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Allow Camera and Mic Permissions (Android and iOS) on VSee Messenger

Jay-Ileen (Ai) - 2023-08-04 - [VSee Messenger \(Providers and Patients\)](#)

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 it on mobile, you may need to revisit permissions.

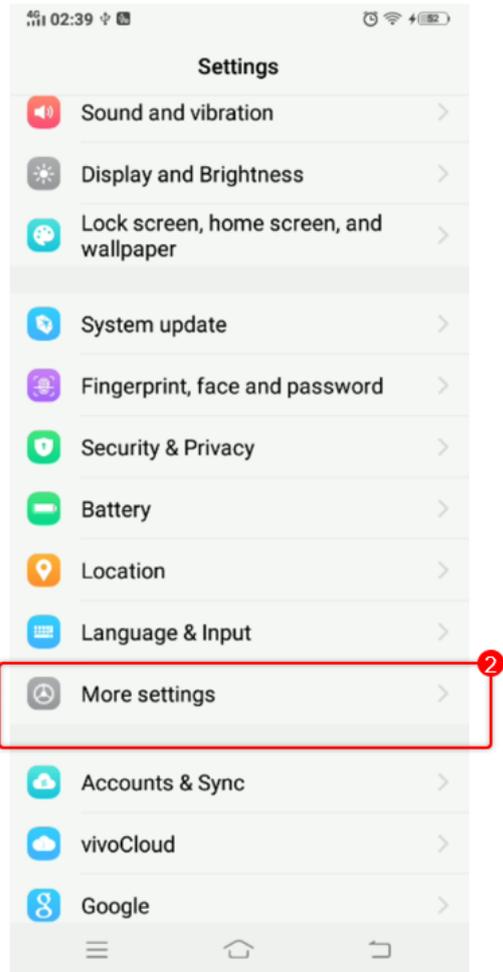
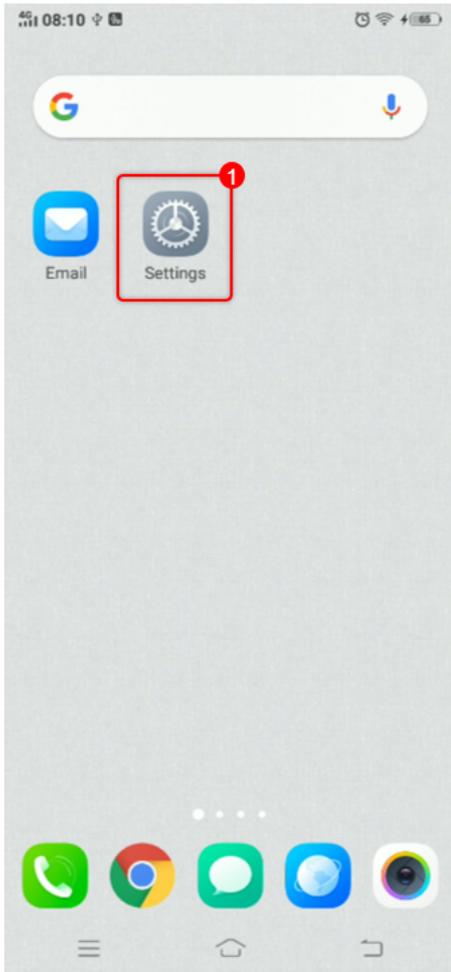
- [Android](#)
- [iOS](#)

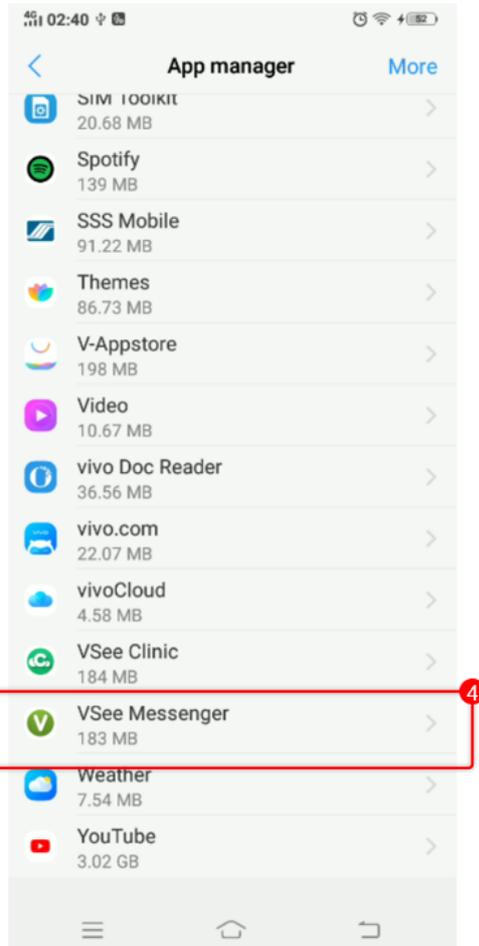
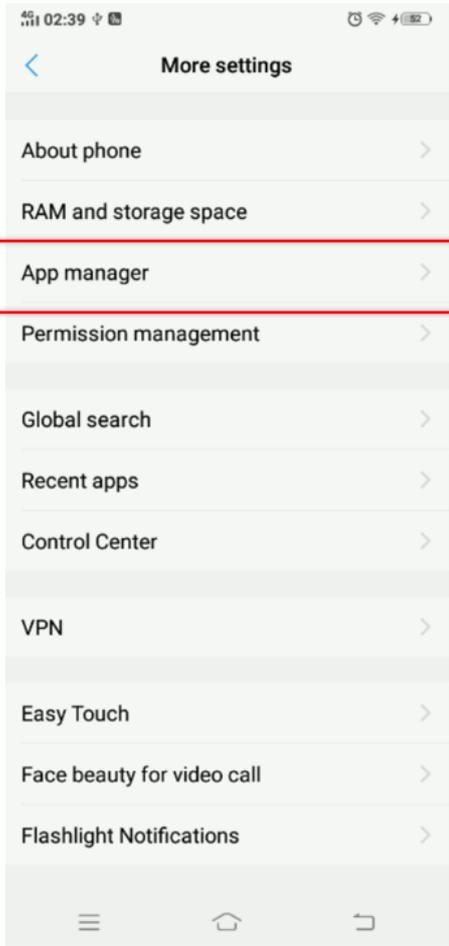
Android

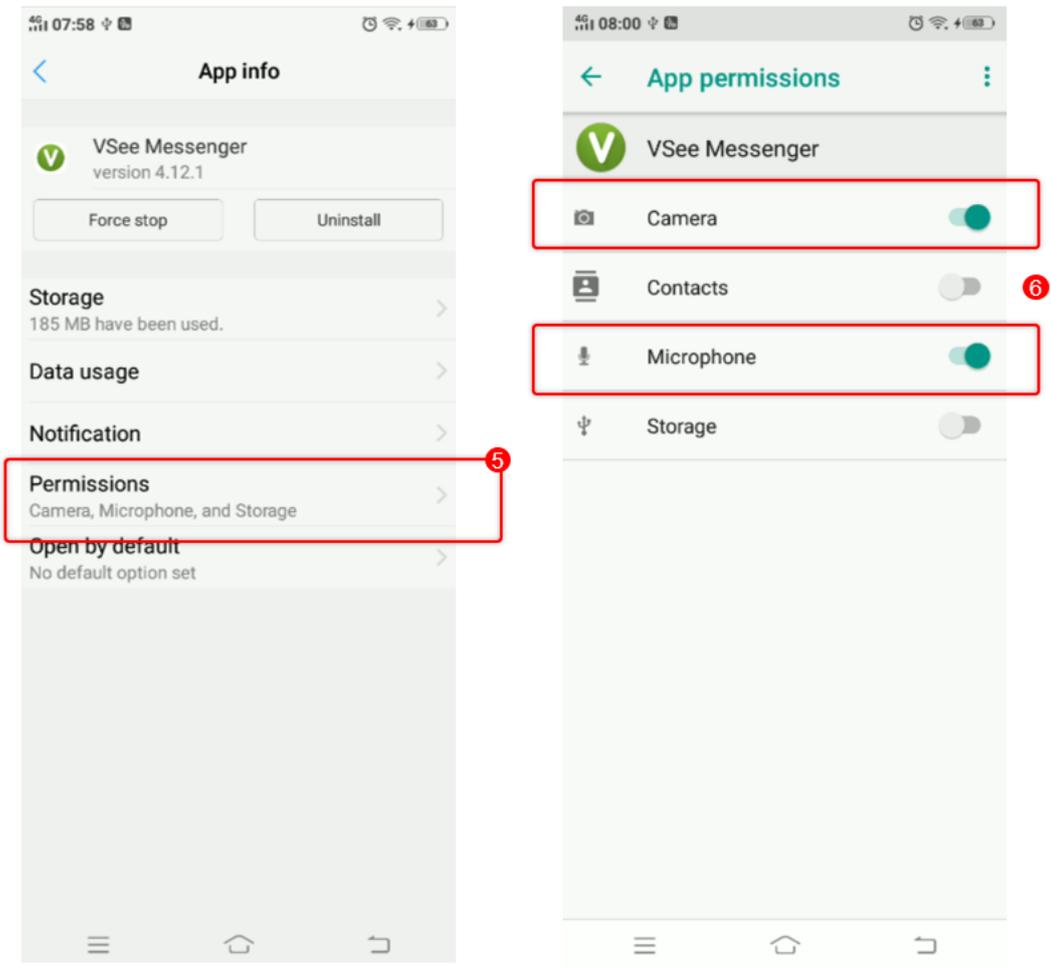
You will need Android 7.0 Nougat or a newer version.

1. Click **Settings** icon.
2. Go to **More Settings**.
3. Select **App manager**.
4. Choose **VSee Messenger**.
5. Select **Permissions**.
6. Click slider to toggle and "Allow" for Microphone and Camera.

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

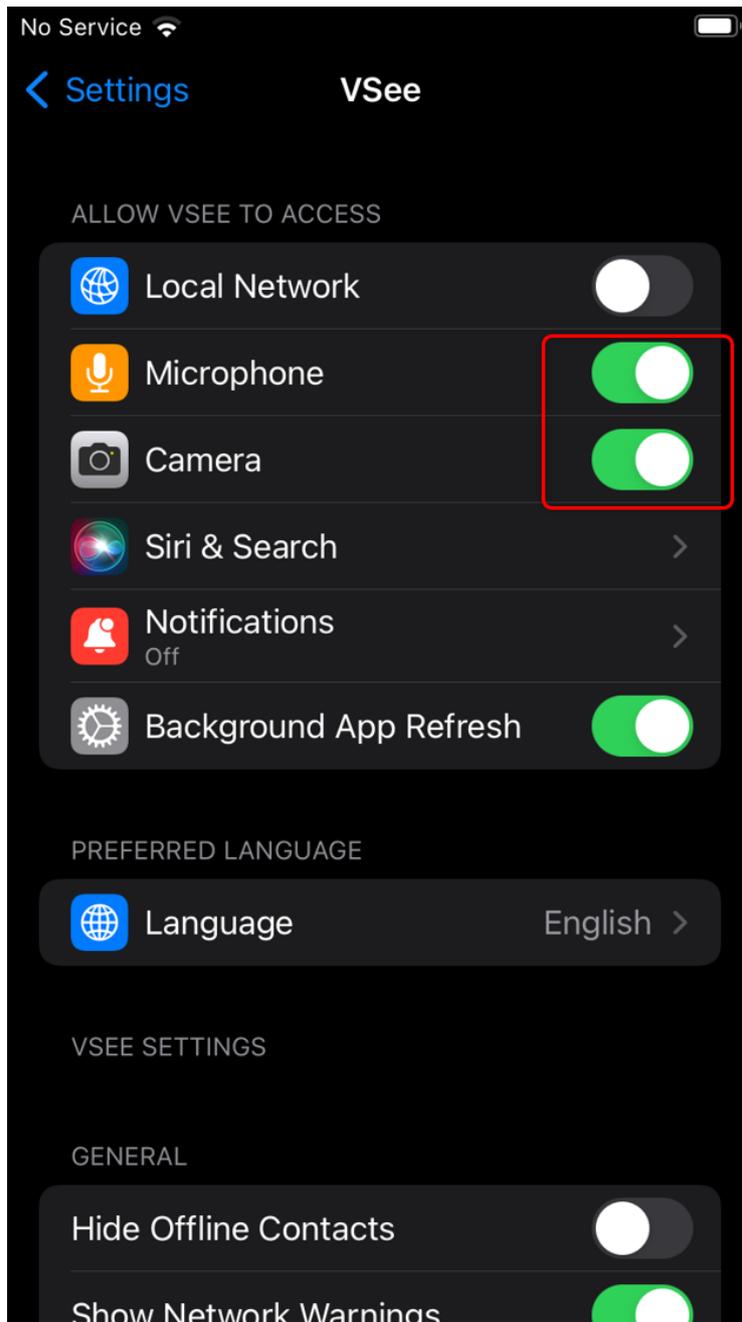






iOS

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



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

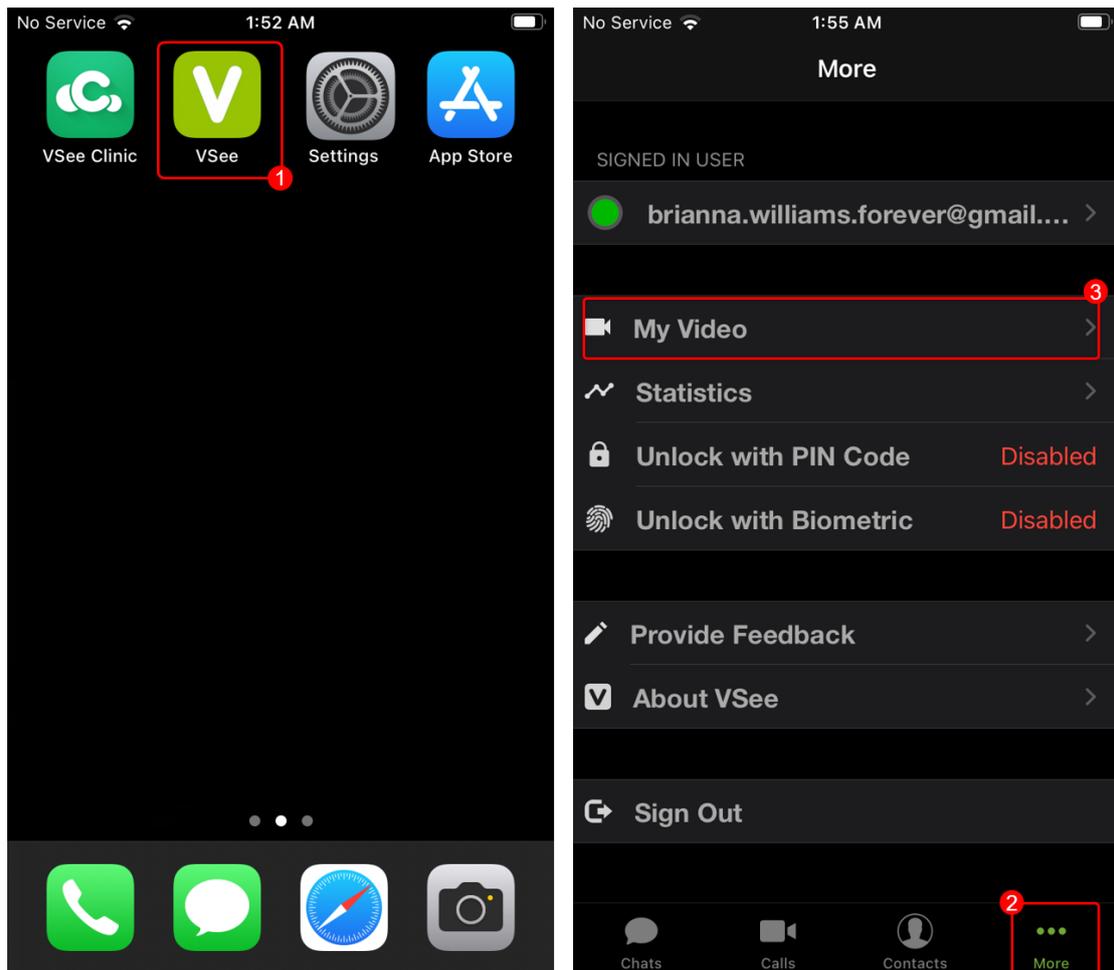
VSee Messenger: If you do not see these permissions under Settings;

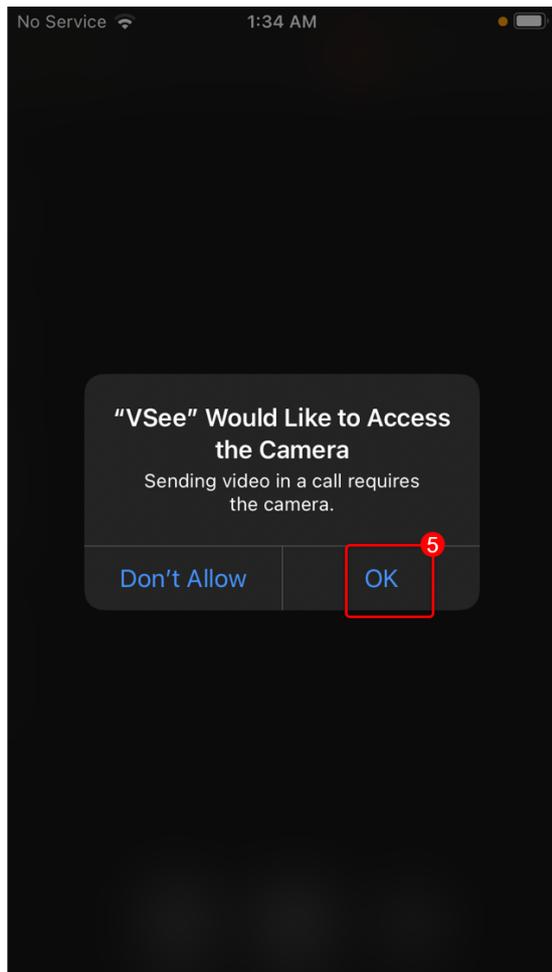
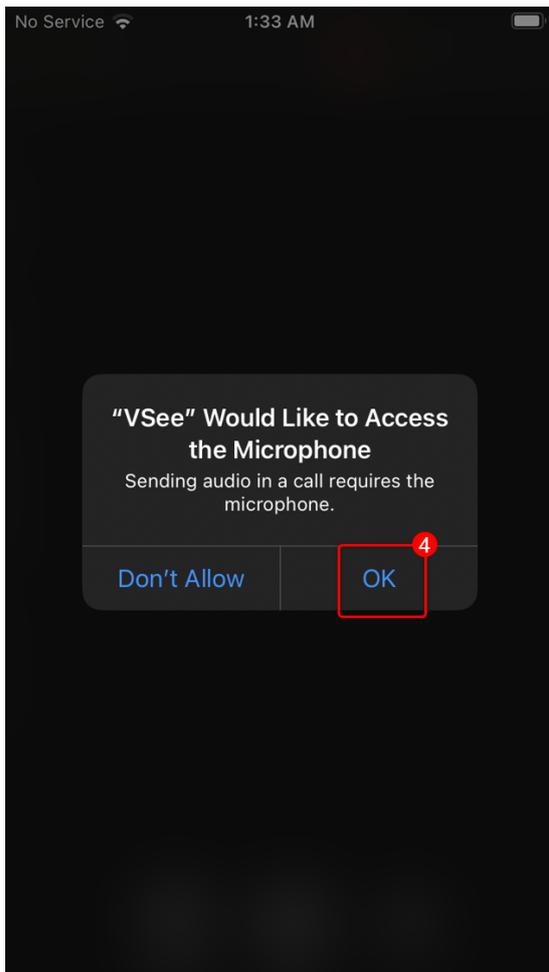
1. Open the **VSee Messenger app**.
2. Click **More**.

3. Select **My Video**.

4. Click **OK** to allow VSee to access your microphone.

5. Click **OK** to allow VSee to access your camera.





If the problem persists, please contact us [here](#).

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