Camera and Microphone Access Permission for Browsers

Jay-Ileen (Ai) - 2023-07-18 - VSee Clinic for Patients

To have a call with your provider or patient on the browser, you need to make sure the right microphone and camera are chosen and accessible.

IMPORTANT:

- **Make sure no other applications are using the camera or microphone at the same time. Restarting the browser or device might also help.**
- **Make sure you are using the most recent version of the browser.**
- These settings and troubleshooting will work, given that the microphone and camera are working properly.
- When you enter a waiting room for the first time, you will be asked to give permission to access your camera & mic for use during a call. This step is mandatory for most browser applications to protect your privacy. Please be sure to select **Allow** when prompted.
- We highly recommend using Google Chrome for the best quality. (**Note:** For iPad or iPhone users, please use Safari, since calling via Chrome is not supported).

Browser-specific instructions:

Chrome on Desktop/Laptop

Chrome on a mobile device (Android phone/tablet)

Safari on Desktop/Laptop

Safari on a mobile device (iPhone/iPad)

Microsoft Edge (Desktop only)

If you have any questions, please contact our support team.

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- Tags
- browsers
- camera
- microphone
- permissions