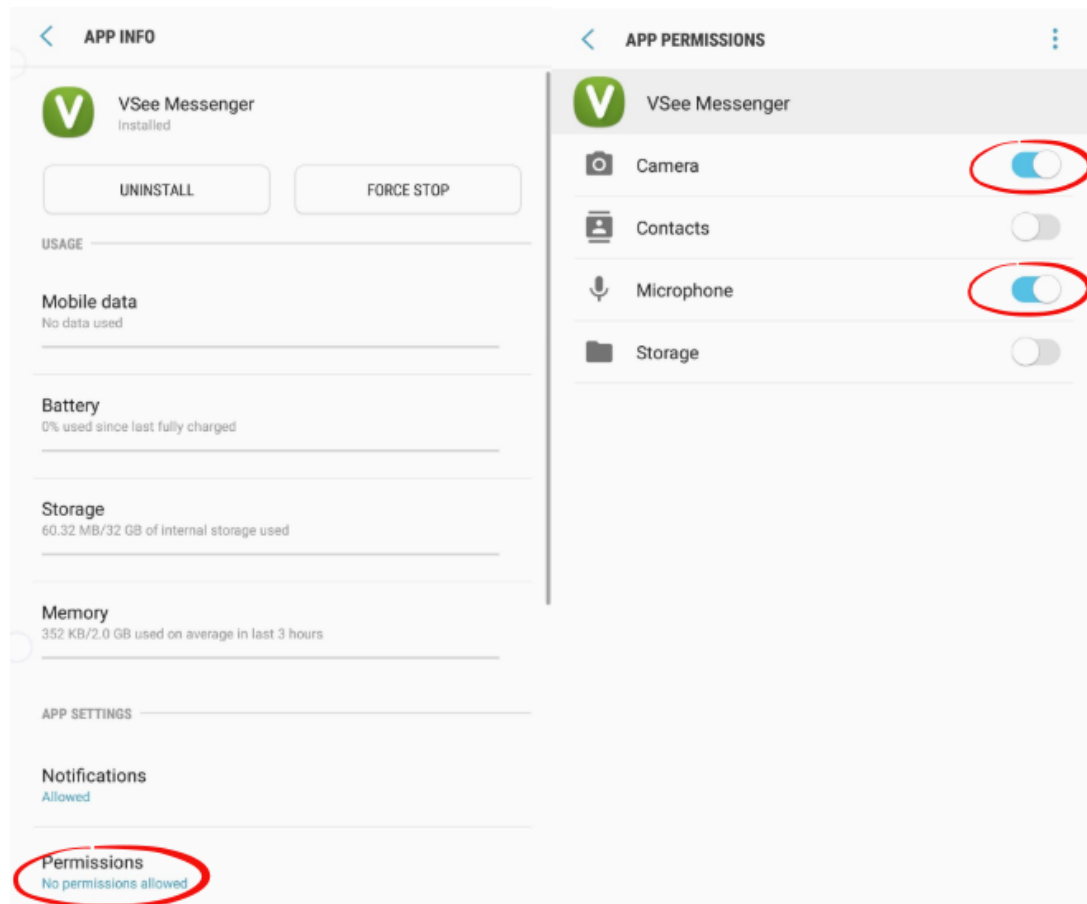
If using VSee Messenger or VSee Clinic app on mobile for the first time, you will be automatically prompted to set these permissions. If your camera and microphone are not recognized when you try to use on mobile, you may need to revisit permissions.

### ANDROID

You will need Android 6.0 Marshmallow or a newer version.

Go to **Settings** > **Apps** > choose **VSee Messenger** > **App Permissions** > Allow for **Microphone** and **Camera**.

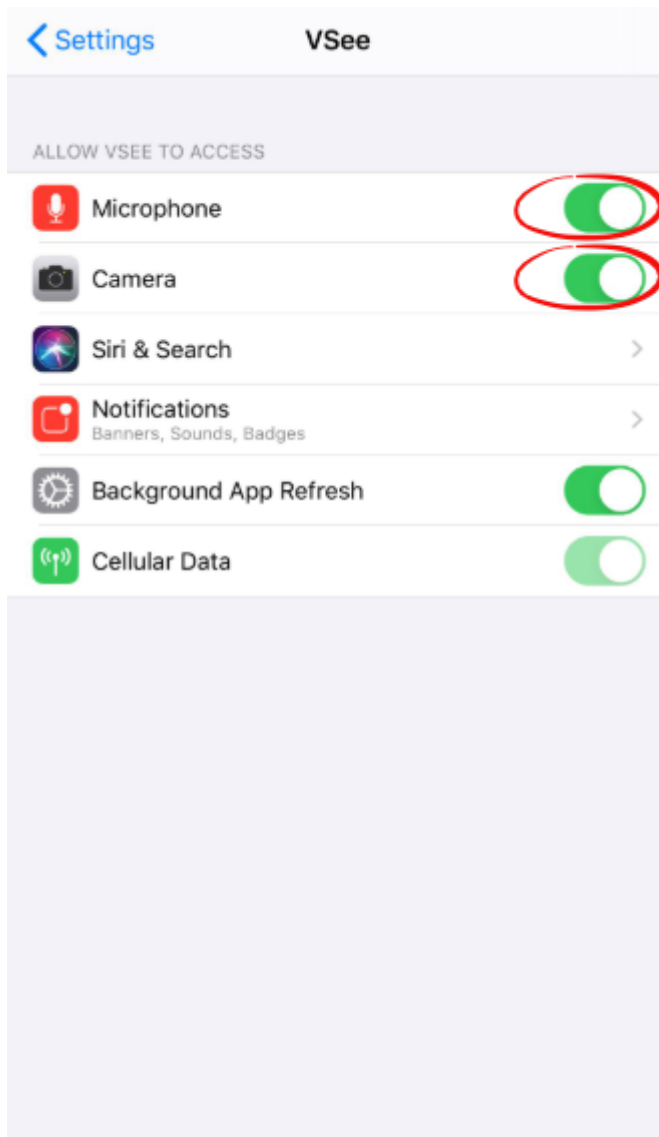
If you are a patient using VSee Clinic, choose **VSee Clinic** instead.



# iOS

Go to **Settings** > choose **VSee** > Allow for **Microphone** and **Camera**.

If you are a patient using VSee Clinic, choose **VSee Clinic** instead.



VSee Messenger: If you do not see these permissions under **Settings**, open the **VSee Messenger** app > **More** > **My Video**.

