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.

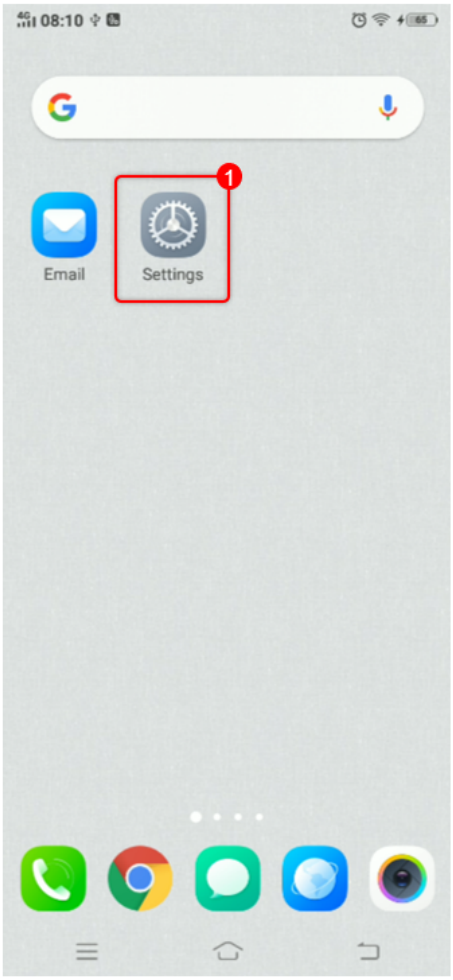
- Android
- iOS

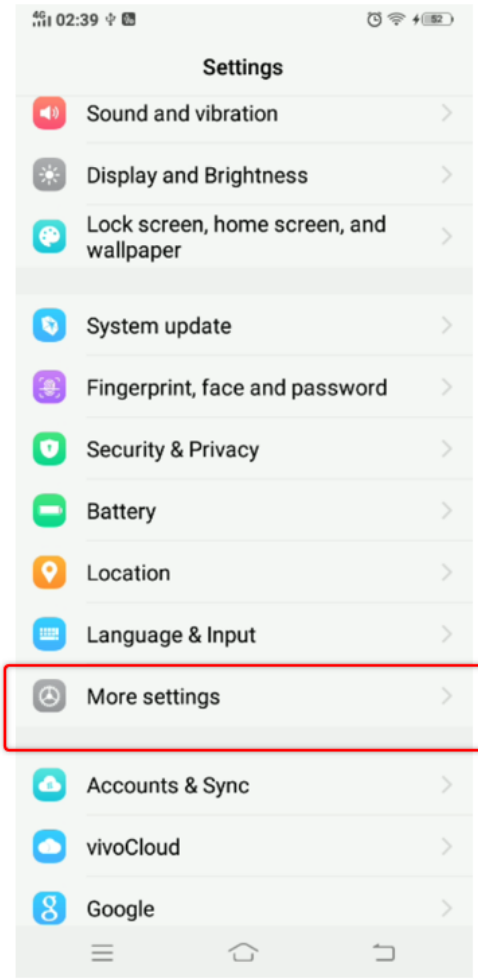
Android

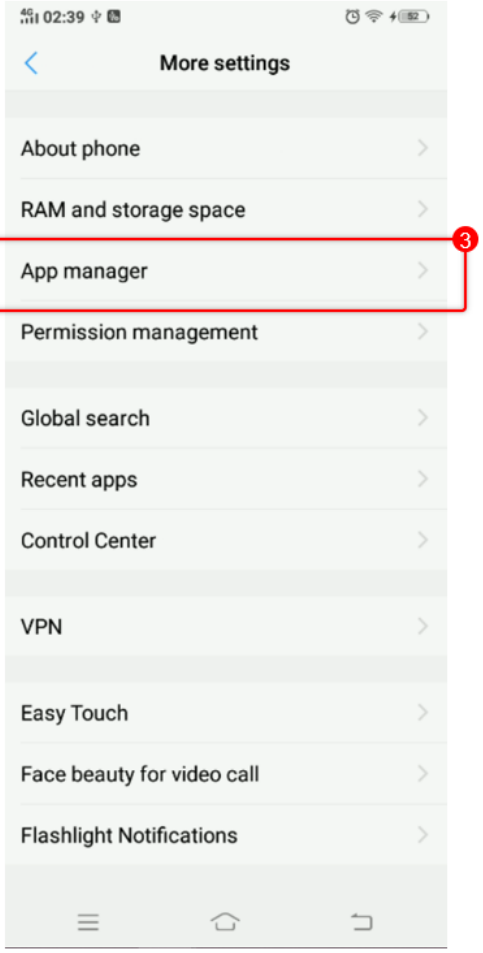
You will need Android 7.0 Nougat or a newer version.

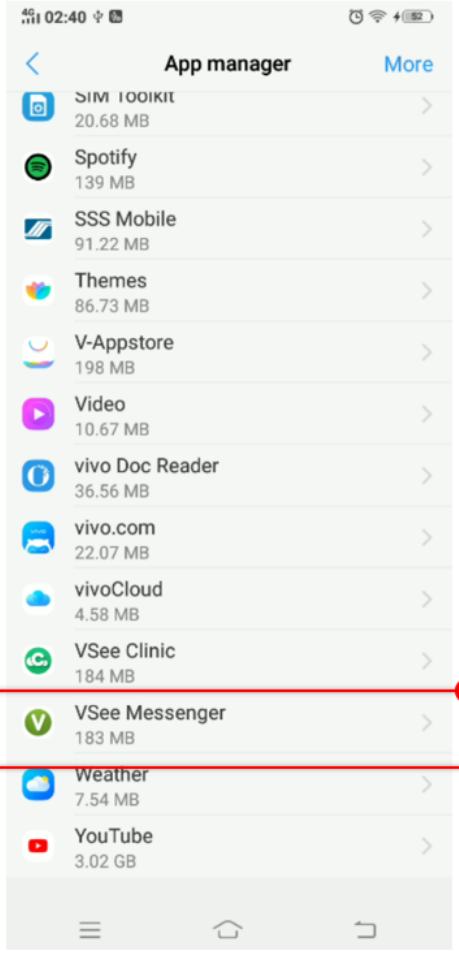
1. Click **Settings** icon.
2. Go to **More Settings**.
3. Select **App manager.**
4. Choose **VSee Messenger**.
5. Select **Permissions.**
6. Click slider to toggle and “Allow” for Microphone and Camera.

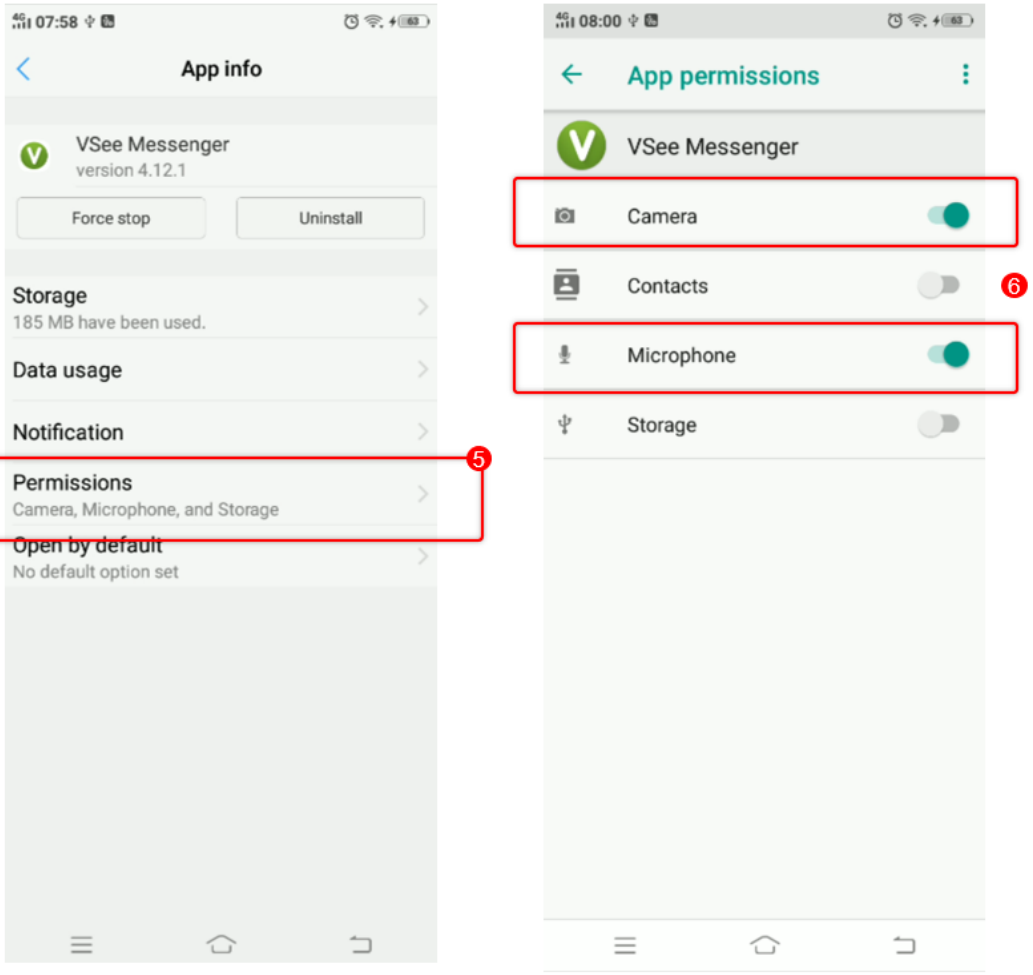
If you are a patient using VSee Clinic, choose VSee Clinic Mobile app instead.


08:10
Email
Settings
1


02:39
Settings
Sound and vibration
Display and Brightness
Lock screen, home screen, and wallpaper
System update
Fingerprint, face and password
Security & Privacy
Battery
Location
Language & Input
More settings
2
Accounts & Sync
vivoCloud
Google

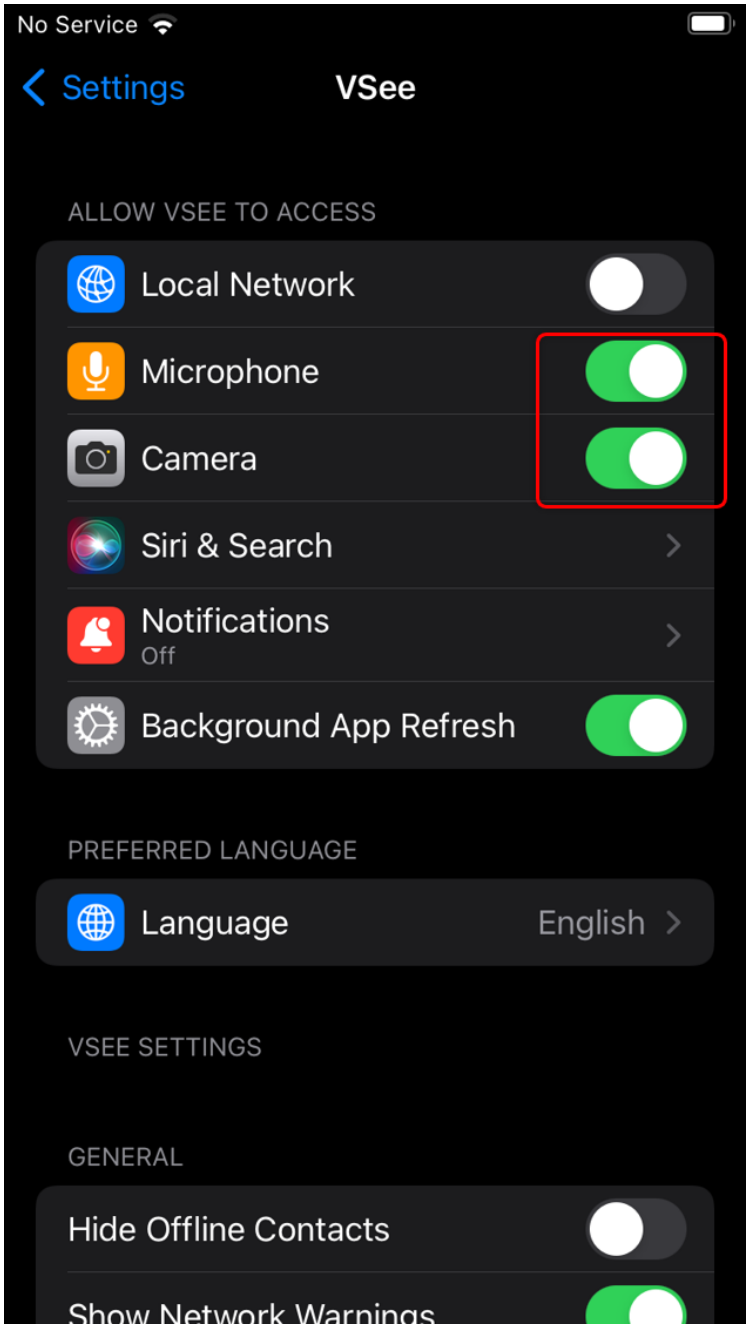

02:39
More settings
About phone
RAM and storage space
App manager
Permission management
Global search
Recent apps
Control Center
VPN
Easy Touch
Face beauty for video call
Flashlight Notifications
3


02:40
App manager
More
SIM Toolkit
20.68 MB
Spotify
139 MB
SSS Mobile
91.22 MB
Themes
86.73 MB
V-Appstore
198 MB
Video
10.67 MB
vivo Doc Reader
36.56 MB
vivo.com
22.07 MB
vivoCloud
4.58 MB
VSee Clinic
184 MB
VSee Messenger
183 MB
Weather
7.54 MB
YouTube
3.02 GB
4



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;

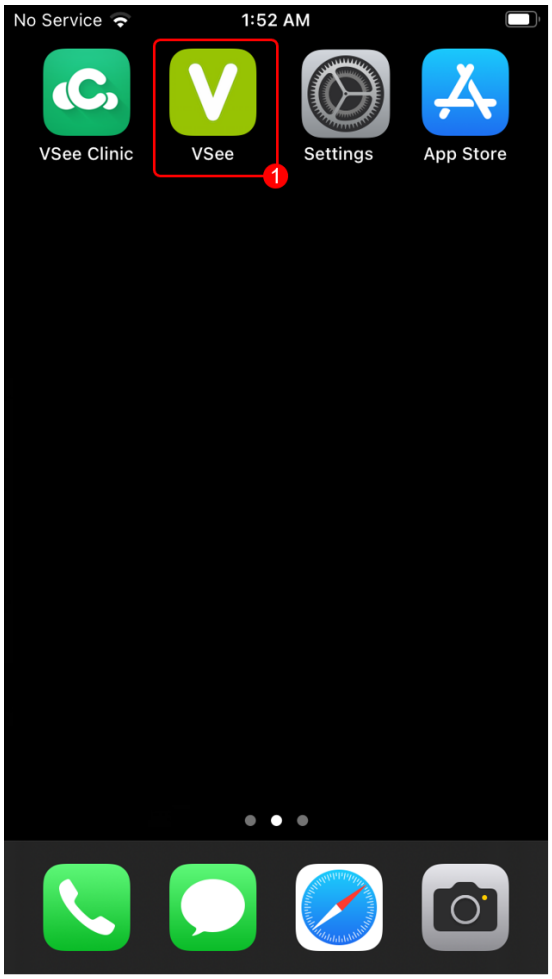
1. Open the **VSee Messenger app.**

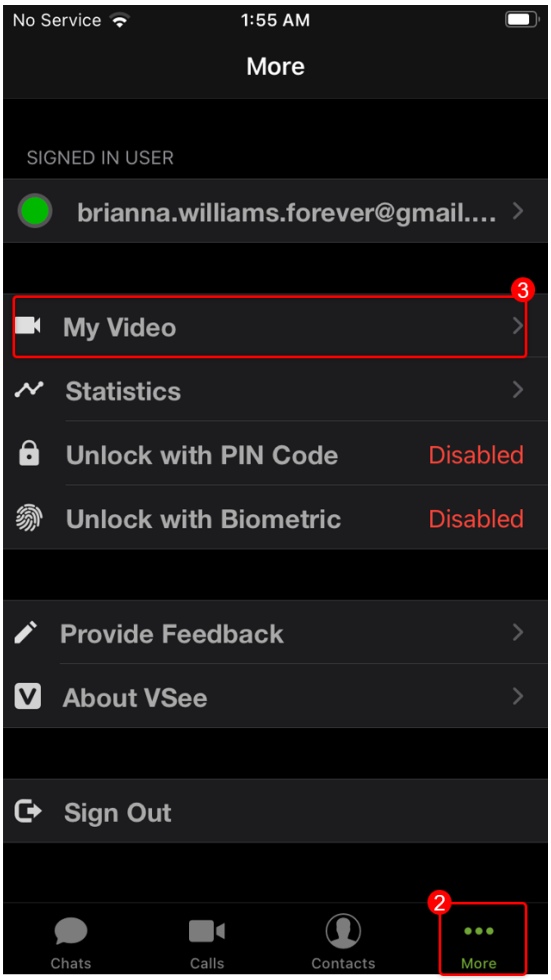
2. Click **More.**

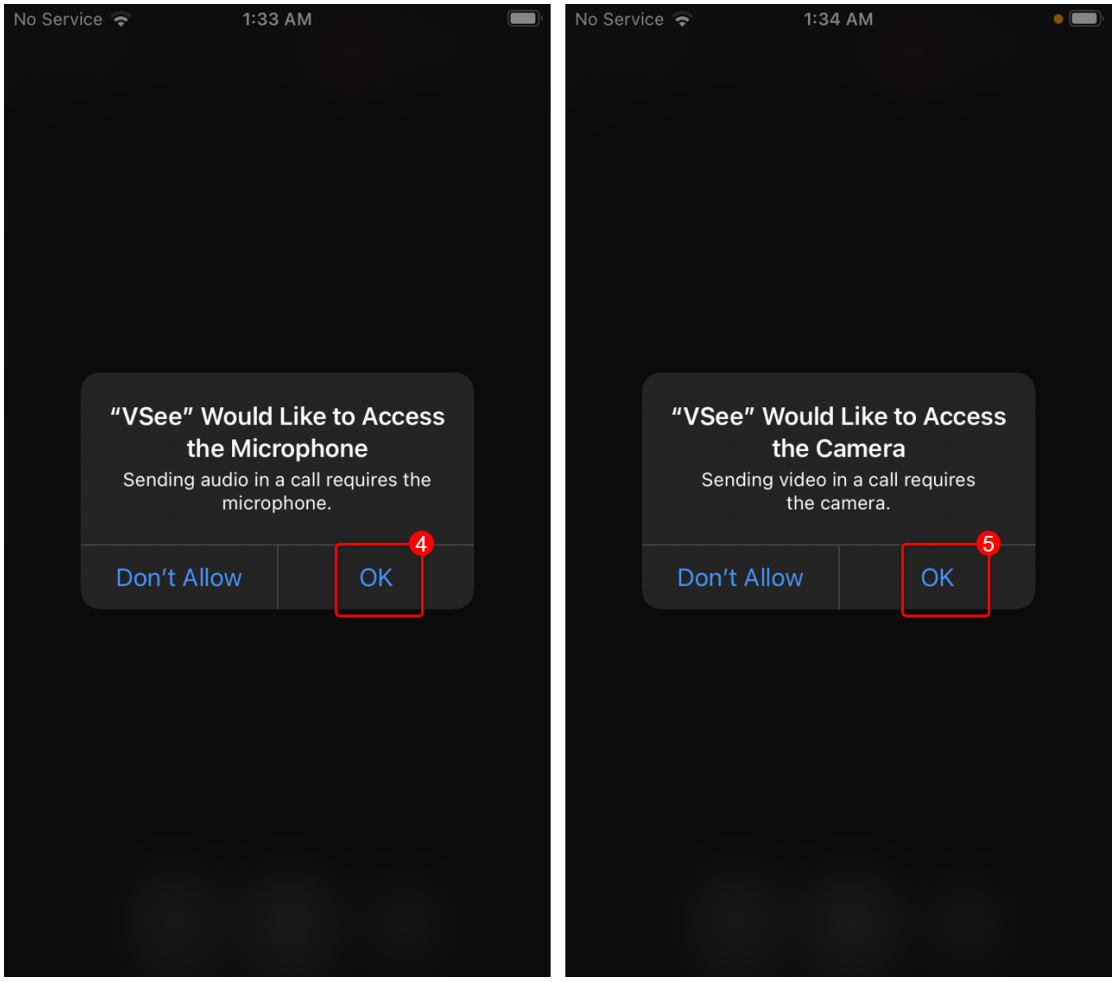
3. Select **My Video**.

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.

- Tags
- android
- camera
- camera permissions
- ios
- microphone
- microphone permissions