Camera and Microphone settings for browsers - Chrome on a mobile device (Only supported on Android phone/tablet)

Jay-Ileen (Ai) - 2025-12-01 - VSee Clinic for Patients

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

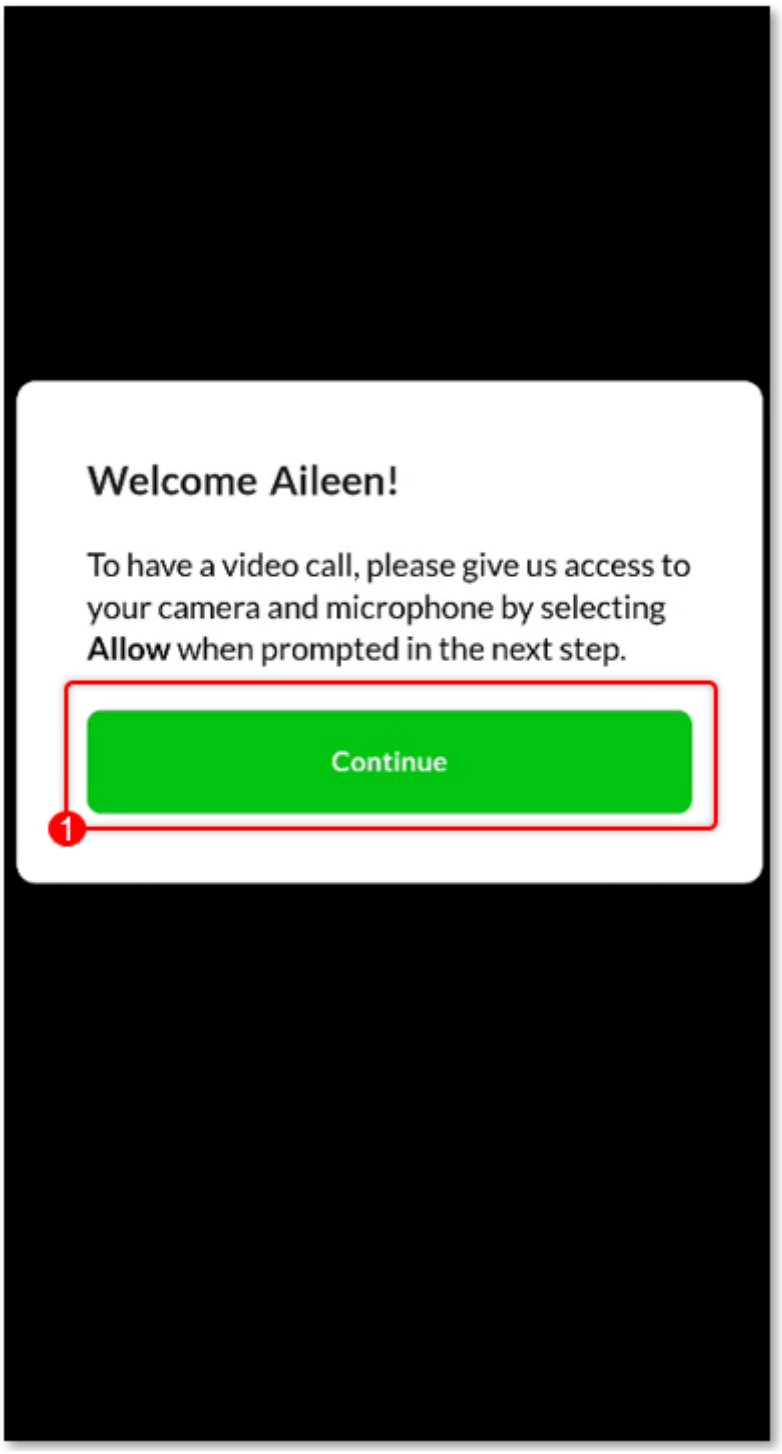
IMPORTANT:

- **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.** Check for update.
- 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).

How to Allow Camera and Microphone

1. After entering all the fields in the Intake form, you will have to give

permission to access your microphone and camera before you enter the waiting room. Click on **Continue**.



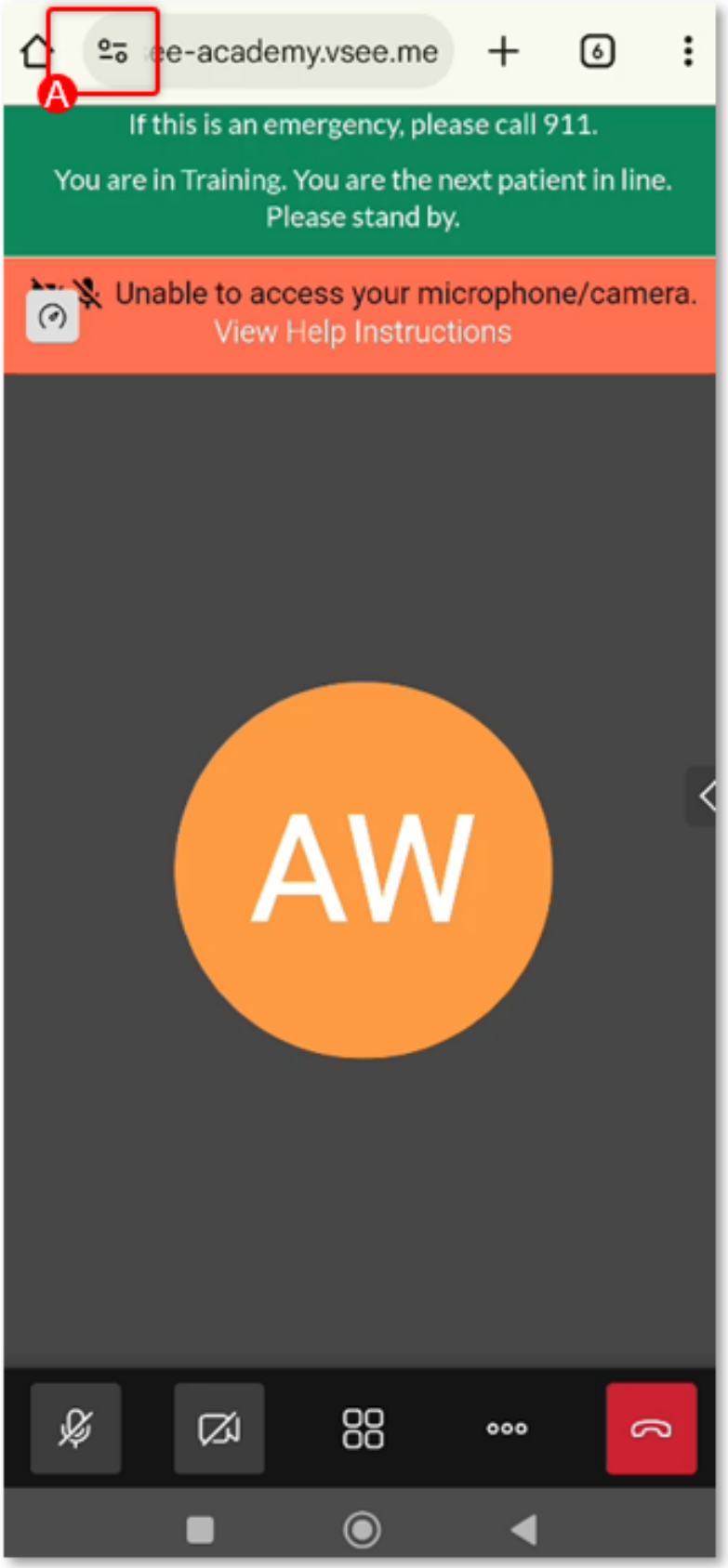
2. Click on **Allow this time** OR **Allow while visiting the site** to give permission to your camera and microphone.



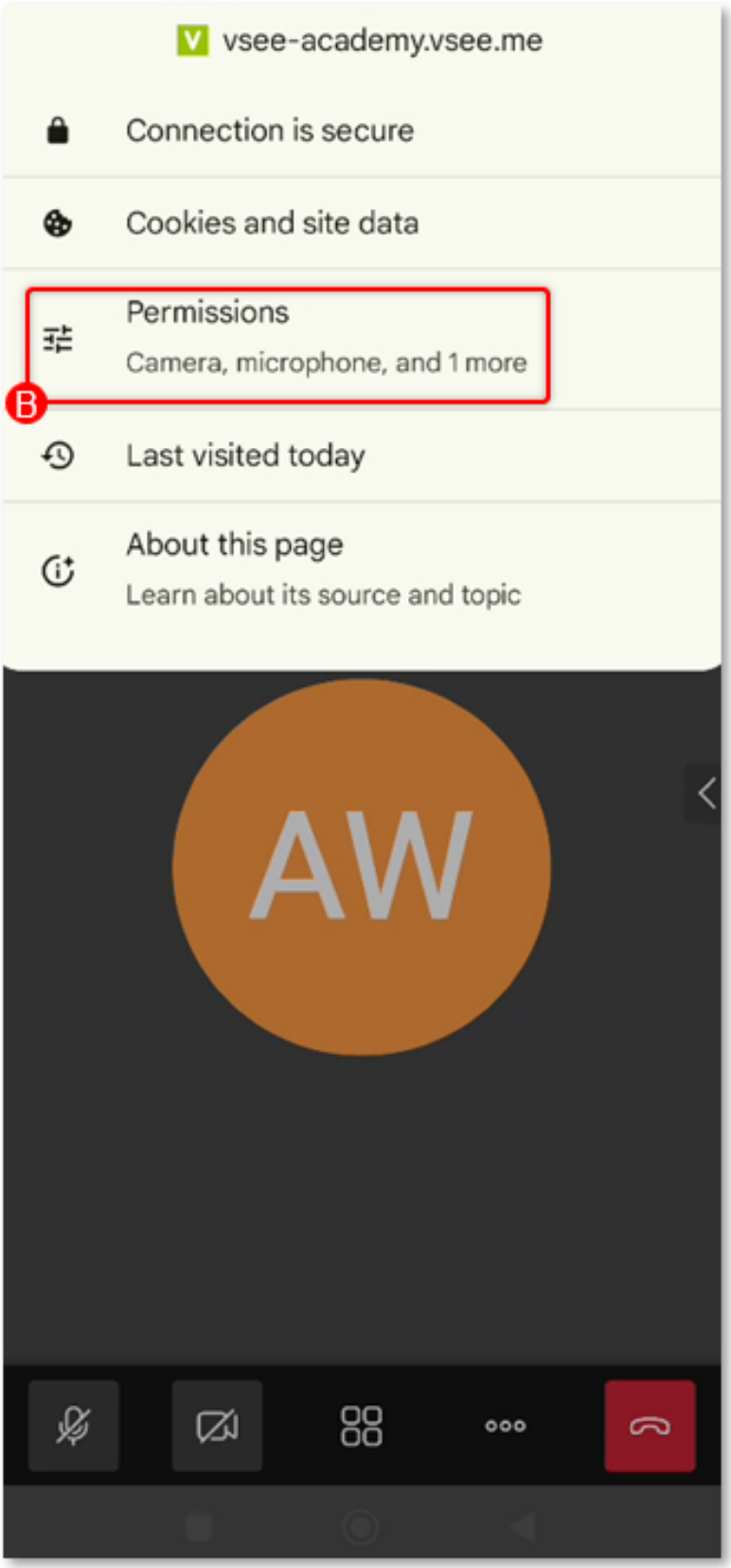
3. Click on **Join Now**.



A. If you see an error informing you that VSee is unable to access your camera or microphone, click on the **Site Information icon**, located on the left side of your address/search bar.

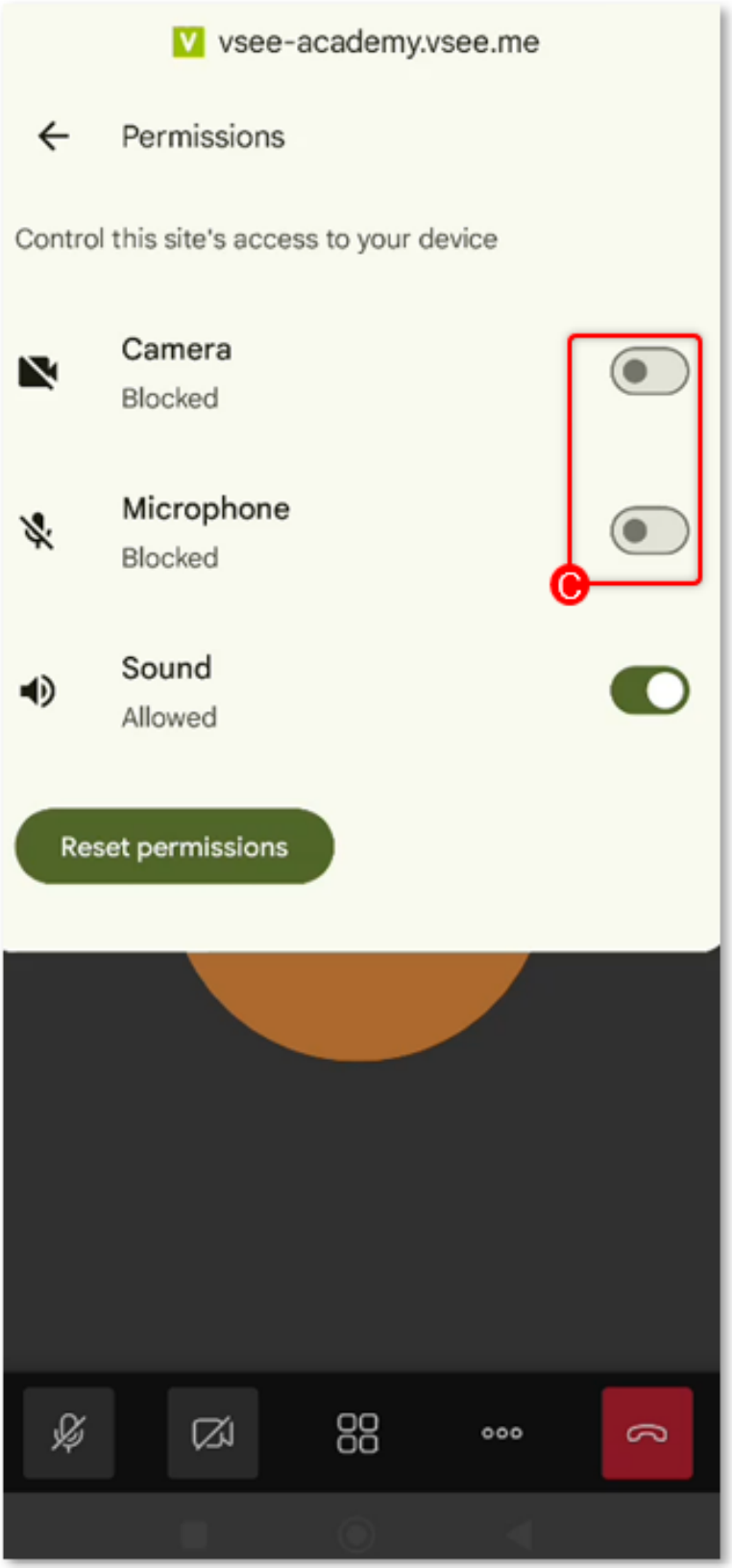


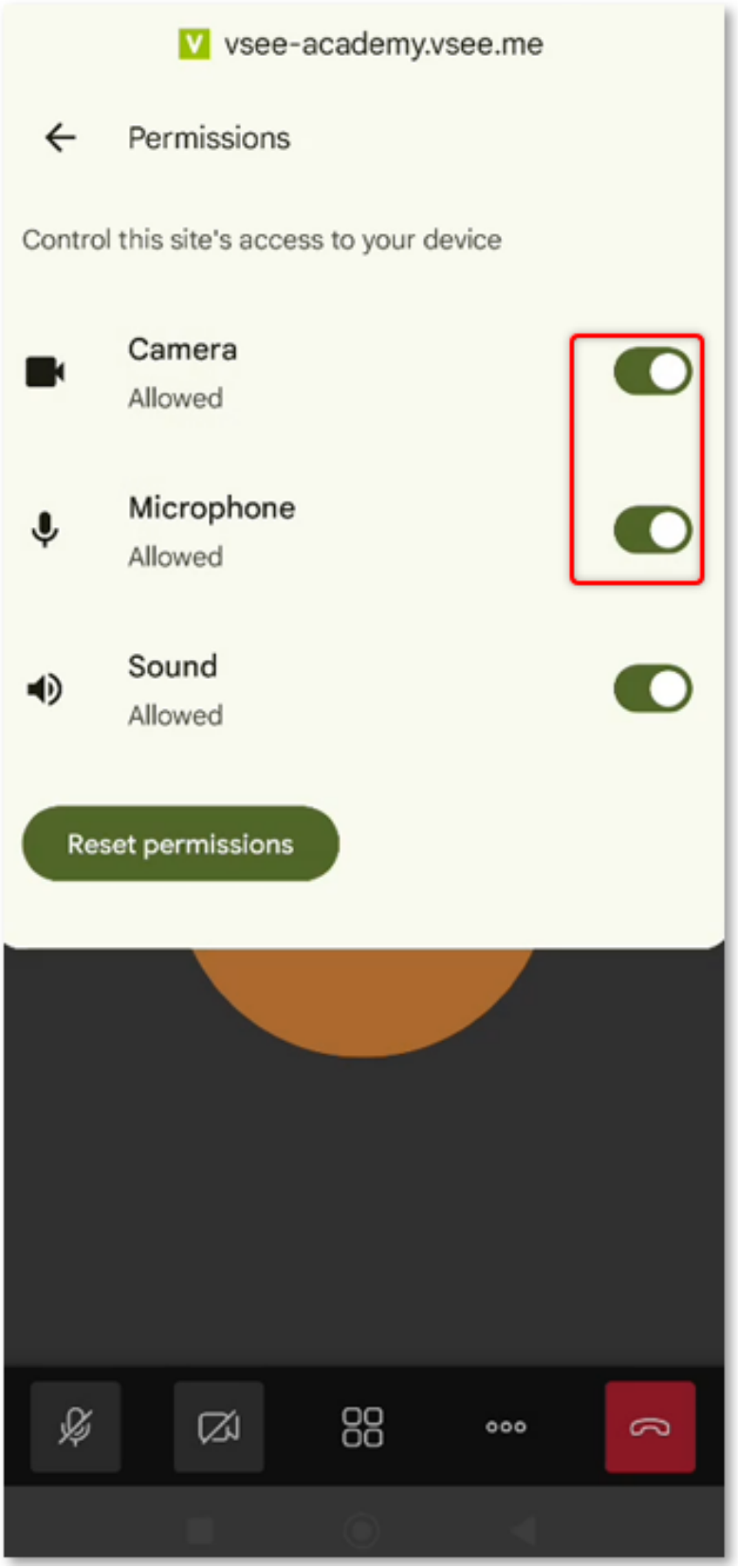
B. Click on **Permissions**.



C. Confirm that the **Camera**, **Microphone**, and **Sound** are switched to Allowed. Toggle them ON by clicking on the sliders, switching them from left to right.

From the color grey, it will show the color green to confirm they are ON.

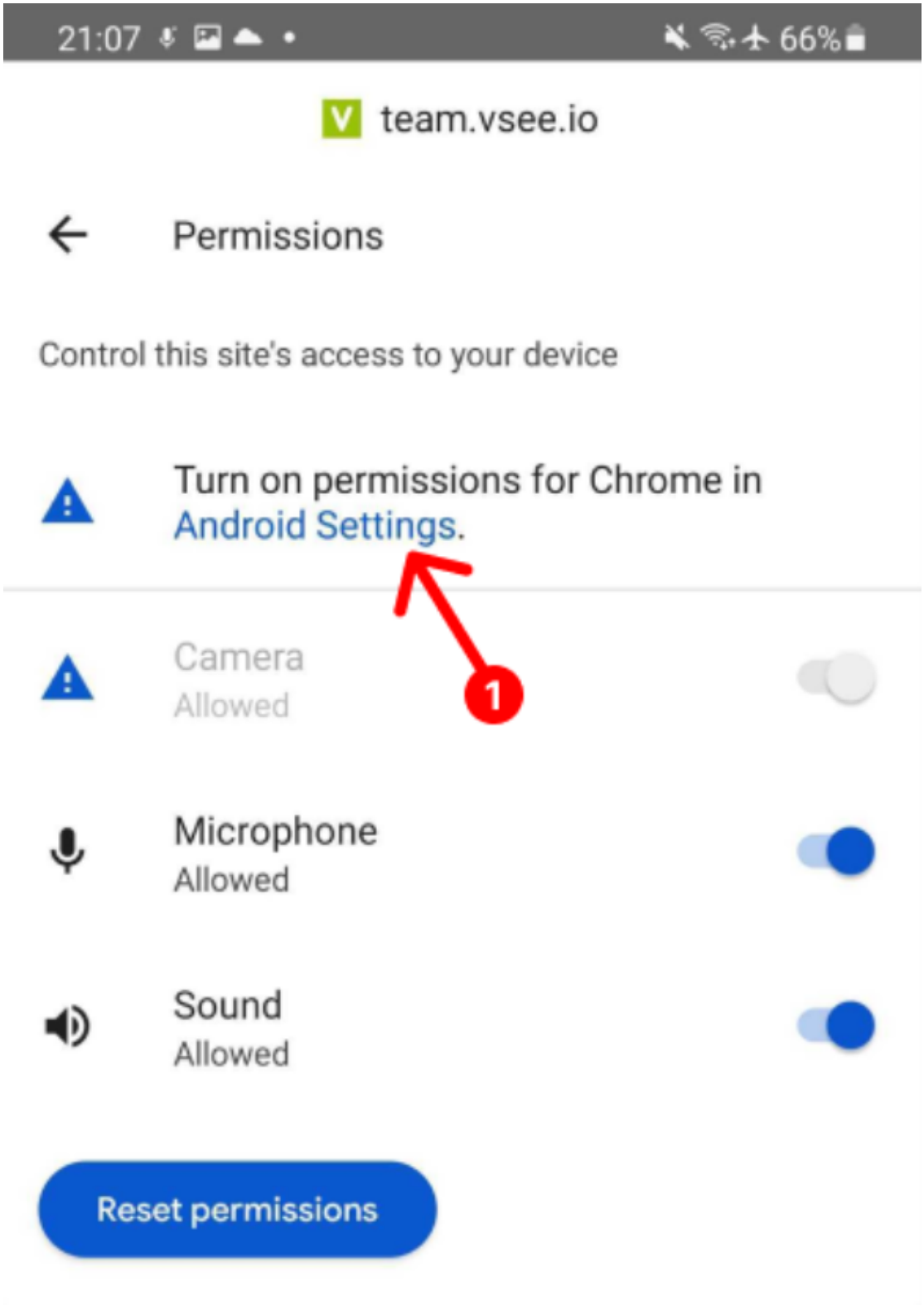

vsee-academy.vsee.me
Permissions
Control this site's access to your device
Camera
Blocked
Microphone
Blocked
C
Sound
Allowed
Reset permissions



Note: You may need to Unmute your microphone & camera for them to work.

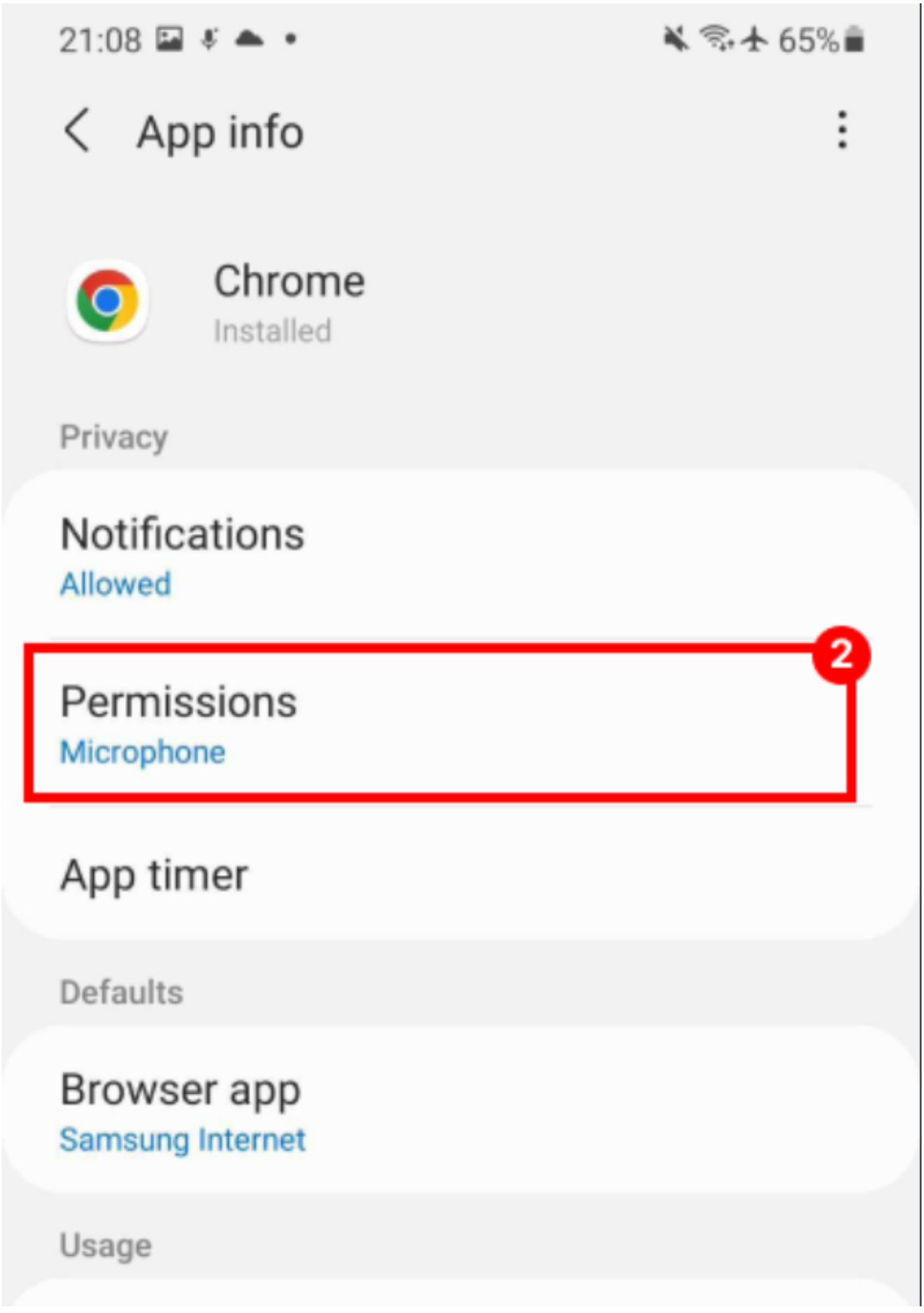
If you see the “Permissions denied for Chrome” message like below:

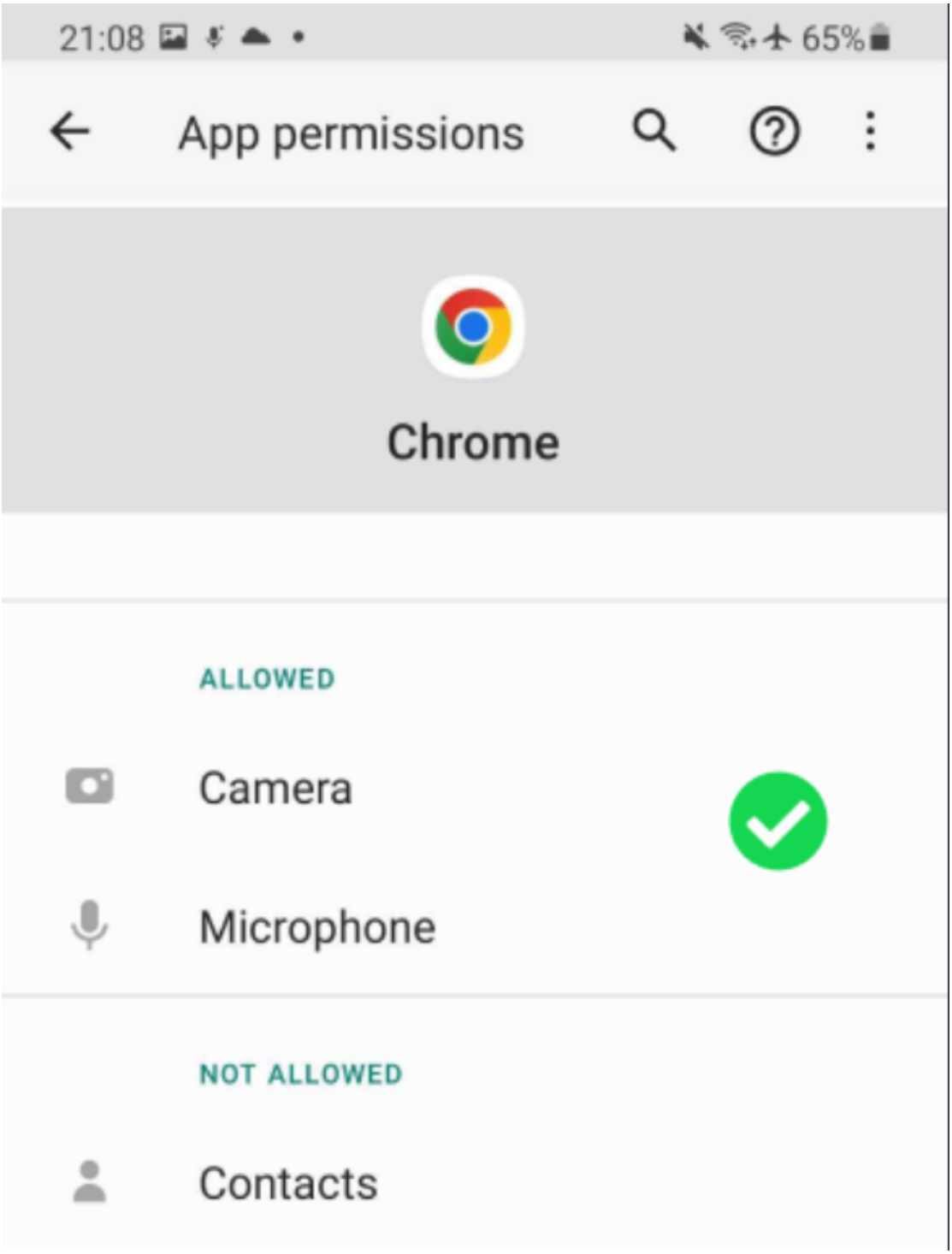
1. Tap on the “Android Settings” link OR open your phone’s **Settings** / **Apps** / **Chrome.**



2. Tap on **Permissions**.

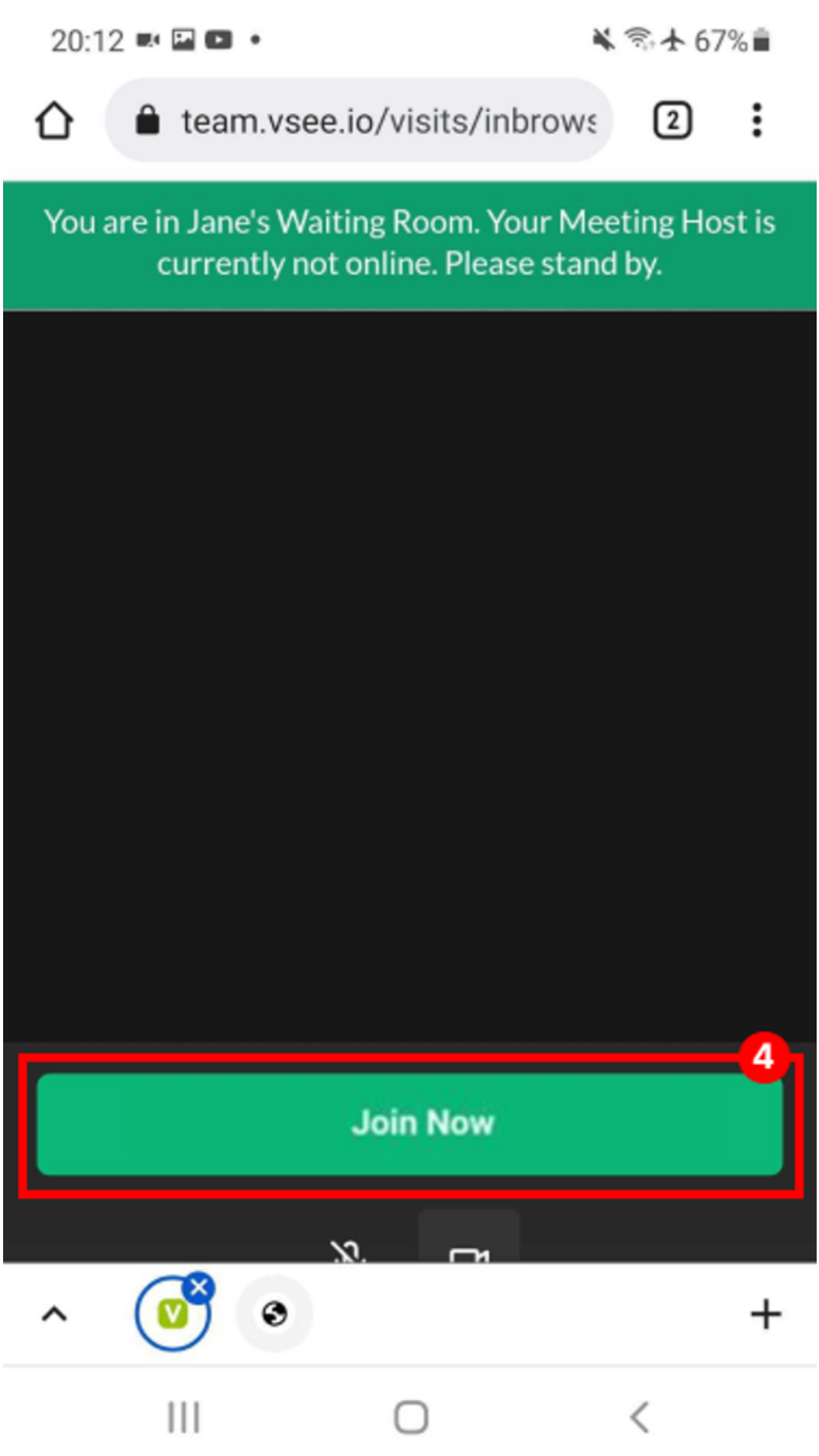
3. Make sure to allow permissions to both Microphone and Camera.


21:08
65%
App info
Chrome
Installed
Privacy
Notifications
Allowed
2
Permissions
Microphone
App timer
Defaults
Browser app
Samsung Internet
Usage



4. Go back to the browser call tab in Chrome. Then tap "**Join Now**" button to enter the call.

Note: You may need to Unmute your microphone & camera for them to work.


20:12
67%
team.vsee.io/visits/inbrows
2
You are in Jane's Waiting Room. Your Meeting Host is currently not online. Please stand by.
4
Join Now

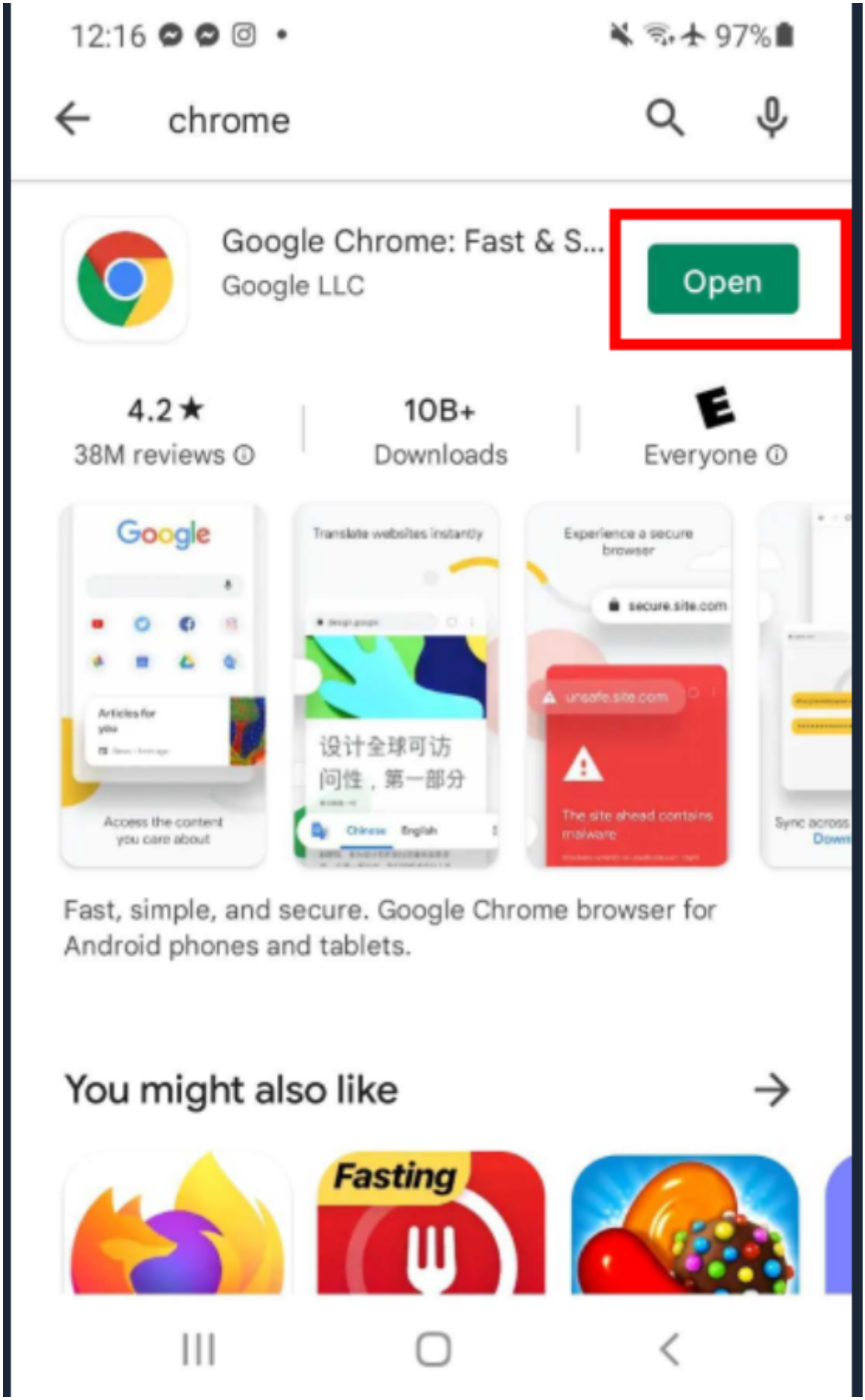
Check for Google Chrome Updates (Android phone/tablet)

1. Chrome is updated as part of your regular Android updates. To check for any updates not yet installed, open **Play Store** app from your device

2. Search for "**Google Chrome"** or **"Chrome"** app

3. If the main button in the Google Chrome tab is "**Open"**, it means your app is already up-to-date and ready to use.

If the button says "**Update"**, you need to tap on the **Update** button to update to the latest version.


12:16
97%
chrome
Google Chrome: Fast & S...
Google LLC
Open
4.2★
38M reviews
10B+
Downloads
Everyone
Google
Access the content you care about
Translate websites instantly
设计全球可访问性，第一部分
Chinese
English
Experience a secure browser
secure.site.com
unsafe.site.com
The site ahead contains malware
Fast, simple, and secure. Google Chrome browser for Android phones and tablets.
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View instructions for other browsers/devices

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

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